# Celebrating 25 years of VCAT: Milestones

## **Transcript**

[Introductory music]

V/O: VCAT is celebrating its 25th anniversary. Here's a look back at what we've achieved.

[On-screen text: 1998 – First year of operation, resolved 74,225 cases out of 74,317 applications]

[On-screen text: 1998 – Introduced electronic lodging in the Residential Tenancies List]

[On-screen text: 2000 – Mediation services established. 60% settlement rate]

[On-screen text: 2002 – Human Rights Division established]

[On-screen text: 2005 – Legal Professional Tribunal incorporated]

[On-screen text: 2010 – Fair hearing obligation practice enshrined; increasing support for unrepresented parties]

[On-screen text: 2010 – Equal Opportunity Act commenced. In-house mediation training program established]

[On-screen text: 2013 – VCAT lists re-organised, making applications easier and more accessible for users]

[On-screen text: 2014 – VCAT Amendment Act 2014 improving efficiency in processes and our case management systems]

[On-screen text: 2015 – Launched the Residential Tenancies Hub. Increasing self-service for our users]

[On-screen text: 2016 – 85% satisfaction rate among VCAT users]

[On-screen text: 2018 – Compulsory conferences increased by 91% in the Residential Tenancies and Owners Corporations List]

[On-screen text: 2019 – Guardianship Hub launched online service]

[On-screen text: 2020 – Guardianship and Administration Act 2019 implemented]

[On-screen text: 2020 – Established Koori Engagement Team]

[On-screen text: Logo: VCAT Koori Support]

[On-screen text: 2020 Transitioned overnight to virtual hearings]

[On-screen text: Planning and Environment Division becomes VCAT’s first fully digitally enabled list]

[On-screen text: 2020 2021 – New community based venues opened]

[On-screen text: 2021 – Service Transformation Program begins]

V/O: As we reflect on the last 25 years, we're excited about the future as we continue to serve our community.

[On screen text: 25 years of VCAT]

[Music fades]