



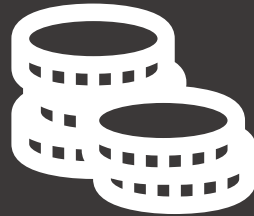
Exploring Online Dispute Resolution

Plan for a Pilot – Access to Justice Review

Small Civil Claims



\$800 000

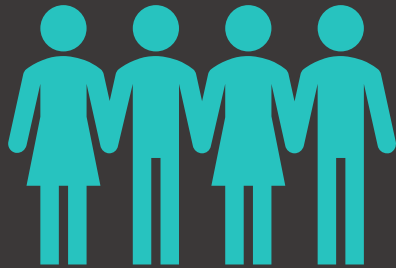


3 months



Agile Principles

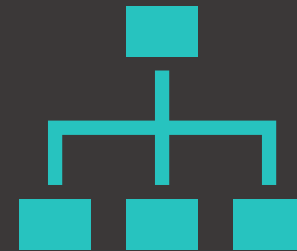
Collaboration



Transparency



Cross functional





Human Centred Design



Hypothesis

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



Measuring Access to Justice

Accessibility

Appropriateness

Equity

Effectiveness

Efficiency

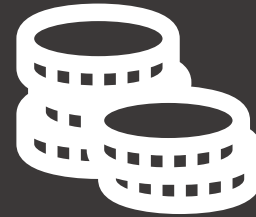


Pilot Live

Scope?



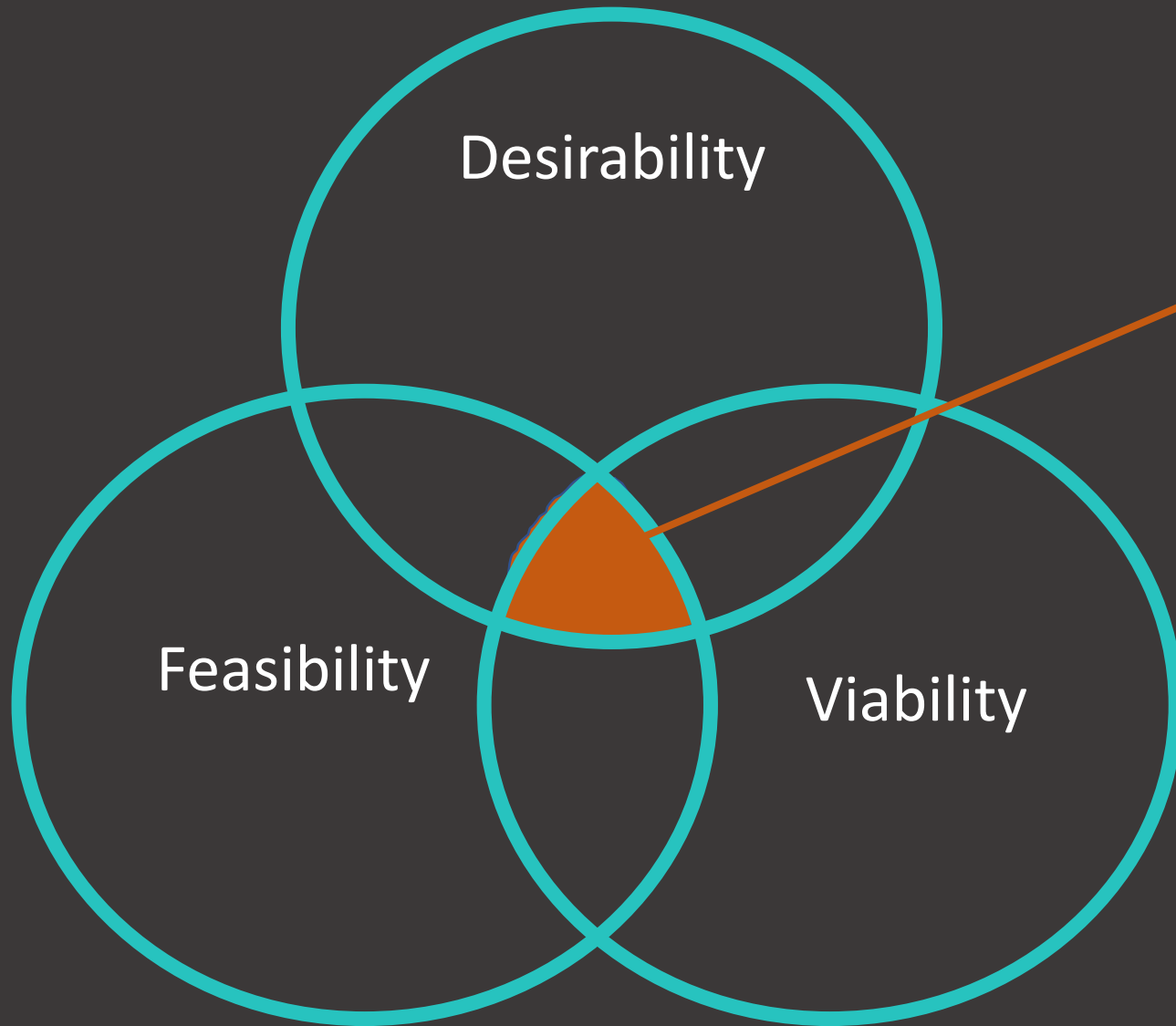
\$500 000



3 months



ODR Pilot @ VCAT



Online hearing for
small business
Target = 30 cases

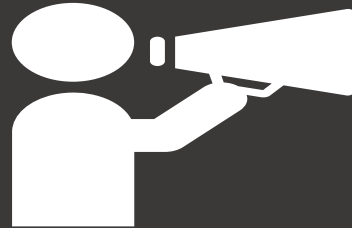


Preparing for Pilot Live

Recruit



Dry Runs



Impacts



Hyper-care



The Pilot

Hearings:

4 weeks

65 cases

71 parties





What did we find?

ODR can improve access to justice

Citizen outcomes:

Greater convenience

Higher respondent participation

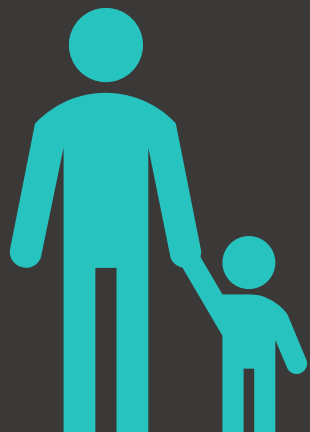
Easy to submit digital evidence

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





We got mail!

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]

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]



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



