

Director's foreword

The mission of Consumer Affairs Victoria is a clear one – to promote a fair and competitive Victorian marketplace. Our approach to this mission is to ensure businesses comply with consumer laws, and empower consumers to exercise their rights.

This year, we have continued to make it easier for businesses that do the right thing, while zeroing in on those that deliberately disregard consumer laws. We implemented a new case management system that has made it easier for estate agents to apply for a licence and keep up to date with their regulatory obligations. And we finalised new laws and administrative arrangements to end double-reporting for incorporated associations that are also registered charities.

We completed a number of important court matters, demonstrating our increasing capability to identify, investigate and prosecute businesses that harm consumers.

We have increased our efforts to assist consumers, providing better digital information for all Victorians, while enhancing our services for those who are in vulnerable circumstances.



Simon Cohen

Our new website, responsive to all digital devices, was accessed more than 3.6 million times. And we provided intensive assistance, through community based service organisations to over 40,500 vulnerable and disadvantaged Victorians.

We also have an important role in making the private rental sector safe and fair. We supported the Business Licensing Authority to implement new 'fit and proper person' laws requiring the licensing of all rooming house operators and we continued our substantial legislative review program.

Our annual report again reflects the commitment and passion of the Consumer Affairs team to deliver high-quality and relevant services to the community. I am indebted to them for their commitment and drive to keep things fair for every Victorian.

Simon Cohen
Director, Consumer Affairs Victoria
Deputy Secretary, Regulation,
Department of Justice and Regulation

About us

Our vision

A fair and competitive marketplace in Victoria.

Our values

DJR promotes and embraces the values of:

- working together
- making it happen
- respecting other people
- serving the community
- acting with integrity.

These values are the basis for the way we do business and are demonstrated every day through the actions of our staff.

Our goals

- Businesses comply with consumer laws.
- Victorians exercise their consumer rights.
- A fair and safe rental market for Victorians.

Our regulatory approach

Our regulatory approach is intelligence-led, risk-based and outcome-focused. It enables us to target the conduct which poses the highest risk to Victorians, making the best use of our available resources. Our compliance operating model ensures that the approach is embedded in our day-to-day work.

Annual Report

Our achievements 2017–18



Taking steps to stop Victorians getting scammed

We launched a new campaign, in partnership with Crime Stoppers Victoria, providing tips and advice to older Victorians, to help them avoid falling for scams. We are delivering education sessions at libraries across the state, providing increasingly tech-adopting older Victorians with tools to avoid scams while online.

We warned Victorians about an Australian Tax Office telephone scam which threatened arrest for unpaid taxes. Our video warning went viral, reaching an estimated audience of over five million people after being featured by numerous print, radio and TV media outlets.

And we continued to raise awareness of travelling con men, who often target elderly or isolated residents, through a state-wide campaign launched in October 2017. In our regional campaign a Ballarat pensioner spoke about his experience losing hundreds of dollars to travelling con men, who promised to seal his driveway and clean the exterior of his house.

consumer.vic.gov.au
1300 55 81 81 (local call charge)



Consumer Affairs Victoria acknowledges the Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land. The department also acknowledges and pays respect to their Elders, past and present.

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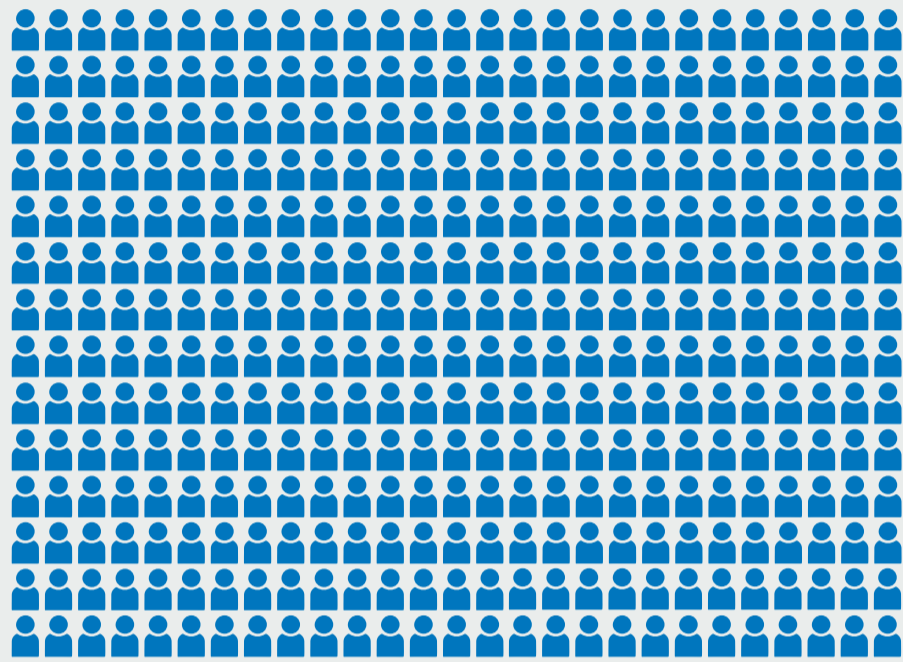
September 2018

Consumer Affairs Victoria

Our achievements 2017-18

378

committed and passionate CAV staff delivered services to Victorians.



Businesses comply with consumer laws



77,718

myCAV transactions.

71,405

users including 9,593 estate agents registered on myCAV, our online management system.

99.3%

rate of compliance with key consumer laws (target 95%).



Five year

jail term for real estate agent Joseph Ngo for trust account breaches. He will serve a minimum of three years and must repay the Victorian Property Fund (VPF) \$2 million.

\$1 million

penalty to Daiso (Australia) for failing to comply with mandatory product safety and information standards.



A fair and safe rental market for Victorians



Victorians exercise their consumer rights

\$1.13 billion

Residential Tenancies Bond Authority (RTBA) bonds held.

3.6m

unique visits to the CAV website.



4,800

public comments received during the Residential Tenancies Act 1997 review. Reforms are focused on increasing security and rights of Victorians who rent.



304,048

telephone calls answered.

860

rooming house operator licenses approved.

\$27 million

in grants from the Victorian Property Fund (VPF), administered by CAV, for nine community housing programs.

229 additional houses and apartments provided for low income and other vulnerable Victorians.



\$14.4 million

for intensive assistance to over 40,500 vulnerable and disadvantaged Victorians.



CONSUMER AFFAIRS VICTORIA