

## Questions taken on notice

Portfolio:	Consumer Affairs, Gaming and Liquor Regulation
Witness:	Ms Nicole Rich
Committee member:	Mr Richard Riordan
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Relevant text:

**Ms RICH:** So, 16 761 residential tenancy disputes have been closed through the frontline service, and then an additional 4845 matters were referred through to the more intensive dispute resolution services through the Dispute Settlement Centre of Victoria.

**Mr RIORDAN:** And can I just ask, what is the backlog there at the moment in light of COVID and everything else?

**Ms RICH:** Sorry, I do not have the number right in front of me—

**Mr RIORDAN:** Can we take that on notice?

**Ms RICH:** but from memory it was just over 300 cases open in the dispute resolution service as of Sunday.

**Mr RIORDAN:** Three hundred, okay.

**Ms RICH:** Yes. A bit over, sorry. I could confirm that offline. I am happy to take that on notice.

**Mr RIORDAN:** Thank you.

Answer:

The Dispute Settlement Centre Victoria (DSCV) provides alternative dispute resolution services for the Residential Tenancies Dispute Resolution Scheme. As of 17 December 2020, DSCV has a total of 282 residential tenancy disputes open.