

Public Accounts and Estimates Committee

2024-25 Financial and Performance Outcomes

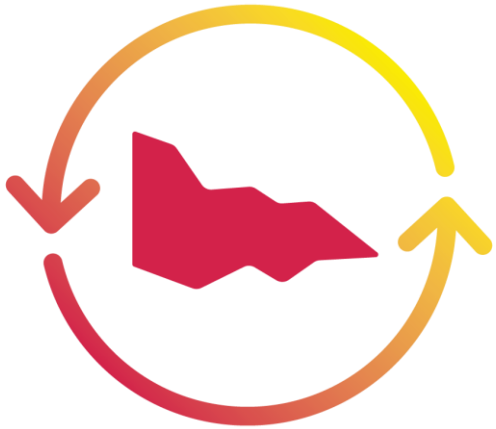
Louise Anderson
Chief Executive Officer

Peter Benns
Chief Finance Officer

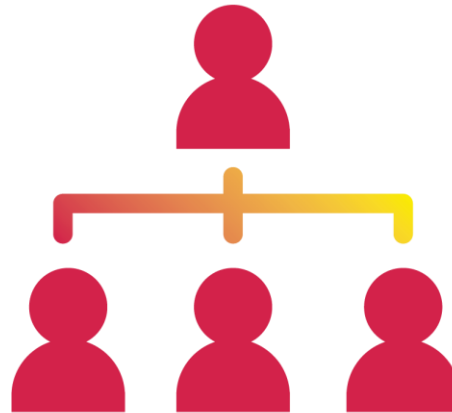
25 November 2025

Court Services Victoria

Supporting the administration of justice in Victoria



Established under the
*Court Services Victoria
Act* on 1 July 2014



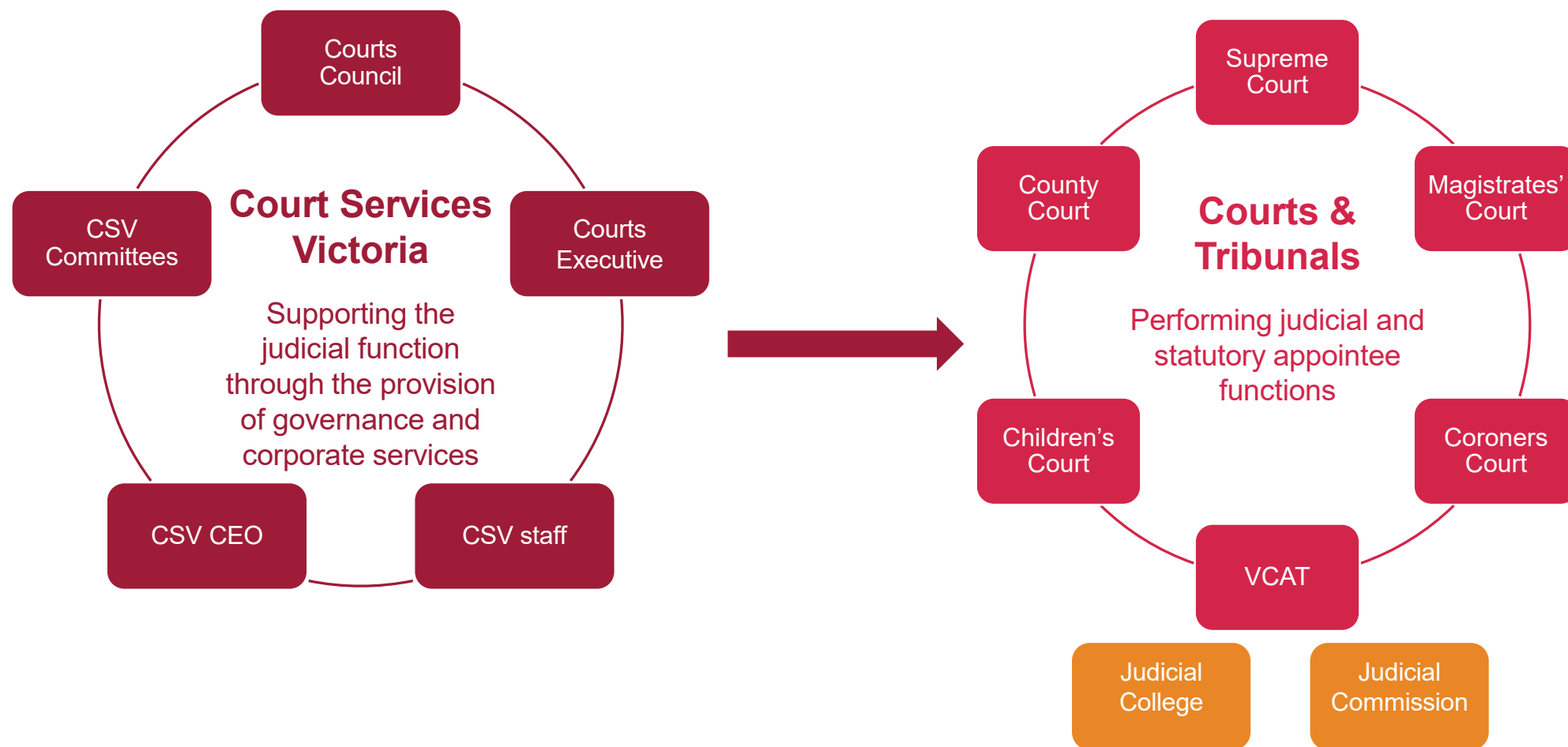
Independent statutory body providing
the administrative services and
facilities necessary for the Victorian
courts and the Victorian Civil and
Administrative Tribunal (VCAT) to
operate independently from the
executive branch of government



