

Frequently Asked Questions

eAccess



Lodging a search request in RedCrest

How do I submit search request through RedCrest?

After logging into RedCrest, click 'eFile' and 'Create New Case Request'. Select the case type 'Request to search a Court file or record'. For further guidance, please refer to our instructional video on the [RedCrest homepage](#).

Who is the 'requestor' or 'Party 1' in RedCrest?

The requestor is the person, law firm or entity requesting to search the court file or record.

Who is 'Party 2' in RedCrest?

If there is no second requestor, you may delete this party using the 'delete' button on the right hand side of the page. Please also note that court files are generally only released to one requestor per court file request received (where applicable).

Do I have to attach any documents to my search request through RedCrest?

Yes. You are required to complete and attach an *Application to Search a Court file or Record* form.

I want to search more than one court file. Do I need to fill in more than one search form?

Yes. An *Application to Search a Court file or Record* form is required for each court file that you wish to search.

For example, if you wish to search three court files, then you will need to complete three forms.

I wish to conduct a number of litigation searches. Do I need to fill in more than one search form?

That depends. Up to five litigation search requests can be made using one form by listing the names you wish to search in section C of the *Application to Search a Court file or Record* form. If you wish to make more than five litigation searches, you will need to use a separate form for each group of five litigation search requests.

How do I submit multiple search requests in RedCrest?

Court file search requests: Within your New Case Request, you will need to select the 'Add Document' button and attach your application form each time.

For example, if you wish to search three court files, you would need to select 'Add Document' two further times so that you have three documents displayed within your filing.

Litigation search requests: You will also need to select 'Add Document' if you wish to conduct more than five litigation searches. For example, to conduct seven litigation searches, 'Document 1' may be 'Litigation search request x 5' and 'Document 2' may be 'Litigation search request x 2'.

I have submitted my search request through RedCrest, what happens next?

All requests are subject to review. You will receive an email when your request has been approved, or if the request is not approved.

Processing times will vary depending on the nature of your search request and the quantity of requests submitted.

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Will I be able to access all court files electronically?

Documents contained on the court file will be emailed to you once your request has been approved. In some circumstances, in-person attendance at the relevant Registry may be required. Contact the [relevant Registry](#) to discuss the different inspection options that may be available to you.

Can I see all documents on the court file?

Only documents approved for search will be made available to you. Some documents on the court file may be confidential and require an Order of the Court or permission from the Prothonotary, Deputy Prothonotary or Registrar (where appropriate) before they can be released.

How will I receive my litigation search results?

A report containing the litigation search results will be emailed to you.

I have received a blank litigation search report. What does this mean?

This would generally indicate that there are no civil proceedings in the Supreme Court of Victoria involving that particular entity.

Please also note that results may not display if there are certain restrictions on the publication of names or court proceedings. Information provided is for civil proceedings initiated in the Court since 1 January 1990.

My search request was not approved. Do I get refunded?

Payments submitted through PayPal are authorisations only. If your request is not approved, then your payment will transfer back to you.

Payment of fees

What fee is payable for a search?

A fee is payable per court file or per litigation search. Refer to the Supreme Court [fee lists](#). The fee will be raised automatically when you select the appropriate document type in RedCrest, for example when you select 'Court file search request' or 'Litigation search request'.

What fee category applies?

The fee category will default to Corporate in the first instance. Further information about Corporate, Standard or Concession court fees can be found on the [fees page](#) on the Supreme Court website.

Please note that an *Application for Standard or Concession Court fee* form may be required if you seek to apply for a standard or concession court fee (other than the 'standard – natural person' fee category).

I work for a law firm and wish to conduct a search. What fee category applies?

A Corporate fee will generally be payable.

If the request is made on behalf of your client who would be eligible for a standard or a concession court fee, then you may pay the standard or concession court fee instead. Your

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client's name must be clearly printed on the *Application to Search a Court file or Record* form (see Applicant details, 'on behalf of'). An *Application for Standard or Concession Court fee* form may also be required.

I work for an agency and am conducting a search on behalf of different clients. What fee category applies?

A Corporate fee is the default fee category, unless your highest fee-paying client is eligible for a standard court fee. Further information can be found on the [fees page](#) on the Supreme Court website.