

Media Release

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



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HELPING MORE VICTORIANS ACCESS IMPORTANT DIGITAL SERVICES

The Allan Labor Government is helping all Victorians benefit from online government services, with new funding to boost Community Information and Support Victoria (CISVic).

Minister for Consumer Affairs Nick Staikos today announced the organisation will receive more than \$242,290 across the next 12 months, to establish dedicated support services to help Victorians access Rental Dispute Resolution Victoria, Servo Saver, the upcoming new Residential Tenancies Bond Authority platform and more.

CISVic will also work with 20 member agencies across 17 local government areas to deliver resources and support to groups often excluded from online services, including older Victorians, and provide training to frontline workers in member agencies and embed initiatives in its accredited training course.

Meanwhile, CISVic's member agencies offer individualised support to help teach participants create email addresses and navigate digital platforms, that include the Labor Government's suite of time and money-saving digital resources.

ServoSaver, the Government's fuel finder feature on the Service Victoria app, can save Victorian motorists up to \$333 a year at the pump – putting money back in their pockets and helping to alleviate cost of living pressures.

Free, fast, and fair, RDRV has already helped solve thousands of rental disputes, with bond claims, compensation, excessive rent increases, and urgent repairs among the top issues prompting Victorians to contact the service.

The upcoming new RTBA platform will make managing bonds faster and easier for renters, rental providers and property managers. All bond transactions will be managed online, with paper forms, cheques and money orders discontinued.

Quotes attributable to Minister for Consumer Affairs Nick Staikos

"We are proud to be delivering more than \$240,000 to CISVic who will help Victorians engage with several key digital government services for renting and consumer issues."

"CISVic will deliver a series of training, resources, and support to people with varying digital literacy skills, ensuring no Victorian is left behind."

Quote attributable to Minister for Government Services Natalie Hutchins

"From Servo Saver to the upcoming new Residential Tenancies Bond Authority platform – these digital services are making it easier for Victorians to access important consumer and renting services quickly and easily."