Victorian courts and VCAT administer
justice fairly, transparently, impartially
and with integrity

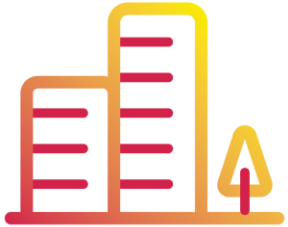
One Courts Group

All courts and tribunals operating together, supported by Court Services Victoria, to deliver the fair, timely and efficient dispensing of justice



Key operations

CSV supports the delivery of court and tribunal services across the state



Operating **78** court and tribunal facilities across metropolitan Melbourne and regional Victoria including 57 owned facilities



Providing services **500+** judicial officers and VCAT members to enable the efficient and effective delivery of justice



Employs **2,800+** VPS staff across courts, VCAT, and corporate services

<i>\$ million</i>	2023-24	2024-25
	Actual	Actual
Income	829.6	896.1
Expenses	836.7	881.9
Net operating balance	(7.1)	14.2
Other economic flows	(0.8)	1.9
Net results	(7.9)	16.1

Courts and VCAT performance indicators



In 2024-25:

- There was a 3% increase in the number of pending matters across all courts and tribunals. However, there was a 3% overall decrease in pending matters between March 2025 and June 2025.

- Pending matters decreased in the Children's Court and VCAT by 4% and 20% respectively

- Pending matters increased in the Supreme, County, Magistrates' and Coroners Courts by between 4 and 12%, due to:

- MCV: increases in criminal initiations and intervention orders
- SCV: increases in initiations across multiple divisions
- CCV: Commercial Division experienced increases in insolvency and litigation activity due to changes in litigation policy by the Australian Taxation Office



