



# COAT PRESENTATION

Justice Greg Garde AO RFD

Past President of VCAT

June 2018

**VCAT** | victorian civil &  
administrative  
tribunal

Fair, efficient justice for all Victorians

# VCAT's Vision, Values and Goal

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## Our vision

To serve the community by resolving disputes in a timely, cost-effective and efficient way

## Our values

Fairness, professionalism, integrity, independence, efficiency, approachability, accessibility

## Our goal

To be a tribunal that meets the needs of all Victorians

# VCAT Snapshot 2016/17

## VCAT's service

- ✓ 228 members, 218 staff
- ✓ 84,878 cases finalised
- ✓ 56% resolution rate for compulsory conferences and mediations
- ✓ 4.1 million pages viewed online
- ✓ 208,146 calls answered
- ✓ 179,037 incoming emails handled
- ✓ 24,628 CBD counter enquiries
- ✓ 58 hearing venues across Victoria
- ✓ 1685 interpreter sessions
- ✓ Customer surveys showed 85 per cent satisfaction with VCAT services



# VCAT's Strategic Plan 2018 - 2022

01	02	03	04	05
Contemporary and customer-centric services	Inclusive and accessible	Responsive and collaborative relationships	United leadership and culture	Skilled for the future
Embrace innovation and digital technologies to meet contemporary service expectations	Make it easier for all Victorians to participate and access justice.	Strengthen relationships with stakeholders and the community we serve	Embed the leadership capability and culture needed to drive change	Develop a modern and dynamic workforce for the future
<ul style="list-style-type: none"> <li>» Reinvent our digital services to make it easier to do business with us any time, anywhere</li> <li>» Provide simpler, guided interactions across the customer journey</li> <li>» Streamline and modernise our customer service operations</li> <li>» Explore online dispute resolution as a fast and affordable way for people to resolve disputes</li> <li>» Enhance digital capability of our hearing rooms to support hearings</li> </ul>	<ul style="list-style-type: none"> <li>» Strengthen our support services for people representing themselves</li> <li>» Deliver services responsive to the community's diverse needs</li> <li>» Increase community awareness of VCAT's role and services</li> <li>» Provide easy-to-understand information and communication</li> <li>» Expand compulsory conferences and mediation as the preferred options for resolving disputes</li> <li>» Provide accessible, welcoming and fit-for-purpose venues across Victoria for greater access in regional areas</li> </ul>	<ul style="list-style-type: none"> <li>» Strengthen our responsiveness to stakeholders for greater service impact</li> <li>» Build positive perceptions of VCAT</li> <li>» Connect with the community in meaningful ways</li> <li>» Support strategic partnerships for service innovation across courts and tribunals</li> <li>» Provide insights to government to enable innovative service responses</li> </ul>	<ul style="list-style-type: none"> <li>» Strengthen VCAT's leadership capability to lead and manage effectively</li> <li>» Build a united culture to deliver our priorities for the future</li> <li>» Empower the workforce to drive continuous improvement of our services</li> <li>» Strengthen opportunities for greater collaboration and communication across the organisation</li> <li>» Enhance our governance structures for sustainability and success</li> </ul>	<ul style="list-style-type: none"> <li>» Deliver targeted skills development for staff and members to meet VCAT's needs</li> <li>» Ensure our workforce structure enables VCAT to meet our service delivery aspirations</li> <li>» Strengthen recognition and rewards for exemplary performance</li> <li>» Enhance performance management approaches to drive a high achieving workforce</li> <li>» Strengthen workforce diversity to reflect the Victorian community</li> <li>» Use data to optimise and predict resourcing needs</li> </ul>



# Customer Service Improvement Program (CSIP)

**The CSIP aims to improve the accessibility, responsiveness, effectiveness and efficiency of VCAT's customer services.**

**The CSIP is modernising VCAT's services and is supported by \$4 million from the Victorian Government over four years.**

## **CSIP includes**

- ~creating a customer service centre of excellence
- ~benchmarking VCAT's customer service with that of other tribunals and similar organisations
- ~developing a customer service policy, a revised complaints policy & a customer service framework
- ~implementing an annual customer satisfaction survey
- ~standardising & streamlining end-to-end processes



# VCAT's Website

- ✓ The new website went live in 2016
- ✓ Content was audited and rewritten into plain language
- ✓ The website has an overview of VCAT's services in eight languages
- ✓ The website has enhanced accessibility for people with disabilities, including visual cues

Year	Sessions	Users	Page views (million)	Pages per Session	Mobile device %
2016-17	1,062,774	501,375	4.1	3.88	31 (mobile 25, tablet 6)
2015-16	1,048,384	492,017	3.8	3.60	28 (mobile 21, tablet 7)
2014-15	1,003,935	458,061	3.8	3.80	24
2013-14	912,778	405,001	3.6	3.97	19
2012-13	876,089	355,581	3.5	4.04	13

# Digital Strategy 2017 - 2020

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- ✓ Adoption of a 'digital first' vision of progress and customer service
- ✓ Create a modern and sustainable digital delivery model
- ✓ Embrace innovation and new technology



# Digital Program Status

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<b>Planning and Environment List</b>	electronic lodgement with enhanced internal digital workflow and e-forms
<b>Guardianship Hub &amp; Residential Tenancies Hub</b>	online lodgement service and enhanced internal digital work flow
<b>Electronic forms</b>	migrate from one supplier to another
<b>Government shared platform</b>	move to enhanced network with more capable software
<b>Infrastructure review</b>	review case management systems for capability and resilience
<b>Fee payments</b>	automate fee payments



# Questions?

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