

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 July to December 2009 to assist consumers to prepare for and self-represent at a VCAT hearing.

Workshops will be held at:

Tuesday 28 July Victoria Legal Aid Roundtable Dispute Management 338 La Trobe St Melbourne
10.00am - 12.30pm Civil Claims Workshop

Friday 14 August Victorian Civil and Administrative Tribunal 55 King Street Melbourne
1.30pm - 4.00pm Civil Claims Workshop

Tuesday 1 September CAV Southern Justice Centre 12 Wheeler St Berwick (cnr Peel St)
10.00am - 12.30pm Civil Claims Workshop

Wednesday 16 September Victoria Legal Aid Roundtable Dispute Management 338 La Trobe St Melbourne
10.00am - 12.30pm Civil Claims Workshop

Wednesday 14 October Victorian Civil and Administrative Tribunal 55 King St Melbourne
1.30pm - 4.00pm Civil Claims Workshop

Friday 6 November Moorabbin Justice Centre 1140 Nepean Highway Highett
10.00am - 12.30pm Civil Claims Workshop

Friday 20 November Victoria Legal Aid Roundtable Dispute Management 338 La Trobe St Melbourne
10.00am - 12.30pm Civil Claims Workshop

Monday 14 December Victorian Civil and Administrative Tribunal 55 King St Melbourne
1.30pm - 4.00pm Civil Claims Workshop

For more details and bookings contact:

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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 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.