

Consumer Affairs Victoria

Report on Operations 2014-15
Making markets fair





The Hon. Jane Garrett 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 have pleasure in submitting the *Consumer Affairs Victoria Report on Operations* for the year ended 30 June 2015, for you to present to the Houses of Parliament.

Yours sincerely

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

Simon Cohen
Director
Consumer Affairs Victoria



Director's foreword

I am pleased to present the Consumer Affairs Victoria (CAV) *Report on Operations 2014-15*, demonstrating another year of achievement in ensuring a fair and competitive marketplace in Victoria.

The report provides information about the advice and services we have provided to hundreds of thousands of Victorian consumers, businesses, tenants and landlords. We also report on the significant compliance and enforcement actions taken to promote business conformance with consumer protection laws. In addition, we record the registration and licensing transactions that enable the effective operations of businesses and associations. In all, we have provided close to one million discrete services to the Victorian community.

The *Report on Operations* reflects our focus in providing digital services. Almost three million visits to our website, and thousands of downloads of our apps demonstrate the demand for effective online regulation services. These complement our increasing use of social media to inform consumers, businesses, tenants and landlords of their rights and responsibilities. We continue to maintain a digital first approach to all our communications.

And at the pointy end, we have focused on using the full range of regulatory tools, including undertakings and court actions, to address serious wrong conduct by businesses and significant breaches of consumer protection laws.

In addition to these activities, we have taken a lead in ensuring an effective consumer protection framework, through activities such as our Better Business Initiative and by leading a national credit card chargebacks project.

In June 2015, Consumer Affairs Minister Jane Garrett launched *Fairer, Safer Housing*, an initiative which centres on a review of the *Residential Tenancies Act 1997*, the primary consumer protection law for Victorians living in rental housing. We are extremely pleased to lead this review, and the response to our initial consultation paper, *Laying the Groundwork*, has demonstrated the strong interest of the Victorian community in this important work.

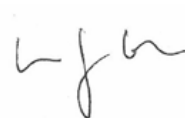
The *Report on Operations* provides data to the community about our services. The Report is complemented by our first *Year in Review*, available on the CAV website. The *Year in Review* has more detailed information about individual cases and activities in a digital format, to provide Victorians a full and accessible picture of CAV and our role. The *Year in Review* can be viewed at consumer.vic.gov.au/annualreport.

March 2015 marked the departure of CAV's longest-serving Director, Dr Claire Noone. Claire's expertise in regulation and unwavering passion for supporting a fair marketplace in Victoria has left an indelible mark on our organisation. The achievements detailed in the *Report on Operations* and in our *Year in Review* are a testament to Claire's commitment and success.

It is also important that I acknowledge the great leadership of Phil D'Adamo and Elizabeth Lanyon, who acted in the Director role following Claire's departure until I commenced on 31 August 2015.

The *Report on Operations* also reflects the commitment and passion of our staff across Victoria in ensuring businesses, consumers, tenants and landlords know about and play by the rules.

Our team has provided an outstanding service to the community in the past year.



Simon Cohen
Director
Consumer Affairs Victoria

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About us

Our vision

A fair and competitive marketplace in Victoria.

Our goals

- Businesses are compliant with consumer laws
- Victorians exercise their consumer rights
- A fair and safe rental market for Victorians
- A modern and effective consumer law framework
- A sustainable and innovative regulator

Our functions

Consumer Affairs Victoria is the state's consumer affairs regulator.

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
- enforce and 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

When businesses comply, consumers are protected. This knowledge guides the way we regulate.

We use an integrated compliance approach to ensure businesses comply with consumer laws, and to promote a thriving Victorian economy.

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

- provide compliance information to businesses so that they understand their obligations and the consequences of not meeting them
- work with industry partners to achieve compliance. This means working with our colleagues in other jurisdictions, as well as organisations who are working towards similar outcomes. By doing so, we can improve the way we provide information to businesses and better target groups with specialised information needs
- provide information to consumers and tenants to help them assert their rights in a dispute, thus holding businesses to account 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.

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

1 Our performance

This report contains important statistical and factual information about our activity as required under the *Australian Consumer Law and Fair Trading Act 2012*, the *Credit (Administration) Act 1984* and the *Veterans Act 2005*. For a more comprehensive account of our performance against our goals, see the *Year in Review* on our website, consumer.vic.gov.au/annualreport.

Performance against Budget Paper Number 3 (BP3 targets)

This section reports on our performance against BP3 targets specified for Consumer Affairs Victoria in the 2014-15 Victorian Budget.

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.

Corresponding data for the two previous financial years is also included.

