

Consumer Affairs Victoria Annual Report

/ 2015-16

A photograph of a young man and woman kneeling on a green lawn in front of a house. The man is wearing a blue and white striped polo shirt and jeans, and the woman is wearing a blue t-shirt and black pants. A golden retriever dog is sitting in front of them, wearing a red collar with a purple tag. A red ball is on the grass near the woman. The house in the background has a large window and a tiled roof. The image is framed by a blue diagonal shape on the left and a yellow diagonal shape on the right.

**CONSUMER
AFFAIRS VICTORIA**

Letter to the Minister



*The Hon. Marlene Kairouz MP
Minister for Consumer Affairs,
Gaming and Liquor Regulation*

Dear Minister,

In accordance with the *Australian Consumer Law and Fair Trading Act 2012*, the *Credit (Administration) Act 1984* and the *Veterans Act 2005*, I am pleased to present the Consumer Affairs Victoria Annual Report for the year ending 30 June 2016.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S. Cohen'.

Simon Cohen

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

Director's foreword



Simon Cohen

It is with pleasure that I present Consumer Affairs Victoria's Annual Report 2015-16.

As Victoria's consumer affairs regulator, our team works to promote a fair and competitive marketplace.

This report outlines some of the achievements we have made this year, providing services to hundreds of thousands of Victorian businesses, consumers and others.

We made it easier for incorporated associations to manage their affairs efficiently with the introduction of myCAV, an online transaction portal.

We took action to address dishonest or illegal business practices - for example, where estate agents have not appropriately managed or had taken clients' money held in trust funds.

In addition to our efforts to assist businesses to comply with consumer laws, we have provided information and services to Victorians to enable them to exercise their consumer rights.

We continued to increase our digital presence. For many people, our website is the first and only place they look for information and this year the site was visited three and a half million times. We were also able to reach hundreds of thousands of people through our social media platforms.

We provided information and advice to almost 350,000 callers to our telephone services and responded to over 60,000 written and online queries.

Importantly, we provided intensive assistance to around 40,000 Victorians in need under our consumer and tenancy assistance, and financial counselling programs.

We also made progress in ensuring that the consumer law framework continues to evolve with the changing market.

Legislation to establish a new building dispute resolution service and to provide the framework for a rooming house operators licensing scheme to protect residents both received Royal Assent.

We commenced a review of a number of Acts that affect the way people buy and sell property and continue to explore current housing-related issues through the review of the *Residential Tenancies Act 1997*, part of the government's Fairer Safer Housing initiative.

We have had a successful year, exceeding all of our performance targets.

This report reflects the commitment and passion of Consumer Affairs officers to provide high-quality services to assist the Victorian community. I appreciate the support I have received from the Consumer Affairs team in my first year as Director.

I hope you will enjoy reading through our Annual Report, which is also available at consumer.vic.gov.au/annualreport and supplemented with videos and interactive information.

A handwritten signature in black ink, appearing to read 'S. Cohen'.

Simon Cohen

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



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About us

Consumer Affairs Victoria is the state's primary consumer regulator. We are part of the Regulation Division of the Victorian Government Department of Justice and Regulation.

The impact of our work is far-reaching. We regulate the entire Victorian consumer marketplace through the Australian Consumer Law, as well as administering 30 Acts of the Victorian Parliament regulating a range of industries, including: estate agents, conveyancers, motor car traders, sex work service providers, owners corporation managers, second-hand dealers and pawnbrokers.

Our vision

A fair and competitive marketplace in Victoria.

Our goals

1. Businesses are compliant with consumer laws
2. Victorians exercise their consumer rights
3. A fair and safe rental market for Victorians
4. A modern and effective consumer law framework
5. A sustainable and innovative regulator

Our functions

Our role is to:

- review and advise the Victorian Government on the consumer protection framework
- provide information and advice to consumers, tenants, businesses and landlords on their rights, responsibilities and changes to relevant laws
- register and license businesses and occupations
- conciliate disputes between consumers and traders, and tenants and landlords
- ensure compliance with consumer laws.

We provide administrative support to several statutory offices and bodies including the Business Licensing Authority, the Estate Agents Council, the Motor Car Traders Claims Committee and the Residential Tenancies Bond Authority, as well as supporting consumer affairs ministerial advisory roles.



Our regulatory approach

Consumer Affairs Victoria is a modern regulator and we take an intelligence-led, risk-based and outcome-focussed approach to ensuring businesses comply with the law and consumers are protected. We use an integrated compliance approach to ensure businesses comply with consumer laws, consumers can exercise their rights and to promote a thriving Victorian economy.

Integrated compliance is about using all of our tools effectively. We:

- provide compliance information to businesses, organisations and landlords so that they understand their obligations and the consequences of not meeting them
- work with our partners to achieve compliance. This includes working with our consumer protection colleagues in other jurisdictions, as well as industry and government organisations that operate in the sectors we regulate
- provide information to consumers and tenants to help them assert their rights in a dispute, thus holding businesses accountable for compliance.

We use compliance tools to monitor businesses, stop misconduct and prevent future breaches. We take a risk-based approach to compliance monitoring, targeting those that pose the highest risk to Victorians. Our inspection services are place-based and delivered in partnership with the Regional Services Network, leveraging local knowledge and networks to maximise our impact.

For the most serious matters or systemic non-compliance, we take enforcement action to put a stop to, and deter, unlawful conduct.

Our performance

This section provides a report of our performance against targets specified in the Budget Paper Number 3 2015-16.

For budget purposes, outputs are defined as those goods and services provided to government by departments, agencies, statutory bodies and through funding provided to others, such as community agencies. The table below reports actual performance against targets for each output measure.

	Unit of measure	2013-14 Actual	2014-15 Actual	2015-16 Target	2015-16 Actual
Quantity					
Information and advice provided to consumers, tenants and businesses: through telephone service	number	390,349	352,369	346,500	349,985
Information and advice provided to consumers, tenants and businesses: through other services including written correspondence, face to face and dispute assistance	number	133,729	129,430	123,000	123,309
Compliance activities, from compliance assistance through to court actions ¹	number	10,588	11,344	9,600	9,774
Transactions undertaken: registration and licensing transactions ²	number	67,520	70,679	69,500	88,221
Transactions undertaken: Residential Tenancies Bonds Authority (RTBA) transactions	number	419,135	432,569	433,500	447,934
Quality					
Rate of compliance with key consumer laws ³	per cent	-	-	95.0	97.6
Timeliness					
Regulatory functions delivered within agreed time frames ^{4,5}	per cent	86.2	90.5	90.0	95.7
Cost					
Total output cost ⁶	\$ million	80.8	119.1	125.0	115.3

1 Compliance activities were lower than in previous years due to a shift from compliance assistance visits to inspections, which are more time intensive.


2 The actual is above the target due to an increase in online transactions made via myCAV. New system capabilities, including updating details and the introduction of the role of delegate, will result in more transactions being processed and completed online.

