



OUR VISION

A FAIR AND COMPETITIVE MARKETPLACE IN VICTORIA

Corporate Plan Overview

1. BUSINESSES ARE COMPLIANT WITH CONSUMER LAWS

OUTCOME 1.1

Businesses understand their regulatory obligations and the consequences of non-compliance

OUTCOME 1.2

Rapid identification and forecast of non-compliance and harms

OUTCOME 1.3

Risk-based targeting of compliance and enforcement

4. A MODERN AND EFFECTIVE CONSUMER LAW FRAMEWORK

OUTCOME 4.1

More innovative and enforceable remedies

OUTCOME 4.2

Legislative blockers to digitisation are removed

OUTCOME 4.3

Legislation is risk-based and outcome-focused

2. VICTORIANS EXERCISE THEIR CONSUMER RIGHTS

OUTCOME 2.1

Increase consumer knowledge of rights

OUTCOME 2.2

Independent problem-solving by consumers

5. A SUSTAINABLE AND INNOVATIVE REGULATOR

OUTCOME 5.1

Better planning and continuous improvement

OUTCOME 5.2

Increased use of technology to do our job

OUTCOME 5.3

Grow our people's capabilities

OUTCOME 5.4

Develop more effective partnerships

3. A FAIR AND SAFE RENTAL MARKET FOR VICTORIANS

OUTCOME 3.1

The residential tenancy framework better addresses disputes

OUTCOME 3.2

More property managers understand and meet their obligations

OUTCOME 3.3

More tenants know their responsibilities and exercise their rights