	Unit of measure	2012-13 Actual	2013-14 Actual	2014-15 Target	2014-15 Actual
Quantity					
Information and advice provided through telephone service ¹	number	409,936	390,349	375,000	352,369
Information and advice provided through other services including written correspondence, face-to-face and dispute assistance ²	number	84,659	133,729	140,000	129,430
Inspections, compliance monitoring and enforcement activities ³	number	9,749	10,588	12,000	11,344
Transactions undertaken: registration and licensing transactions	number	61,378	67,520	69,500	70,679
Transactions undertaken: Residential Tenancies Bond Authority (RTBA)	number	406,535	419,135	448,000	432,569
Quality					
Customer satisfaction with services provided ⁴	per cent	94.0	93.2	90.0	95.6
Timeliness					
Services provided within agreed timeframes	per cent	90.1	86.2	90.0	90.5
Cost					
Total output cost ⁵	\$ million	90.4	80.8	123.4	119.1

Commentary on performance

¹ The actual is below the target due to an increased focus on directing contacts to the CAV website rather than the telephone service.

² The actual is below the target due to a reduction in the number of conciliations as consumers increasingly resolve their own disputes by using information available on the CAV website.


³ The actual is below the target due to a lower than anticipated increase in market monitoring activity. This was offset by increases in inspections conducted and infringement notices issued.

⁴ The actual is above the target and is reflective of the high satisfaction levels of people served by CAV through the Information and Dispute Services Centre (IDSC) and Regulatory Transactions Centre (RTC) according to a customer satisfaction survey.

⁵ The Total output cost is higher in 2014-15 largely due to the inclusion of payments for the Victorian Civil and Administrative Tribunal in relation to the Residential Tenancies List, Domestic Building List, and the Owners Corporations List from Consumer Affairs Victoria managed trust funds (\$16.5 million). These costs were included as part of the Courts budget output prior to the establishment of Court Services Victoria. In addition, there was a \$19 million increase in 2014-15 of grant payments from the Victorian Property Fund to support affordable housing.

16,591 
 DOWNLOADS OF OUR
RENTRIGHT APP

2.9 MILLION
 WEBSITE VISITS TO
CONSUMER .VIC.GOV.AU 

 **70,679**
 REGISTRATION AND LICENSING
TRANSACTIONS

 **6,534**
 SUCCESSFUL myCAV
TRANSACTIONS

LAUNCHED A
 REVIEW OF
VICTORIA'S RENTAL LAWS 

11,344 
 INSPECTIONS, COMPLIANCE
 & ENFORCEMENT ACTIVITIES

 **95.6%**
 CUSTOMER SATISFACTION
 WITH SERVICES PROVIDED

 **90.5%**
 SERVICES PROVIDED WITHIN
 AGREED TIMEFRAMES

 **23,628**
 LIKES ON
FACEBOOK

NINE 
 INITIATIVES
 UNDERWAY TO
REDUCE RED TAPE

2 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. We continue to support businesses by providing them with tools that help them to meet their obligations.

Our risk-based approach to compliance means that we act quickly against those causing most harm, protecting consumers earlier, more efficiently and more effectively.

The data provided in the table below varies between years based on our regulatory risk priorities, government policy, the nature of our compliance programs, and the cyclical nature of our integrated compliance approach.

	2012-13	2013-14	2014-15
Compliance			
Compliance assistance site visits	4,434	4,671	4,433
Inspections	2,702	2,713	3,470
Investigations ¹	573	610	161
Market monitoring activity	N/A	895	802
Businesses engaged through the Better Business Initiative	N/A	51	80
Enforcement			
Prosecutions finalised	33	24	21
Civil actions finalised	61	64	66
Parties signed to enforceable undertakings	30	15	17
Registrations and licensing			
Annual returns, updates or cancellations processed for incorporated associations, fundraisers and co-operatives	33,679	39,014	36,243
Total registration and licensing transactions	61,378	67,520	70,679

¹ Investigations are lower in 2014-15 due to revised investigations procedures aimed at capturing evidence and information (for example, use of statutory notices).

Registers administered by Consumer Affairs Victoria

	2012-13	2013-14	2014-15
Estate agents			
New applications lodged	1,079	1,219	1,216
Total on register	10,565	11,171	11,679
Motor car traders			
New applications lodged	173	177	149
Total on register	2,243	2,188	2,127
Incorporated associations			
New applications lodged	1,599	1,695	1,980
Total on register	38,751	39,883	39,665
Co-operatives			
New applications lodged	5	10	25
Total on register	655	630	602
Fundraisers			
New registrants	507	771	657
Renewals	491	168	281
Total on register	1,961	2,191	2,265
Second-hand dealers and pawnbrokers			
New applications lodged	345	436	350
Total on register	4,526	4,385	4,120
Patriotic funds			
New applications lodged	2	5	6
Total on register	604	602	600
Limited partnerships			
New applications lodged	63	29	16
Total on register	256	271	286
Conveyancers			
New applications lodged	80	80	92
Total on register	730	712	768
Owners corporation managers			
New applications lodged	78	88	74
Total on register	570	602	621
Retirement villages			
New applications lodged	6	6	12
Total on register	409	415	426
Funeral service providers			
New applications lodged	24	12	10
Total on register	407	415	424
Sex work service providers (licensees)			
New applications lodged	13	21	10
Total on register	139	130	133
Sex work brothel managers			
New applications lodged	187	195	178
Total on register	746	756	710
Sex work providers (exempt)			
New applications lodged	232	327	326
Total on register	600	609	651

