

Peninsula Community Legal Centre in conjunction with Consumer Affairs Victoria tenant workshops

- Are you a tenant who will be self-representing at the Victorian Civil and Administrative Tribunal (VCAT)?
- Have you made an application to the VCAT Residential Tenancies List in relation to a dispute with your landlord or real estate agent?
- Has your landlord/agent made an application to VCAT against you?

Peninsula Community Legal Centre will be running a series of Tenant Workshops from February to June 2010 to assist tenants to prepare for and self-represent at a VCAT Residential Tenancies List hearing.

Workshops will be held at:

Tuesday 2 February 1.30pm – 4.00pm Tenant VCAT Workshop	Avoca Room Victoria Legal Aid Round Table Dispute Management 338 La Trobe St Melbourne
Wednesday 3 March 10am – 12.30pm Tenant VCAT Workshop	Meeting Room 1 Box Hill Library 1040 Whitehorse Rd, Box Hill
Friday 19 March 1.30 – 4.00pm Tenant VCAT Workshop	Victorian Civil & Administrative Tribunal 55 King St Melbourne Check in at ground floor reception
Wednesday 14 April 10am – 12.30pm Tenant VCAT Workshop	Avoca Room Victoria Legal Aid Round Table Dispute Management 338 La Trobe St, Melbourne
Wednesday 12 May 1.30 – 4.00pm Tenant VCAT Workshop	Victorian Civil & Administrative Tribunal 55 King St Melbourne Check in at ground floor reception
Tuesday 1 June 5.30 – 7.45pm Tenant VCAT Workshop	Maribyrnong Library Service Footscray Library 56 Paisley St, Footscray
Wednesday 23 June 10am – 12.30pm Tenant VCAT Workshop	Avoca Room Victoria Legal Aid Round Table Dispute Management 338 La Trobe St, Melbourne

For more details and bookings contact:

Peninsula Community Legal Centre Suite 1-4/431 Nepean Highway Frankston
Tel: 9783 3600 Freecall: 1800 064 784 Email: pclc@pclc.org.au

The funding for this project was provided by Consumer Affairs Victoria on the approval of the Minister for Consumer Affairs Victoria



Attending a workshop may help you if:

- you are a tenant(s) who is considering making, or who has made, an application to the VCAT Residential Tenancies List in relation to a tenancy matter
- you are a tenant(s) who is responding to an application to the VCAT Residential Tenancies List that has been made by your landlord or real estate agent
- you are planning to represent yourself in negotiations and at the hearing.

What will the workshop cover?

Participants will be assisted to:

- complete the VCAT documentation
- prepare for the VCAT hearing and deal with any negotiations prior to the hearing
- self-represent at the hearing
- understand the procedures for following up VCAT decisions and enforcing VCAT orders.

The workshops are generally for the provision of information and education.

Advice may be provided on a case by case basis (subject to guidelines).

Bookings

Bookings are required and can be made through Peninsula Community Legal Centre, details on previous page.

Upon booking, a letter will be sent to you confirming the booking, workshop details and a list of what to bring.

Every effort will be made to ensure that workshop venue, facilities, content and delivery methods are appropriate and accessible to participants. Participants are requested to advise of any particular requirements, such as disability access or interpreters, when making bookings.

Cost

The workshops are free of charge.

However, you are advised that that you may incur costs associated with:

- making the application to VCAT
- photocopying and postage, and
- that there may be possible costs and cost awards arising from the VCAT hearing and orders made by the Tribunal.

Feedback and evaluation

To ensure that the workshops are meeting your needs and expectations, you will be asked to complete an evaluation form at the completion of the workshop and when your matter has been completed.

Peninsula Community Legal Centre in conjunction with Consumer Affairs Victoria civil claims workshops

- Have you been unsuccessful in trying to resolve a consumer matter with the trader or service provider?
- Are you considering taking further action?
- Have you made an application to the Victorian Civil and Administrative Tribunal (VCAT) in relation to the dispute?

Peninsula Community Legal Centre will be running a series of civil claims workshops from February to June 2010 to assist consumers to prepare for and self-represent at a VCAT hearing.

Workshops will be held at:

Tuesday 2 February Avoca Room Victoria Legal Aid Round Table Dispute Management
10am – 12.30pm
Civil Claims Workshop
338 La Trobe St Melbourne

Wednesday 3 March Meeting Room 1 Box Hill Library
1.30 – 4.00pm
Civil Claims Workshop
1040 Whitehorse Rd, Box Hill

Friday 19 March Victorian Civil & Administrative Tribunal 55 King St Melbourne
10am – 12.30pm
Civil Claims Workshop
Check in at ground floor reception

Wednesday 14 April Avoca Room Victoria Legal Aid Round Table Dispute Management
1.30 – 4.00pm
Civil Claims Workshop
338 La Trobe St, Melbourne

Wednesday 12 May Victorian Civil & Administrative Tribunal 55 King St Melbourne
10am – 12.30pm
Civil Claims Workshop
Check in at ground floor reception

Tuesday 1 June Maribyrnong Library Service
2.45 – 5.00pm
Civil Claims Workshop
Footscray Library 56 Paisley St, Footscray

Wednesday 23 June Avoca Room Victoria Legal Aid Round Table Dispute Management
1.30 – 4.00pm
Civil Claims Workshop
338 La Trobe St, Melbourne

For more details and bookings contact:

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Attending a workshop may help you if:

- you are a consumer who is considering making, or who has made, an application to the Victorian Civil and Administrative Tribunal (VCAT) in relation to a civil claims matter
- you are making a claim under the *Fair Trading Act* or the *Motor Car Traders Act*.

The workshops are not suitable for individuals, traders or service providers who are defending a VCAT Civil Claims List application.

What will the workshop cover?

Consumers will be assisted to:

- complete the Applications to Civil Claims List
- prepare for the VCAT hearing and deal with any negotiations prior to the hearing
- self-represent at the hearing
- understand the procedures for following up VCAT decisions and enforcing VCAT orders.

The workshops are generally for the provision of information and education.

Advice may be provided on a case by case basis (subject to guidelines).

Workshop participants should obtain, read through and complete the *Civil claims workbook*, available from Peninsula Community Legal Centre, prior to attending the workshop

Bookings

Bookings are required and can be made through Peninsula Community Legal Centre, details on previous page.

Upon booking, a letter will be sent to you confirming the booking, workshop details and a list of what to bring. A copy of the *Civil claims workbook* will also be sent to participants.

Every effort will be made to ensure that workshop venue, facilities, content and delivery methods are appropriate and accessible to participants. Participants are requested to advise of any particular requirements, such as disability access or interpreters, when making bookings.

Cost

The workshops are free of charge.

However, you are advised that that you may incur costs associated with:

- conducting a business search
- making the application to VCAT
- photocopying and postage, and
- that there may be possible costs and cost awards arising from the VCAT hearing.

Feedback and evaluation

To ensure that the workshops are meeting your needs and expectations, you will be asked to complete an evaluation form at the completion of the workshop and when your matter has been completed.