# Celebrating 25 years of VCAT: The future

## **Transcript**

Monique Conlan – Registrar, Civil Division: I think one of the most exciting things about VCAT is what we've got coming next.

Currently, we are a very large tribunal that presides over tens of thousands of cases per year, but the way that's managed is largely in hard copy.

Over the past few years, technologies have become available that offer much greater efficiencies in case management for both us and our users.

This is why we started our service transformation program.

What this program will deliver is a fundamental shift away from how we've managed cases over the past quarter century or so.

By moving to a digital case management system, users can access information and updates about their case much faster and manage details of their case more efficiently.

It will really be a one-stop shop for everything someone needs to know about their case.

This means that users will have greater transparency and real-time access to information.

This transformation will also benefit those who can't access a computer or prefer to manage their affairs in person as our resources will be more available to support them.

Our members and staff will have access to comprehensive and well organised digital files with documents that are easy to locate, allowing us to be able to respond more efficiently to user requests.

I believe that once finished, our service transformation program will deliver both a contemporary and accessible tribunal that meets the diverse needs of the Victorian community, both now and into the future.

[On screen text: 25 years of VCAT]

[Music fades]