3 Quality measure changed in 2015-16 from 'customer satisfaction with services provided'; this new measure includes estate agents, rooming house operators and residential park owners compliance with their obligations under relevant consumer laws.

4 Wording changed in 2015-16 from 'services provided within agreed time frames'.

5 The actual is above the target due to a continual increase in the number of applications processed online via myCAV, which has significantly improved the timeliness of transactions processed.

6 The 2015-16 expected outcome is lower than the 2015-16 target due to the estimated carryover of funding from 2015-16 into 2016-17.



**This year, Consumer Affairs
Victoria provided over one
million discrete services to
Victorians and delivered
information and advice through
digital channels over three
and a half million times.**



Our achievements

In the following pages, we report on our achievements during 2015-16. Our achievements are presented under each of our corporate goals, providing data on our outputs and case studies highlighting our work.



Goal 1 – Businesses are compliant with consumer laws

The key to achieving a fair and competitive marketplace is ensuring that businesses comply with consumer laws. We focus on achieving high levels of business compliance by working with industry and partner organisations, and with consumers so that they effectively assert their consumer rights. Our risk-based approach to compliance means that we act quickly against those causing most harm, protecting consumers earlier, more efficiently and more effectively.

Highlights

In 2015-16 we have used the full range of regulatory tools to address poor conduct by businesses and significant breaches of consumer protection laws. Table 1 provides an overview of our actions in meeting this goal in 2015-16.

We have made it easier for incorporated associations to manage their affairs efficiently with the introduction of myCAV.

We have taken action to address dishonest or illegal business practices, for example where estate agents have not appropriately dealt with clients' money held in trust funds.

We have responded quickly to inspect, recall or remove products that pose a risk to consumers and children. Key products of interest were hoverboards, button batteries, unsafe children's toys and miniature bikes.

Table 1: Compliance, registrations and licensing activities undertaken¹

	2013-14	2014-15	2015-16
Compliance			
Inspections	2,713	3,470	5,796
Investigations ²	610	161	152
Market monitoring activity	895	802	960
Businesses engaged through the Better Business Initiative	51	80	68
Parties to criminal proceedings, appeals and rehearings	24 ³	21 ³	18
Parties to civil proceedings	64	66	57
Parties signed to enforceable undertakings	15	17	11
Registrations and licensing⁴			
Annual returns, updates or cancellations processed for incorporated associations, fundraisers and co-operatives	39,014	36,243	55,826
Total registration and licensing transactions	67,520	70,679	88,221

¹ Data in Table 1 varies between years based on our regulatory risk priorities, government policy, the nature of our compliance program and the cyclical nature of our integrated compliance approach.

² Investigations were lower in 2014-15 and 2015-16 due to revised procedures aimed at capturing evidence and information (for example, use of statutory notices).

³ Only includes criminal matters.

⁴ Increase in transactions in 2015-16 is due to an increase in online transactions made with the introduction of myCAV.





Product recall: hoverboards

In January a house caught fire in Strathmore after a hoverboard charger sparked a fire that spread quickly to a child's bed and to other parts of the house.

Five product recalls were in effect at that time for various models of hoverboards or their chargers, specifically in relation to overheating, risk of fire and causing electric shocks.

In response, we quickly mobilised to work with the Australian Competition and Consumer Commission and Energy Safe Victoria to ensure that any unsafe hoverboards were removed from the shelves of Victorian retailers.

We inspected 293 suppliers across Victoria and our actions contributed to the recall of over 5,000 hoverboards in Australia that did not comply with Australian Electrical Standards, including more than 4,100 from Victorian based suppliers.

The minister issued a public warning about hoverboards, ensuring the public were aware of the risks. In an effort to reduce the likelihood of further incidents, we also provided information to current and potential suppliers on current recalls and how to identify a potentially non-compliant hoverboard, along with the risks and penalties of supplying a product subject to a product recall.

An interim ban was also imposed at a national level by the Australian Competition and Consumer Commission.

Underquoting

Underquoting causes significant frustration and disappointment for potential buyers, as well as costs from time and money spent undertaking pre-purchase inspections for properties they could never realistically afford.

Of all contacts we received from the public by telephone regarding the conduct of estate agents in 2015-16, the highest proportion were related to underquoting. Of these contacts 339 were complaints of underquoting. While not all complaints are substantiated, we use these reports to effectively target problem agents.

Taskforce Vesta was formed in 2015 to ensure we delivered on the Victorian Government's commitment to intensify the scrutiny of estate agents selling residential property at auction.

Over the course of 2015-16 we conducted 451 inspections of businesses related to auctions and underquoting. We also monitored 200 selected residential properties from first listing through to auction and examined around 1,600 sales files against advertising to check for misleading conduct.

Our work in this area has led to a range of enforcement actions, including issuing warning letters and infringement notices, through to full investigations and court action.



Estate agent jailed for misappropriating clients' money held in trust

We took action in the County Court of Victoria against former real estate agent Anthony Vito Brancatella for misappropriating consumer money held in trust. He pleaded guilty, admitting to 62 counts of misusing trust money, with \$1.9 million of clients' money being used to help run his business and repay business debts.

Mr Brancatella was sentenced to 40 months jail with a minimum term of 20 months. He was also disqualified from working as a real estate agent for 10 years under the *Estate Agents Act 1980*.

We paid claims totalling more than half a million dollars to property owners or purchasers who were the victims of Mr Brancatella's fraud.

These payments were made from the Victorian Property Fund, which was established under the *Estate Agents Act 1980* to compensate consumers who suffer financial loss due to actions of an estate agent.

More than 2,000 Victorian real estate agents manage trust accounts, which typically hold around \$1.7 billion at any given time. While most estate agents do the right thing in managing their trust funds, we are committed to pursuing any agent who does not.

myCAV has improved the accuracy of the public register, with an increase of 453 per cent in transactions being processed by secretaries in its first year.

Table 2: Registers administered by Consumer Affairs Victoria

	New applications lodged			Total on register		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
Estate agents	1,219	1,216	1,582	11,171	11,679	12,458
Motor car traders	177	149	154	2,188	2,127	2,111
Incorporated associations	1,695	1,980	2,126	39,883	39,665	40,577
Co-operatives	10	25	23	630	602	573
Fundraisers	816	938	980	2,191	2,265	2,091
Second-hand dealers and pawnbrokers	436	350	331	4,385	4,120	3,865
Patriotic funds	5	6	6	602	600	591
Limited partnerships	29	16	55	271	286	342
Conveyancers	80	92	99	712	768	820
Owners corporation managers	88	74	80	602	621	638
Retirement villages	6	12	14	415	426	439
Funeral service providers	12	10	10	415	424	434
Sex work service providers (licensees)	21	10	13	130	133	125
Sex work brothel managers	195	178	179	756	710	702
Sex work providers (exempt)	327	326	347	609	651	724



Registration and licensing - myCAV

Over the past year, we have rolled out an online transaction portal called myCAV. This enables incorporated associations to manage their registration and other obligations online.

myCAV provides 24 hour accessibility and tools to assist in complying with relevant laws. It also allows incorporated associations to instantly update their details and lodge annual statements.

