Exploring Online Dispute Resolution
Plan for a Pilot – Access to Justice Review

Small Civil Claims  $800 000  3 months

APRIL - JUNE 2018
Agile Principles

Collaboration  Transparency  Cross functional
Human Centred Design

Desirability
What do people want and need?

Feasibility
What can the technology do?

Viability
What can we afford?
Hypothesis

If VCAT introduces ODR, then the Victorian community will experience improved access to justice
Measuring Access to Justice

Accessibility
Appropriateness
Equity
Effectiveness
Efficiency
Pilot Live

Scope?

$500 000

3 months

AUG - OCT 2018
ODR Pilot @ VCAT

Desirability

Feasibility

Viability

Online hearing for small business
Target = 30 cases

Jack Birch
The Pilot

Hearings:

4 weeks
65 cases
71 parties
What did we find?
ODR can improve access to justice

Citizen outcomes:

- Greater convenience
- Easy to submit digital evidence
- Higher respondent participation
- Time saved
“Wonderfully helpful as it was school holidays and I would have struggled to arrange childcare.”
- Pilot Participant

“ODR will allow us to align our VCAT processes to the rest of the business, presenting far greater efficiency internally. We also anticipate far greater engagement from respondents which is a huge positive for us in resolving disputes to the satisfaction of both parties. We anticipate this will result in greater compliance with orders.”
- Frequent user of VCAT
Greetings..!

Dear Sir/ Madam,

I would like to make an application to the ODRP. This new system will be very convenient for me as currently I am overseas. We would be thankful if you could help us to make an application soon.

Thank you and best regards

[Name withheld]

Can you please forward relevant info in relation to the participation in your pilot for the above case number.

I am an independent retailer at Mornington and it is extremely difficult for me to leave my store.

Look forwards to your response

[Name withheld]
What did we find?

Project methodology works: Agile and Human Centred Design
What did the Members think?
“Our obsession with failure in innovation is self-indulgent and counterproductive. As public servants we have to stop focusing on ourselves, and instead think about the risks our public face if we do not take action”

Sam Hannah-Rankin
Director, Public Sector Innovation
Victorian Government