## 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

### 2. Victorians exercise their consumer rights

**OUTCOME 2.1**
Increase consumer knowledge of rights

**OUTCOME 2.2**
Independent problem-solving by consumers

### 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

### 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

### 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