In 2015-16 myCAV had:

- 2,126 new incorporated associations registered
- 15,589 accounts created
- 58,890 transactions
- 5,000 transactions per month on average

myCAV has improved the accuracy of the public register, with an increase of 453 per cent in transactions being processed by secretaries in its first year.

To assist with the transition to myCAV, we worked closely with incorporated associations. We conducted over 50 information sessions across metropolitan and regional Victoria and 40 'in language' information sessions for people whose first language is not English.

We continue to provide comprehensive information translated into 23 languages on our website.

myCAV highlights in 2015-16:

- 2,126 new incorporated associations registered
- 15,589 accounts created
- 58,890 transactions
- 5,000 transactions per month on average



Enforcement actions

We took a range of enforcement actions in 2015-16. Actions completed or in progress at 30 June 2016 are outlined in the table below.

Parties signed to enforceable undertakings	
Legislation	Parties
Australian Consumer Law (Victoria)	Penguin Australia Pty Ltd ACN 162 605 745 Domeit Pty Ltd ACN 602 585 384 Mirza Abbas Baig Nasreen Abbas
Estate Agents Act 1980	Latitude Real Estate Pty Ltd ACN 152 535 709 James Robert Hand
Estate Agents Act 1980 and Residential Tenancies Act 1997	Burke Property Management Pty Ltd ACN 111 267 308 Michael John Meehan Geoffrey John Ogge
Sex Work Act 1994	Jinna Shao Chenbin Ji
Court and tribunal matters	
Prosecutions finalised	
Legislation	Parties
Australian Consumer Law (Victoria)	DNL Security Australia Pty Ltd ACN 085 599 631 Ljupco Petrovski
Domestic Building Contracts Act 1995	Daniel Wayne Auld Ashleigh (Ashley) Maliki Daniel Kokken DRK Fencing Pty Ltd ACN 150 458 334 James Owen Reid
Estate Agents Act 1980	Robert Pedersen Real Estate Pty Ltd ACN 142 558 674 Glenn Michael Ryan Anthony Vito Brancatella
Motor Car Traders Act 1986	Hans van Dyk Hassan Al Dali (appeal against sentence)
Residential Tenancies Act 1997	SLM Housing Pty Ltd ACN 155 513 992 Nathan Cross

Using a risk-based and intelligence-led approach, Consumer Affairs Victoria undertook 9,774 compliance activities this year. This includes education sessions, inspections, warnings, infringements and court action.

Court and tribunal matters	
Civil proceedings (including disciplinary inquiry and appeals)	
Australian Consumer Law (Victoria)	Alpha Flight Services Pty Ltd Qantas Airways Limited Anthony Lee Fair Finance Group Pty Ltd ACN 151 932 553 Fair Financial Pty Ltd ACN 148 824 711 David James Donald Christopher Miles The Good Guys Discount Warehouses (Australia) Pty Ltd ACN 004 880 657 Parke Muir's Pty Ltd ACN 092 974 797 Nightingale Electrics Pty Ltd ACN 107 719 540 George Anderson Marlo Woods (Australia) Pty Ltd ACN 079 584 884 Choung Heng Taing Australian Mechanical Services Pty Ltd ACN 164 280 737
Conveyances Act 2006	Mandeep Johal
Estate Agents Act 1980	Scott Hoare Aaron McDonald Benjamin David Chislett Joel Phillip Murray Clynton Mark Roberts Michael Knight Real Estate Pty Ltd Michael Knight Advantage Property Consulting Pty Ltd ACN 100 010 179 Frank Valentic Hoban Real Estate Pty Ltd ACN 123 488 862
Fire Services Levy Monitor (Director of Consumer Affairs is the legal successor)	Mecon Insurance Pty Ltd ACN 059 310 904 Mechanical and Construction Insurance Pty Ltd ACN 106 907 055
Funerals Act 2006	Tom Bull
Retirement Villages Act 1997	Illawong Lakeside Retirement Pty Ltd ACN 005 482 673 Illawong Retirement Group Pty Ltd ACN 005 449 285 Vladymir Martyniuk
Sex Work Act 1994	Xian Yang Meng Jian Qing Xu
Administrative review	
On behalf of the Business Licensing Authority	
Estate Agents Act 1980	Zole Elali Jeremy Morris Gregory Flessas Richard Zbigniew Zagrzejewski Daniel Robert Taylor
Motor Car Traders Act 1986	Beniamin Bratoiu Antonio Lekkas
On behalf of the Motor Car Traders Claims Committee	
Motor Car Traders Act 1986	Karen Marsden
On behalf of the Secretary to the Department of Justice and Regulation	
Estate Agents Act 1980	Chau Thieu Truong
On behalf of the Director of Consumer Affairs Victoria	
Fundraising Act 1998	AFG Group Pty Ltd ACN 155 198 931

Ongoing court matters as at 30 June 2016	
Criminal prosecution	
Legislation	Parties
<i>Australian Consumer Law and Fair Trading Act 2012</i>	Brendan Lansley
<i>Australian Consumer Law (Victoria)</i>	Daniel Chung Keat Leong
<i>Domestic Building Contracts Act 1995</i>	Lauren Kate Smith LKS Lifestyle Solutions Pty Ltd ACN 167 806 055 Andrew Renn Fabrizio Bonomo Cain Padman
<i>Estate Agents Act 1980</i>	Robert Eierweis
<i>Motor Car Traders Act 1986</i>	Mithila Domingo Melbourne Prestige Cars Pty Ltd ACN 146 886 286 Saleh Ibrahim
<i>Residential Tenancies Act 1997</i>	SLM Housing Pty Ltd ACN 155 513 992
Civil proceedings (including disciplinary inquiry)	
<i>Australian Consumer Law and Fair Trading Act 2012</i>	Shine Removals Pty Ltd ACN 161 432 702 Blue Rhino Removals and Transport Pty Ltd ACN 161 432 739 Zi Wang Zhou Chen Domain Register Pty Ltd ACN 127 506 807 David James Donald Anthony Lee Fair Finance Group Pty Ltd ACN 151 932 553 Fair Financial Pty Ltd ACN 148 824 711
<i>Australian Consumer Law (Victoria)</i>	Annabelle Gibson Inkerman Road Nominees Pty Ltd (in liquidation) ACN 164 850 748 Big Aussie Deals Pty Ltd ACN 159 661 444 Steven Petkovski
<i>Estate Agents Act 1980</i>	Century 21 Australia Pty Ltd ACN 003 145 346 Hocking Stuart (Richmond) Pty Ltd ACN 080 596 603 Bill Kaye & Co Pty Ltd ACN 006 406 257 Vassilios Kaimakamis LMG Commercial Property Services Pty Ltd ACN 115 869 200 Leo Mark Grogan Michael Andrew John Hoban Joel Phillip Murray Australia United Organization Pty Ltd ACN 166 549 248 Mei Nga Carol Chau
<i>Motor Car Traders Act 1986</i>	Auscar Club Pty Ltd ACN 602 688 335
<i>Residential Tenancies Act 1997</i>	Strachan Research Pty Ltd ACN 082 279 650 House Share Melbourne Pty Ltd ACN 164 365 593 Ben Alexander Strachan
Administrative review	
<i>Estate Agents Act 1980</i>	Lawfords Real Estate Pty Ltd ACN 610 450 283
<i>Motor Car Traders Act 1986</i>	Lawpoint Mortgages Pty Ltd ACN 105 682 880
<i>Sex Work Act 1994</i>	Josef Rutten Lin Gao Joseph Molinari Zhao Pan