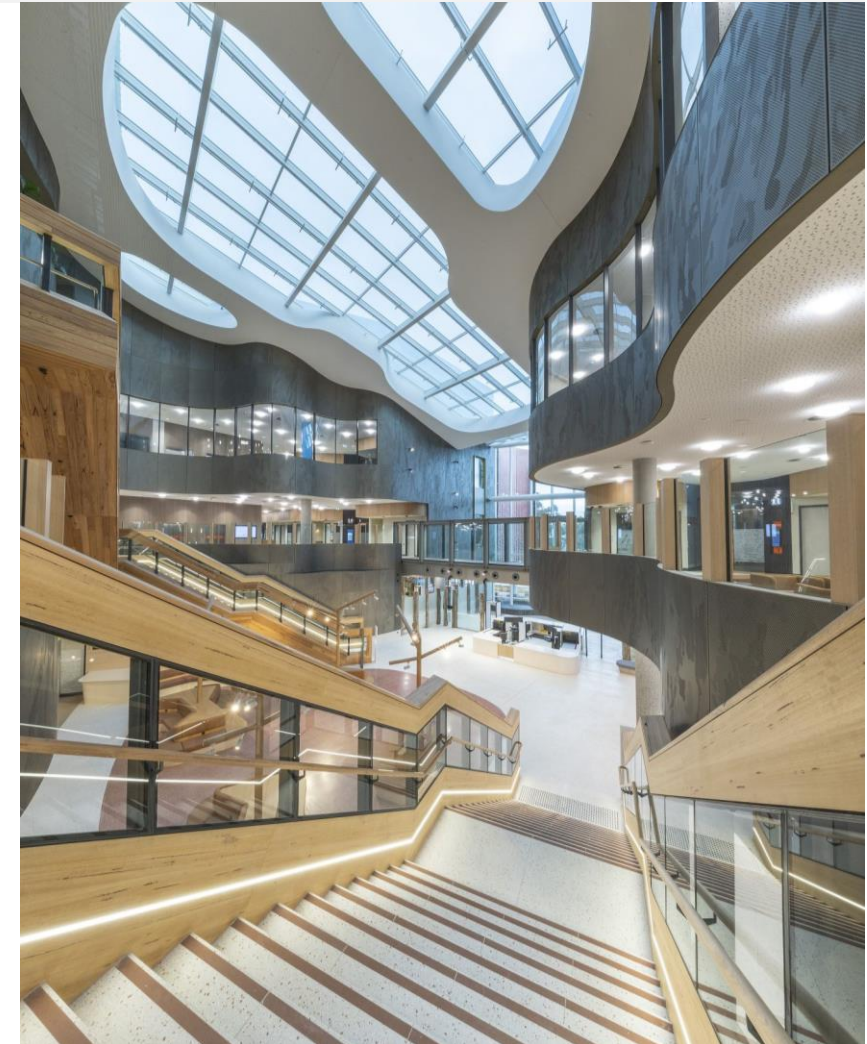
Contemporary, safe and integrated venues

Wyndham Law Courts

- Construction of the Wyndham Law Courts was completed in 2024-25
- The Magistrates' Court, the Children's Court, VCAT and its new rental dispute list commenced operations this month

Specialist Family Violence Courts program

- Investment of \$73.9 million in 2024-25 to upgrade court infrastructure and facilities in line with recommendations from the *Royal Commission into Family Violence*
- SFVC courts and related facilities were opened at Latrobe Valley, Sunshine and Ringwood
- Three more will be delivered by mid-2026 at Geelong, Broadmeadows and Melbourne

