

TOWARD THE HORIZON TRIBUNALS OF THE FUTURE

7 - 8 June 2018 | QT Canberra, ACT

Tribunals of the Future – Toward Digital Tribunals **‘The Victorian Civil and Administrative Tribunal – VCAT for the Future’**

The Hon. Justice Greg Garde AO RFD
President, Victorian Civil and Administrative Tribunal

VCAT has a proud history of providing fair, accessible and efficient justice for Victorians. The Tribunal resolves on average 85,000 cases per year and, as we look to the future, we anticipate changes to its jurisdiction and demand for its services.

The next four years will see a transformation of the Tribunal’s services. At the heart of this ambitious agenda is the drive to be a contemporary, forward-thinking tribunal. This means being responsive to the dynamic social, technological and legislative environment in which it operates.

The Tribunal’s strategic plan, *VCAT for the Future 2018-22*, is shaped by the standards of *International Framework for Court Excellence* and builds on the successes of the last four years. Developed through extensive consultations across the Tribunal and with external stakeholders, the priorities reflect the feedback the it received.

The community expects easily accessible, tailored services using the latest digital technology and communication. To meet these expectations, the Tribunal is reinventing its digital services for fast, seamless access to VCAT anytime and anywhere across Victoria.

There are revenue constraints and there is a distance to go, but expanding access to justice is a core VCAT commitment. The Tribunal intends to make it easier for all Victorians to participate and get the assistance they need.