Goal 2 – Victorians exercise their consumer rights

We empower Victorians to exercise their consumer rights by providing them with information and support. We continue to work with partner organisations to improve the information we provide, and to target groups who have specialised information needs.

Highlights

In 2015-16 we continued to provide information and advice through a range of channels, the most frequented of which was our website, visited three and a half million times. The most viewed section of the website was renting, with around one and a half million visits.

We also provided information and advice to almost 350,000 callers to our telephone services and responded to over 60,000 written and online queries.

Table 3 outlines the information, advice and assistance that we provided to Victorians, including consumers, tenants and businesses this year.

Our advice covered the full spectrum of issues related to our regulatory functions, including inquiries about general consumer issues, renting, building, estate agents, registrations, licensing and small business.

While we provided the necessary information for consumers to resolve issues independently, we provided dispute resolution services and intensive assistance to Victorians in need under the Consumer Advice and Advocacy Program and financial counselling services. We also continued to provide funding to the MoneyHelp website, which received over 600,000 visits.

Table 3: Information, advice and assistance provided to consumers

	2013-14	2014-15	2015-16
Information and advice			
Calls answered	390,349	352,369	349,985
Advice provided to resolve disputes			
Disputes finalised ¹	13,358	8,975	8,409
Digital			
Website visits	2,372,794	2,942,816	3,456,755
Letters and email contacts	58,041	59,432	62,669
Twitter followers	4,984	6,832	8,120
Facebook page likes	17,418	23,628	28,548
YouTube video views	500,105	411,456	52,526²
Community information			
Information sessions	897	931	831
Face-to-face or intensive assistance (funded community services)			
Victorians assisted under the Consumer Advice and Advocacy Program	375	446	429
Clients assisted with financial counselling	29,515	34,453	34,139
MoneyHelp website visits	402,191	878,029	640,020

¹ The decreasing trend in disputes finalised demonstrates our shift from resolving disputes to providing information and advice to empower consumers to assert their rights and resolve their own disputes.

² YouTube views in 2015-16 were largely organic views and not generated through paid promotion as was the case in previous years where YouTube videos were promoted as a key part of campaigns such as 'Stevie's Scam School.'



Financial counselling helps family pay their bills

A woman sought financial counselling to understand bills and correspondence she had received from her gas, electricity and water providers. The utility companies had proposed to increase her payment plans. She is a leader in her Aboriginal community, an aged pensioner and carer for many people in her household.

The woman was reluctant to call the providers as she has limited literacy, felt that the phone operators had been aggressive in the past and previously she had agreed to payment increases even when she did not understand why they were applied. One family member had also moved out and no longer contributed to expenses.

The financial counsellor negotiated with all of the companies for affordable payment arrangements and substantial discounts, as the woman had been with each company a long time.

The financial counsellor also assisted the woman to apply for a concession on her bills in summer, due to a medical requirement and utility relief grants.

WE RESPONDED TO OVER
1700 CALLS
TO OUR KOORI HELPLINE



Services for Koori businesses, consumers and tenants

Over the past year, we have continued to provide a range of services to support the Victorian Koori community as businesses, consumers and tenants.

We responded to over 1,700 calls to our Koori helpline. We also provide a dedicated section on our website that flags important consumer issues, such as the 'Avoid a funeral RIP off' video.

Regional Services Network staff attended around 30 events across Victoria to promote the services we offer. For example, we attended the state-wide Koori Football and Netball Carnival, Rumbalara Workers Sorry Day and the Victorian Aboriginal Legal Health Check Expo.

A caller from Western Victoria recently contacted the Koori helpline because they were having trouble paying their rent and had been served with a Notice to Vacate from the rental property they were living in. The caller was looking for advice about their rights in this situation and where they could access assistance.

The enquiries officer taking the call explained the rights and responsibilities of all tenants under the *Residential Tenancies Act 1997* where a landlord wants to end a lease agreement. The enquiries officer discussed options for the caller in accessing MoneyHelp and a financial counsellor. The caller was also offered the option to access our Tenancy Advice and Advocacy Program (TAAP), a program that provides assistance to people who are in a difficult situation such as this.

Ultimately, the caller chose to first pursue the MoneyHelp option and was given a reference number for their conversation. This gave the caller the option to ring back to access further assistance and advocacy via the TAAP.



Advising a consumer on how to resolve a dispute over a faulty product

A consumer contacted us for advice about a mattress she had purchased just over a year ago. In the past two months the mattress had sunk and the consumer was suffering back problems.

Having consulted our website for advice on her consumer rights, the consumer contacted the company. The company offered her a repair or replacement, if the problem was caused by a manufacturing problem.

The company arranged collection of the mattress for a fee of \$80, but prior to collection decided that they could not take the item back because it was not clean or in near new condition.

We advised the consumer of their right to a remedy under section 54 of the Australian Consumer Law, in the case that the mattress was faulty. We also advised the consumer that the complaint should be made in writing, providing a time frame for the company to resolve the issue.

Our advice was successful in helping the consumer to resolve the dispute, with both parties agreeing to a remedy.

\$1.3M to \$435K
DECREASE IN REPORTED
LOSSES DUE TO
TRAVELLING CON MEN



Scammers don't discriminate

The more we talk about scams, the more difficult it is for scammers to operate. This campaign aimed to help the public protect themselves against scams.

The campaign raised awareness that anyone can fall for a scam, how to avoid them and the importance of reporting scams to warn others about specific tactics. We promoted the mental health support services available to Victorians who may experience anxiety or depression as a result of being scammed.

During the campaign we worked in partnership with Good Shepherd and closely with BeyondBlue, SANE, headspace and Victorian Men's Shed Association.

The campaign directed Victorians to the information available on our website, and also directed people to the MoneyHelp hotline if they had suffered financial stress due to losing money in a scam.

Travelling con men campaign in partnership with Crime Stoppers Victoria

We have been pleased to see less financial loss this financial year compared to last, following the launch of our travelling con men campaign in early 2015. In 2015-16 there was a reported loss of about \$400,000, a substantial decrease compared to nearly one and a half million dollars in the previous financial year.

