

# Media Release

**The Hon Nick Staikos MP**  
Minister for Consumer Affairs  
Minister for Local Government



Saturday, 13 September 2025

## RESOLVING RENTAL DISPUTES FAST, FAIR AND FOR FREE

The Allan Labor Government is opening doors for young Victorians and families – with the new Residential Dispute Resolution Victoria (RDRV) helping resolve thousands of simple disputes – fast, fair and at no cost.

Minister for Consumer Affairs Nick Staikos today visited Tenants Victoria with renters Macy and Ali to announce that the fast and free service has been a success since it launched almost three months ago – resolving more than 2,200 disputes.

RDRV is a free service that provides an alternative dispute resolution pathway, offering easier access to justice, especially for renters facing disadvantage.

RDRV staff have already handled more than 14,300 phone calls – an average of 290 calls per day – with around 90 per cent of resolved disputes avoiding a formal VCAT hearing.

The new dispute resolution service has resolved more than 2,200 disputes quickly and effectively – with highly skilled resolution experts working to bring parties together, resolve disputes and avoid a formal hearing.

The average resolution time for these matters is less than 13 days and RDRV is expecting to take about 55 per cent of VCAT's current Residential Tenancies List caseload in the first year alone.

Bonds, compensation, excessive rent increases, and urgent repairs are among the top issues prompting Victorians to contact the service. Resolutions have been reached through a range of ways, including information provision, facilitated discussion, mediation, and hearings.

RDRV is headquartered in Melbourne's 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.

Anyone involved in a residential tenancy dispute can access the free service by calling 1300 01 7378, jumping online, or attending RDRV in person. For more information or to lodge a dispute with RDRV, go to [rdrv.vic.gov.au](https://rdrv.vic.gov.au)

The establishment of RDRV is part of the Labor Government's plan to make renting fairer. 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.

### Quotes attributable to Minister for Consumer Affairs Nick Staikos

*"Rental Dispute Resolution Victoria has already helped thousands of Victorian renters and rental providers achieve fast and positive resolutions – saving time, stress and money for Victorians."*

*"This is 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

*"It's been pleasing to see the early uptake of services through RDRV, with thousands of Victorians having already benefited from accessing more information, facilitated discussions and mediation services."*