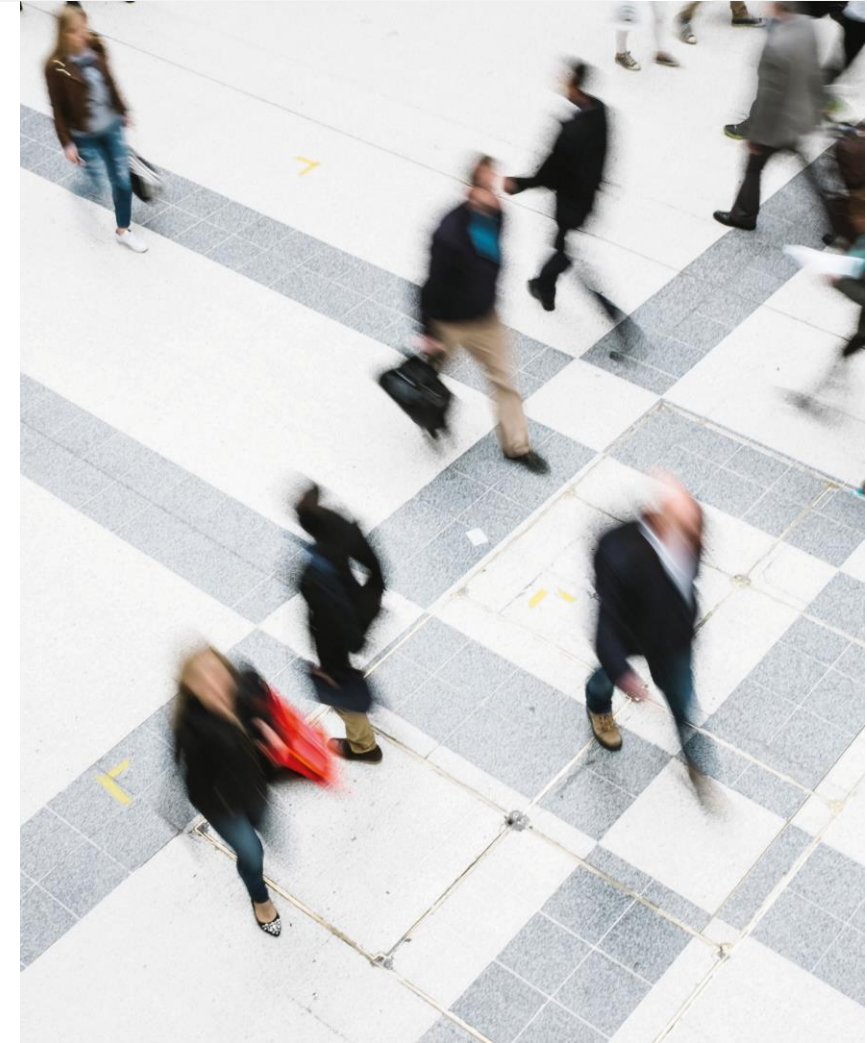


Excellence in court and tribunal administration



Rental Dispute Resolution Victoria (RDRV)

- VCAT launched the RDRV service on 23 June 2025, following a pilot program, providing a free rental mediation service for renters and rental providers
- 46 Resolution Coordinators provide dedicated online, phone and in-person support
- Between September 2024 when the pilot started and 30 June 2025, almost 5,000 matters were resolved without a need for a hearing



Reliable, integrated and innovative technology and digital capabilities

Video conferencing upgrades

- An upgraded video conferencing system was installed across courts to ensure reliable and high-quality video conferencing and online hearings
- The new system will improve continuity of service during power outages, maintenance or failure events

County Court eCourts

- The County Court's eCourts have been upgraded to ensure reliable delivery and support of remote hearings via videoconferencing technology

VCAT CBD accommodation

- A new, modern, Melbourne CBD venue is on track to open at 308 Latrobe St in 2026
- The venue will provide 41 hearing and mediation rooms, including two Koori hearing rooms along with two dedicated entrances, with one for vulnerable users



Reliable, integrated and innovative technology and digital capabilities

Case Management System

- CSV is delivering a new Case Management System (CMS) for the Magistrates' and Children's Courts to meet service needs, growing demand and enable information sharing with key government agencies
- The system will enable better information sharing between courts and other agencies, and provide better access to case information, enabling more efficient management of courts and informing judicial decisions
- Currently, there are more than 29,000 individual users across the justice sector supporting both civil and child protections lists
- For 2024-25, over 273,000 documents were received through the eDocs portal

VCAT Digital Service Transformation

- Steady progress is being made toward modernising VCAT's case management capability
- The system supports RDRV and work is progressing on the Guardianship List. When completed 90% of VCAT's caseload will be initiated through the new CMS and user portals



Diverse, collaborative, ethical and capable people

Employee wellbeing programs

- CSV established a dedicated Psychological Health and Safety team
- Launched a new employee wellbeing service provider