Roofing remained the leading service offered by travelling con men, followed by driveway repairs and tree lopping. We continue to receive the highest number of reports about travelling con men in the eastern metropolitan region, followed by the north west and southern metropolitan regions.

Top five scams reported to CAV

We work collaboratively with the Australian Competition and Consumer Commission (ACCC) to help people to recognise and prevent scams. The Scamwatch website is run by the ACCC and most scams are reported through that channel; however, we also received nearly 1,500 reports of scams in the past year. The most reported scams were:

1. Advance fee fraud – 29 per cent
2. Travelling con men – 11 per cent
3. Investment and financial scams – 10 per cent
4. Unauthorised advertising / false billing scams – 10 per cent
5. Phishing / Smishing / Vishing – 9 per cent

Consumers can report scams at
scamwatch.gov.au



Social media activity

We continue to build our audiences on social media: we have more than 8,000 Twitter followers and more than 28,000 Facebook page likes.

Our activity on Twitter was seen more than 4.5 million times, while on Facebook was seen 5.67 million times.

Timely warnings generated the highest reach and engagement. Our top three tweets – which reached more than 10,000 people each – were about current scams and travelling conmen. In January, we warned Victorians about a voucher scam that was circulating on Facebook. Our Facebook post about the scam reached 113,000 people.

Promoted posts help us reach new and larger audiences. In March, one Facebook post about the review we are conducting on the *Residential Tenancies Act 1997* reached 196,000 people and another reached 136,000.

Publicising our enforcement outcomes via social media channels is an excellent way to encourage compliant business practices.

We continuously monitor the evolving social media landscape. In May we broadcast our first 'Facebook live' video, from the Shredfest event where we encouraged Victorians to protect their personal information by appropriately destroying their documents.

On YouTube, we launched a series of renting videos in Dari, for Afghan refugees. The four videos explain the leasing process, bonds, condition reports and repairs.

Goal 3 – A fair and safe rental market

As the Victorian regulator of residential tenancies, we work to achieve fair and safe rental housing in Victoria. Our priority is to ensure that the residential tenancy framework reflects the needs of the modern rental marketplace, to deliver the best results for all in the accommodation sector.

Highlights

In the past year, we responded to nearly 70,000 calls about residential tenancies and around 90,000 calls to the Residential Tenancies Bond Authority (RTBA). While we saw a reduction in telephone contacts about renting, there were 300,000 additional visits to the renting section of our website.

Table 4 provides details about our activities related to residential tenancies in 2015-16.

We completed nearly 4,000 goods left behind assessments for landlords where a tenant had vacated a property but left some of their belongings behind. We also assessed nearly 2,000 properties at the request of tenants to assist in negotiating an acceptable outcome for tenants and landlords in relation to unfixed non-urgent repairs or proposed changes in rental charges.

We inspected all rooming houses in Victoria to ensure that they complied with minimum standards, providing safety and amenity for residents. The process was positive, with all rooming houses compliant or provided assistance to become compliant.

We provided administrative support to the RTBA, ensuring the \$951 million held in trust was appropriately managed.

We provided intensive assistance to almost 6,000 tenants through the Tenancy Advice and Advocacy Program.

We also promoted information about rental rights among international students and particularly those newly arrived in Australia.

**INTENSIVE ASSISTANCE
PROVIDED TO ALMOST
6000
RESIDENTIAL TENANTS**





Table 4: Information, advice and service delivery to tenants, landlords and agents

	2013-14	2014-15	2015-16
Information and advice			
Website sessions – renting section	1,452,652	1,236,289	1,552,271
Calls answered – residential tenancies	90,952	73,791	69,365
Calls answered – Residential Tenancies Bond Authority	97,309	99,325	90,224
RentRight app downloads	10,368	16,591	6,567
Compliance			
Rooming house inspections (including repeat visits)	1,377	679	1,252
Rooming houses registered	1,127	1,129	1,157
Transactions			
Bonds lodged	221,623	228,955	236,971
Bond repayments	197,500	203,614	210,963
Bonds transferred	60,398	73,639	79,258
Bonds held	542,209	567,550	593,558
Value held	\$806 million	\$874 million	\$951 million
Total transactions – RTBA	419,135	432,569	447,934
Face-to-face or intensive assistance			
Funded community services			
Tenants assisted under the Tenancy Advice and Advocacy Program	6,178	6,267	5,758
Assessments			
Repair reports	1,106	936	916
Goods left behind	4,130	3,885	3,861
Rental reports	1,052	1,115	1,068



We made rental advice available through the online and social media channels of higher education providers, to inform international students about their tenancy rights.



Ensuring international students know their rights when renting property

International students have the same renting rights as local residents. However, students who are unfamiliar with local renting laws can sometimes be vulnerable to accommodation providers who do not follow the rules.

Problems reported to us have included misleading advertising, unlawfully keeping deposits and bonds, and unsafe or unhealthy conditions in rooming houses.

In early 2016 we increased our efforts to educate international students to safely navigate Victoria's rental market, particularly in the early stages of their tenancy.

We worked with higher education providers to inform students about their tenancy rights both before and after their arrival in Melbourne, making rental advice available through their online and social media channels.

We presented educational sessions covering types of accommodation, general tenancy issues and rooming house standards. We also provide information in 23 languages on our website.

We have included rental advice in a free welcome pack and international student guide at Melbourne Airport's Welcome Desk.

Advice for newly arrived international students:

- book temporary accommodation before arriving and look for longer-term accommodation once in Victoria
- only sign a lease or contract after viewing a property in person
- check the property is clean and safe and ask the landlord or owner to fix any problems before paying money or signing an agreement
- record any existing property damage in a condition report, and
- check the landlord has lodged the bond with the Residential Tenancies Bond Authority



Helping those affected by family violence resolve tenancy issues

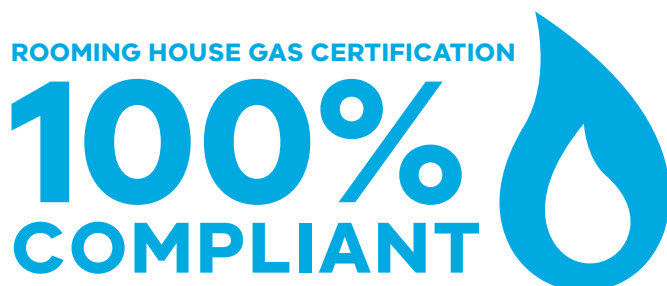
Through our partner agencies, we provide the Tenancy Advice and Advocacy Program (TAAP) to ensure that those who are vulnerable in the Victorian community have access to assistance to resolve tenancy issues.

A woman accessed the TAAP for assistance in terminating her lease. She was in a relationship characterised by family violence and had obtained an intervention order against the perpetrator excluding him from entering the home they lived in together.

