

Media Release

Hon Jacinta Allan MP
Premier



Thursday, 19 June 2025

NEW SERVICE TO RESOLVE RENTAL DISPUTES: FAST, FAIR AND FREE

The Allan Labor Government is helping Victorian renters and landlords resolve simple disputes – fast, fair and free.

Premier Jacinta Allan and Minister for Consumer Affairs Nick Staikos today announced Rental Dispute Resolution Victoria (RDRV) will go live on Monday.

RDRV will help renters and rental providers settle disputes over bonds, compensation, repairs and rent increases in a more informal setting, freeing up VCAT to deal with other cases.

The free service – announced as part of the Government’s nation-leading housing and renting fairness reforms – will give renters a fairer go without the barrier of expensive legal fees or an intimidating VCAT hearing.

Anyone involved in a residential tenancy dispute can access the free service by calling 1300 01 7378, jumping online, or attending RDRV in person.

At RDRV, highly skilled resolution experts will work to bring parties together and resolve rental disputes quickly and avoid a formal hearing. They will oversee each case from start to finish.

A new team of around 40 resolution coordinators have been recruited and trained to handle cases, and an additional 10 staff will soon join as intake officers to support the RDRV call centre.

RDRV will be headquartered on King Street in the CBD with four community locations at Oakleigh, Bundoora, Frankston and Bendigo. It’s also a digital-friendly service that can be easily accessed and used online.

More than 60 per cent of disputes are expected to be able to be resolved through RDRV. It’s all about guiding parties to the fastest and best result, reducing time, stress and cost, and reducing the need for lawyers.

Consumer Affairs Victoria will still be accessible to people seeking information to better understand their rights.

RDRV is the first of its kind in Australia. Victoria is leading the nation on renters’ rights with more than 100 reforms already implemented and more to come including portable bonds, tougher penalties for dodgy landlords and more powers to stop excessive rent increases.

Quote attributable to Premier Jacinta Allan

“Renters deserve a quick, fair and free way to deal with disputes – and I’m on their side. Everyone will now have a place to turn to solve common disputes without the hassle and stress of a formal VCAT hearing.”

Quote attributable to Minister for Consumer Affairs Nick Staikos

“This will be a new free, fast and fair service for resolving disputes over rent increases, damages, repairs and bonds.”

Quote attributable to President of Victorian Civil and Administrative Tribunal The Hon. Justice Woodward

“Each RDRV application will be case managed by a resolution coordinator, who will oversee the case and be the key contact for both parties, from start to finish.”

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