Deepening cultural connections and safety

- Koori Staff Network Cultural Connections program, prioritising wellbeing and cultural connection, was delivered in April 2025
- CSV has engaged almost 100 Elders and Respected Persons (ERPs) to work in Koori Court and hear cases involving Aboriginal and Torres Strait Islander people who have pleaded guilty to a criminal offence
- ERPs help participants acknowledge the underlying issues contributing to their offending and its impact on community. They also provide advice to Koori Court judges and magistrates
- The Dhumba Murmuk Djerring Unit continues to deliver Cultural Immersion programs each year



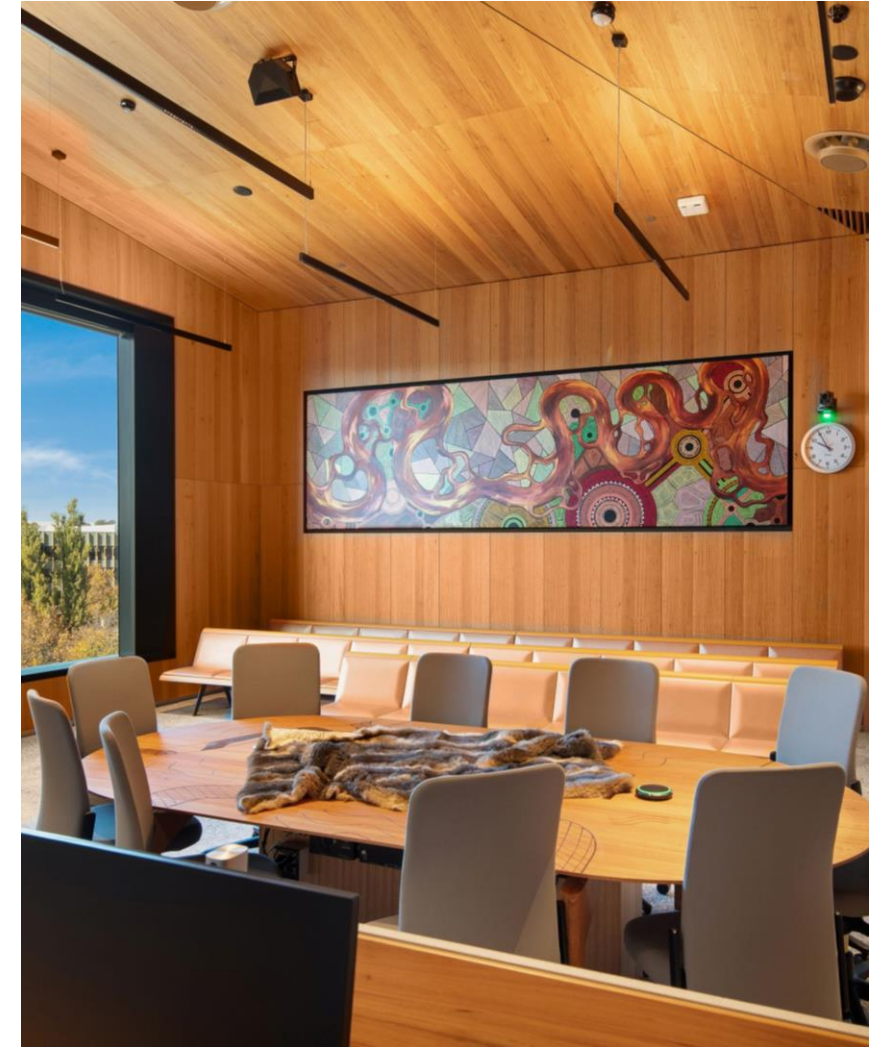
Building understanding, confidence and trust

Koori Courts expanded

- County Court sits at 8 locations
- Magistrates' Court sits at 17 locations
- Children's Court sits at 14 locations

Courts Education Program

- A Courts Education program was established in May at the Supreme Court and County Court
- From May to June, 825 VCE Legal Studies students from 34 schools visited the courts
- About 55 judicial officers volunteer to engage in the program



Thank you