The woman no longer felt safe and had secured an alternative property. The TAAP worker provided her help with:

- an application to the Victorian Civil and Administrative Tribunal (VCAT) for a reduction in the fixed term tenancy agreement.
- a referral to the VCAT family violence worker, and a recommendation for an urgent listing.
- a referral to the Victoria Legal Aid duty lawyer, who agreed to represent her at VCAT.

Prior to the hearing, the TAAP worker negotiated further with the landlord who agreed to a consent order being made and no lease break costs being charged. The fixed term agreement was reduced and no compensation was awarded to the landlord.



All rooming houses inspected in 2015-16

The Victorian Government made a commitment that all rooming houses would be inspected in 2015-16 to ensure compliance with the appropriate legislation and thus ensuring the safety and amenity of rooming house residents.

Our rooming house compliance program includes safety and security requirements such as gas and electricity certification, locks and evacuation plans. Our inspectors also consider amenity of rooming houses such as kitchen and bathroom facilities.

In 2015-16, we identified two areas where there was a higher risk of harm to residents and required prioritisation as part of the program. These two areas were gas certification for all rooming houses and ensuring newly registered rooming houses were compliant.

Over the course of 2015-16, our inspectors visited all rooming houses and found that one hundred per cent of operators were compliant with the gas certifications requirements.

Upon registration, our inspectors promptly visited newly registered rooming houses to ensure operators understood their compliance obligations and that residents' safety is our primary concern. All newly registered rooming houses were inspected and supported to achieve positive compliance outcomes.



Resolving a dispute between a tenant and an estate agent

A tenant contacted us about their hot water system, which had not been working for over a week. The tenant explained that they had contacted the estate agent on several occasions; the agent had repeatedly promised to fix the problem, but had not yet done so.

Our enquiries officer explained to the tenant their rights for urgent repairs to be completed by the estate agent. As the issue had become urgent, the enquiries officer escalated the matter to our front line resolution officer to provide dispute assistance.

The officer contacted both the tenant and the estate agent to confirm the rights and responsibilities of both parties and reinforced the obligations of the estate agent under section 72 of the *Residential Tenancies Act 1997*.

The matter was quickly resolved, with the estate agent organising a plumber to replace the hot water system on the same day that the tenant had contacted us. We were also able to educate both the tenant and the agent so that they could resolve these types of issues in the future.

Goal 4 – A modern and effective consumer law framework

To be an effective regulator, our consumer law framework must continue to evolve with the changing market. We lead and participate in policy and legislative reviews, and work in partnership with other regulators and organisations to ensure our consumer law framework supports a fair and competitive marketplace.

Highlights

Legislation was passed to establish a new building dispute resolution service. Once established in 2016–17, Domestic Building Dispute Resolution Victoria will assist consumers and builders to resolve disputes.

The *Rooming House Operators Act 2016*, which received royal assent in May, provides the framework for a rooming house operators licensing scheme to protect residents.

The *Road Safety Act 1986* was amended to prevent private car park operators from obtaining details of vehicle owners from the VicRoads registration database through the courts. This will disrupt the practices of some operators that obtain these details and send letters of demand for large penalties to customers who are alleged to have breached car park terms and conditions.

We commenced a review of a number of Acts that affect the way people buy and sell property, including the *Sale of Land Act 1962* which has been in operation for more than 50 years. We continue to explore current housing-related issues through the ongoing Fairer Safer Housing review of the *Residential Tenancies Act 1997*.

Consumer property laws review

This year we commenced a review of consumer property laws, considering opportunities to improve laws in order to meet the needs of the modern market.

The laws under review include the *Sale of Land Act 1962*, *Estate Agents Act 1980*, *Conveyancers Act 2006* and the *Owners Corporations Act 2006*.

We sought public input through three issues papers and received over 200 submissions. These papers considered:

- licensing and conduct of estate agents, conveyancers and owners corporation managers and the institutional and regulatory arrangements that govern those licensing schemes
- owners corporations, specifically issues identified with the *Owners Corporations Act* (excluding the conduct of owners corporation managers, covered in the first paper)
- sale of land and business, specifically issues identified with the *Sale of Land Act*, including pre-contractual issues and contracts of sale.

An options paper will be released for public consultation in 2016–17.



Fairer Safer Housing

Fairer Safer Housing is the government's work program for ensuring all Victorians have access to safe, affordable and secure housing.

The review is examining how effective and relevant Victoria's rental laws are in the modern rental market, including the balance of rights and responsibilities between tenants and landlords.

The first stage of the review was to uncover trends and behaviours in the rental market through an initial consultation paper, *Laying the Groundwork*, launched in June 2015.

We received 54 public submissions, a summary of which is available at fairersaferhousing.vic.gov.au. Key areas of concern for landlords and tenants were:

- unfair termination of leases and retaliatory rent increases
- insufficient bond amounts and unrealistic notice periods for breaches such as rent arrears
- confusion about the parties' roles in maintaining a rental property, for example relating to the safety of appliances such as smoke alarms, heaters and stoves

- obtaining agreement to modify properties and reasonable expectations about what changes should be allowed
- the absence of tailored rights and responsibilities for residents and operators of alternate tenure types, and
- reliance on adversarial dispute resolution processes at VCAT in situations where a different approach might be more appropriate or effective.

Stage two of the consultation began in November 2015 with the release of an issues paper examining security of tenure under the *Residential Tenancies Act 1997*.

We released a further five issues papers, including one exploring specific protections for residents of caravan parks and movable dwellings.

These issues papers received over 200 submissions, with hundreds of comments posted in online discussions, quick poll responses and stories about rental experiences.

Later in 2016 we will commence stage three of the review with the development of an options paper, in consultation with a stakeholder reference group and taking into account the results of a market research study on landlords' and tenants' views on key issues.


Acts passed and regulations commenced or revoked

In 2015-16 we advised the government on legislative changes to improve consumer protection and remake regulations due to expire, or that no longer met the needs of Victorian businesses and consumers. These changes are detailed in Table 5 below.


A complete list of legislation that we administer is available in the appendix.

Table 5: Acts passed and regulations commenced or revoked

Acts passed	
Name	Date of royal assent
<i>Associations Incorporation Reform (Electronic Transactions) Amendment Act 2016</i>	21 April 2015
<i>Rooming House Operators Act 2016</i>	10 May 2016
<i>Consumer Acts and Other Acts Amendment Act 2016</i>	10 May 2016
Regulations commenced	
Name	Date commenced
Estate Agents (Exemption) Regulations 2014	1 July 2015
Conveyancers (Professional Conduct and Trust Account and General) Amendment Regulations 2015	1 November 2015
Retirement Villages (Records and Notices) Regulations 2015	12 December 2015
Sex Work Regulations 2016	1 June 2016
Second-Hand Dealers and Pawnbrokers (Exemption) Amendment Regulations 2016	1 June 2016
Regulations revoked	
Name	Date revoked
Estate Agents (Exemption) Regulations 2005	1 July 2015
Retirement Villages (Records and Notices) Regulations 2005	12 December 2015
Sex Work Regulations 2006	1 June 2016



The *Rooming House Operators Act 2016* received royal assent in May and provides the framework for a rooming house operators licensing scheme to protect residents.



Goal 5 – A sustainable and innovative regulator

Efficient and effective internal operations are critical to our ability to be a modern and effective regulator. We continue working on new ways to develop our capability, technology and collaboration with our partner agencies.

Highlights

We continued to maintain trust accounts in accordance with relevant legislation. Our prudent management of these funds allowed for money to be allocated to important projects such as grants totalling \$15 million awarded this year from the Victorian Property Fund for affordable housing projects.

We completed a two-year program to reduce the cost of regulation for businesses, while maintaining appropriate consumer protections. We estimate that these initiatives have saved Victorian businesses nearly \$9 million per year.

Reducing red tape for Victorian businesses

In June 2014, the then Minister for Consumer Affairs, Gaming and Liquor Regulations issued a reducing red tape Statement of Expectations for Consumer Affairs Victoria and the Business Licensing Authority for a two-year period.

The statement encouraged us to continue our risk-based approach to regulation and to identify key areas of governance and operational performance where there were opportunities to reduce the cost of regulation for business, while maintaining a high level of consumer protection.

This work has come to an end and we estimate that the initiatives we have implemented saved Victorian businesses \$8.73 million per year. These successful initiatives undertaken in response to the minister's Statement of Expectations are as follows:

- **Provided information on service standards for the processing of all applications by** publishing quarterly updates of service performance on our website.
- **Made reporting for landlords, agents and tenants easier and more accessible by** launching RentRight2, a free smartphone app.
- **Reduced the time required by incorporated associations to submit and process information by 20 per cent**, through the implementation of myCAV.
- **Reduced the regulatory burden on motor car traders and second-hand dealers and ensured at least 40 per cent of licences were renewed online by the end of 2014-15**, achieved by implementing initiatives to increase the rate of online renewal, resulting in 76 per cent of motor car traders and 69 per cent of second-hand dealers renewing online.
- **Reduced the regulatory burden on motor car traders in producing notices and forms when selling motor cars by implementing changes to the *Motor Car Traders Act*** that has resulted in less paperwork for businesses and made buying a car easier for consumers to understand.



- **Reduced the regulatory burden on sellers of property, estate agents, conveyancers and lawyers by implementing reforms to section 32 statements in the *Sale of Land Act*** that clarify the information that sellers must provide to prospective home buyers.

The remaining initiatives have either been closed with the approval of the minister or are expected to be completed in 2016-17.

The Statement of Expectations 2014-16 is available on our website at consumer.vic.gov.au/about-us/statement-of-expectations-2014-16.

Our award-winning RentRight app

Our free RentRight app provides information and tools to enable renters and landlords to manage their tenancies. It provides template emails and notices, a rent calculator and tools to generate condition and inspection reports.

This year we updated the app to provide more information to landlords and renters, and additional tools such as a 'moving in' calculator to enable renters to calculate the cost of moving house.

The app was installed 6,567 times this year, totalling over 30,000 installs over the past three years.

RentRight won the 'Most Accessible Mainstream App' in the Australian Communications Consumer Action Network's Apps for All Challenge awards in September 2015.

In February 2016, RentRight was recognised at the Institute of Public Administration Australia Victoria's Leadership in the Public Sector Awards. The award acknowledges initiatives that deliver genuine public value through best practice communication.

Delivering award-winning service through myCAV

At the same time we also received a service delivery award for myCAV, which recognises innovation or improvement in the provision of government services to citizens. See page 17 to read more about myCAV.

6567
INSTALLATIONS OF
RENTRIGHT APP IN
2015-16



Consumer Affairs Victoria has a significant governance framework to ensure the sound and prudent investment of the eight trust funds that we manage.

Trust funds managed by Consumer Affairs Victoria

We manage eight funds established by Acts of the Victorian Parliament. The funds and their expenditure purpose are outlined in Table 6.

We have a significant governance framework that determines the investment and administration of

these funds. Changes to the framework are approved by the Minister for Consumer Affairs, Gaming and Liquor Regulation, the Minister for Finance, the Treasurer and Governor in Council.

This framework ensures the sound and prudent investment of the funds, in compliance with all relevant legislation and Victorian Government policy.

Table 6: Trust funds administered by Consumer Affairs Victoria

Trust fund	Expenditure purpose
Domestic Builders Fund	Administration of the <i>Domestic Building Contracts Act 1995</i> , costs relating to the VCAT Domestic Building List.
Motor Car Traders Guarantee Fund	Administration of the <i>Motor Car Traders Act 1986</i> , guarantee claims.
Residential Bonds Investment Income Account	Administration of the Residential Tenancies Bond Authority.
Residential Bonds Account	Bonds held on trust, repayment of bonds.
Residential Tenancies Fund	Administration of the <i>Residential Tenancies Act 1997</i> , costs relating to the VCAT Residential Tenancies List.
Sex Work Regulation Fund	Administration of the <i>Sex Work Act 1994</i> .
Victorian Consumer Law Fund	Administration of the <i>Australian Consumer Law and Fair Trading Act 2012</i> Part 7, Division 2, s.102A to E, orders for payment to non-party consumers, special purpose grants.
Victorian Property Fund	Administration of the <i>Estate Agents Act 1980</i> and other real estate related legislation as permitted by s.75 of the Act, grants relating to real estate as permitted by s.76(3) of the Act, operation of the Estate Agents Council, guarantee claims, costs relating to the VCAT Owners Corporation List.



Grants from the Victorian Property Fund in 2015-16

The *Estate Agents Act 1980* allows the Minister for Consumer Affairs to make grants from the Victorian Property Fund for the purposes specified in section 76(3) of the Act.

The minister makes her decision on grants after consultation with the Estate Agents Council, Consumer Affairs Victoria and any industry associations, government departments and other organisations as appropriate.

In 2015-16, the minister approved a number of grants from the fund, totalling over \$15 million. These are outlined in table 7.

APPROVED OVER
\$15M 
VPF GRANTS

Table 7: Grants made from the Victorian Property Fund in 2015-16

Recipient	Description of funded program	Value (ex GST)
Community Housing (Vic) Ltd	Anderson Street Lilydale Affordable Housing	\$2,967,102
Loddon Mallee Housing Services Ltd	Melliodora Disability Housing project	\$600,000
Women's Housing Ltd	Affordable housing for low income women at Bradley Street, Newport	\$5,557,348
Department of Health and Human Services	Redesign and renovation of out of home care properties	\$6,270,000
Total		\$15,394,450

Value is reported exclusive of GST, representing the net cost to the fund. Expenditure shown in the financial information section of this report reflects part payment of these grants plus payments made in 2015-16 for grants approved in previous years.





Creating affordable housing for vulnerable Victorians

One of the purposes of the Victorian Property Fund is to improve access to quality affordable accommodation for the most vulnerable in our community.

This year a grant of almost \$3 million was awarded to Community Housing to develop 15 new affordable housing units in Anderson Street, Lilydale.

The housing will be provided for tenants with low-incomes, including people from a range of age groups living with physical or intellectual disabilities, who may otherwise have difficulty in the private rental market.

Almost half the units will have accessibility features such as full shower access, support handrails and kitchens designed for wheelchair access.

All 15 units will include sustainable design features to reduce energy and water consumption, helping minimise utility bills for residents and maintaining the long-term affordability of the housing.

Community Housing will contribute \$250,000 and has partnered with Melba Support Services who will provide ongoing support services for tenants. Melba Support Services have donated the land, worth over \$1 million, and will also provide a further \$125,000.

This project will help meet the significant demand for social housing rental accommodation in the Lilydale area.

Financial information 2015-16

	Victorian Consumer Law Fund	Domestic Builders Fund	Motor Car Traders' Guarantee Fund
Consumer Affairs Victoria revenue			
Revenue recognition, estate agent and conveyancer trust accounts			
Revenue recognition, residential tenancy bonds			
Appropriations : Consumer Affairs Victoria			
Fees income		543,693	3,485,057
Interest income	25,778	391,779	41,219
Transferred from the Victorian Building Authority*		11,883,530	
Grants received and other revenue	230,000	12,344	12,186
Recoveries related to claims previously paid			44,290
Penalty income			19,327
Transfers			100,000
Total Consumer Affairs Victoria revenue	255,778	12,831,346	3,702,079
Consumer Affairs Victoria expenditure			
Audit services			
Claims on consumer guarantee funds			408,917
Consumer Utilities Advocacy Centre			
Contractors, consultants and professional services		367,034	88,523
Departmental governance and support costs			
Employee related costs		4,387,811	1,495,859
Grants paid		3,472,197	
Information technology		134,147	40,429
Occupancy costs		234,674	85,044
Other operating costs		1,019,242	416,435
Outsourced contracted costs			
Total Consumer Affairs Victoria expenditure	-	9,615,105	2,535,207
Trust funds, opening equity 1 July 2015	1,134,738	19,606,295	1,762,868
Current year operating surplus /(deficit)	255,778	3,216,241	1,166,872
Trust funds, closing equity 30 June 2016	1,390,516	22,822,536	2,929,740

* **Note 1** Domestic Building Dispute Levy and registration fees

† **Note 2** Consumer Affairs Victoria total output for 2015-16 was \$115,257,566 (the 2014-15 output was \$119,278,404)

Note 3 The Financial information 2015-16 was amended in June 2017 to correct transcription errors, and differs from the version tabled in the Victorian Parliament on 27 October 2016.

Residential Bonds Investment Income account	Residential Tenancies Fund	Sex Work Regulation Fund	Victorian Property Fund	Trust funds total 2015-16	Consumer Affairs Victoria appropriations & other 2015-16	Consumer Affairs Victoria total output 2015-16
			29,822,573	29,822,573		29,822,573
19,844,465				19,844,465		19,844,465
					27,672,638	27,672,638
	2,984,930	887,296	5,766,674	13,667,650	2,456,530	16,124,180
1,156,964	1,208,055	9,692	16,805,765	19,639,252		19,639,252
				11,883,530		11,883,530
	1,500	3,198	122,462	381,690	5,529,555	5,911,245
				44,290		44,290
		7,555	74,913	101,795		101,795
(10,000,000)	22,500,000	1,000,000	(12,500,000)	1,100,000	(1,100,000)	-
11,001,429	26,694,485	1,907,741	40,092,387	96,485,245	34,558,723	131,043,968
9,000				9,000		9,000
			559,871	968,788		968,788
					580,000	580,000
532,503	583,642	166,992	2,054,436	3,793,130	1,180,995	4,974,125
					4,814,979	4,814,979
1,800,154	10,164,110	1,058,660	9,065,971	27,972,565	9,403,861	37,376,426
	15,301,247	12,800	19,055,861	37,842,105	931,806	38,773,911
59,669	360,145	29,859	246,953	871,202	1,155,723	2,026,925
97,895	283,133	31,148	263,439	995,333	3,211,142	4,206,475
784,874	1,933,782	225,575	1,460,914	5,840,822	2,486,106	8,326,928
5,666,522				5,666,522	7,533,487	13,200,009
8,950,617	28,626,059	1,525,034	32,707,445	83,959,467	31,298,099	115,257,566*
7,519,329	38,780,595	621,877	415,072,177	484,497,879		
2,050,812	(1,931,574)	382,707	7,384,942	12,525,778		
9,570,141	36,849,021	1,004,584	422,457,119	497,023,657		

Appendix

Legislation administered by Consumer Affairs Victoria

We administer 30 Acts of the Victorian Parliament. These are listed below (as at 30 June 2016):

Associations Incorporation Reform Act 2012

Australian Consumer Law and Fair Trading Act 2012

Business Licensing Authority Act 1998

Business Names (Commonwealth Powers) Act 2011

Chattel Securities Act 1987

Company Titles (Home Units) Act 2013

Consumer Credit (Victoria) Act 1995

Conveyancers Act 2006

Co-operatives National Law Application Act 2013

Credit Act 1984

Credit (Administration) Act 1984

Credit (Commonwealth Powers) Act 2010

Domestic Building Contracts Act 1995 – except Part 5
(administered by the Attorney General)

Estate Agents Act 1980

Fundraising Act 1998

Funerals Act 2006

Goods Act 1958

Motor Car Traders Act 1986

Owners Corporations Act 2006

Partnership Act 1958

Residential Tenancies Act 1997 (RTA):

- Sections 23A-25, 27, 32-33, 45-48, 74-77, 82, 90, 91, 91A 102, 102A, 103, 104(1), 104(4), 104(5), 104(6), 105(2), 105(2A), 105(3), 124, 128, 130-134, 141-142B, 142D-212, 213AA-215, 230, 232-234, 241, 277, 289A, 291-327, 329-333, 335-339, 341, 343-366, 373-376, 385, 388, 388A, 390, 390A, 395-398, 399A-439M, 480, 486-499, 501-504, 505A-510C and 511.
- Section 66(1) (jointly administered with Minister for Housing, Disability and Ageing)
- The RTA is otherwise administered by the Attorney General, Minister for Housing, Disability and Ageing and the Minister for Planning.

Retirement Villages Act 1986

Rooming House Operators Act 2016 (not yet commenced)

Sale of Land Act 1962

Second-Hand Dealers and Pawnbrokers Act 1989

Sex Work Act 1994

Subdivision Act 1988:

- Part 5
- Section 43 (insofar as it relates to part 5)
- The Act is otherwise administered by the Minister for Planning.

Travel Agents Repeal Act 2014

Veterans Act 2005:

- Part 4 (the Act is otherwise administered by the Minister for Veterans)

Warehousemen's Liens Act 1958

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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