Parties signed to enforceable undertakings

Australian Consumer Law (Victoria)

Freeway Fitness Pty Ltd	Dr Nerida James	Mohammed Syed
Kristian Nathan Woods	H2Coco Pty Ltd	Standby Savers Pty Ltd
Real Wealth Australia Pty Ltd	David Freeman	Marcus Munro Hickey
Helen Connie Collier-Kogtevs	Solarex Australia Pty Ltd	Accrue Property Pty Ltd
Get off Drugs Naturally Foundation Inc	Ali Syed	James Allan Monaghan

Estate Agents Act 1980

Taylor's Real Estate Agents Pty Ltd
Enzo Bufano

Court and tribunal matters

Prosecutions finalised

Australian Consumer Law (Victoria)

Yuting Wang
Keat Enterprises Pty Ltd
Yuting Wang (appeal against sentence)

Domestic Building Contracts Act 1995

Anthony Jakupi
Jakupi Excavations Pty Ltd

Motor Car Traders Act 1986

Emrah Sen	Cars National Pty Ltd	Eray Sahin
Mustapha Ali Ali	Melbourne Autohaus Pty Ltd	Maurizio Duchini
Shefket Idrizi	Aleksandar Jovanovski	Khaled El Mohamed

Estate Agents Act 1980

Kian Meng (Dennis) Ong	Boris Real Estate Pty Ltd
Colin Rounds	Konstantinos Balasis (appeal against sentence)
Suzanne Zvizdalo	

Residential Tenancies Act 1997

City Hostels Pty Ltd
Mandy Le

Court and tribunal matters — continued

Civil proceedings (including disciplinary inquiry)

Estate Agents Act 1980

Afif Shaba	Terry Pak Kwai Choe	Anthony Vito Brancatella
Christine Parsons	Matthew White	Benjamin David Chislett
Quoc Hung Ly	Frank Flanagan	Benny Bull Pty Ltd
G L Lee Real Estate Pty Ltd	Sunnymac Pty Ltd	Creative Property Australia Pty Ltd
Baycrown Management Pty Ltd	Craig Alan McIntosh	L J Investment Group Pty Ltd

Australian Consumer Law (Victoria)

CK Import & Wholesale Pty Ltd	Burlesque Interiors Pty Ltd	Nicole Papadopoulos
William Yang	Olivia Eckford	Mark Smith
D W International Trading Pty Ltd	Alpha Flight Services Pty Ltd	Agrison Pty Ltd
Bo Hui Dong	Qantas Airways Limited	Volkan Yokus
Andrew Withall	1 House Group Pty Ltd	

Conveyancers Act 2006

Bluebell Conveyancing Australia Pty Ltd	Cornell Conveyancing Pty Ltd	Pamela Redford
Elaine Daher	Low Co\$t Pty Ltd	Michael Joseph Goujan
Han Yan	Ashley Clarke	Virginia Sivasamy
Jing Xu		

Motor Car Traders Act 1986

Yuze Cao
AusCarClub Pty Ltd

Fundraising Act 1998

Co.As.It Italian Assistance Association (order to disburse appeal proceeds)

Administrative review — on behalf of the Business Licensing Authority (BLA)

Estate Agents Act 1980

Danielle Anderson

Motor Car Traders Act 1986

Siong Ha Yu

Administrative review — on behalf of the Motor Car Traders Claims Committee (MCTCC)

Motor Car Traders Act 1986

David Crowe
Luke Higney
Kristina Barac

Administrative review — Victorian Property Fund (VPF), on behalf of Secretary to the Department of Justice & Regulation

Estate Agents Act 1980

Mr Asoka De Silva
Ms Rozanne De Silva

Ongoing court matters as at 30 June 2015

Criminal prosecution

Domestic Building Contracts Act 1995

Daniel Wayne Auld

Motor Car Traders Act 1986

Saleh Ibrahim

Melbourne Prestige Cars Pty Ltd

Estate Agents Act 1980

Anthony Vito Brancatella

Civil proceedings (including disciplinary inquiry)

Estate Agents Act 1980

Benjamin David Chislett

Benny Bull Pty Ltd

Creative Property Australia Pty Ltd

Scott Hoare

Aaron James McDonald

Michael Knight

Century 21 Australia Pty Ltd

George Fakhri

Clynton Mark Roberts

Frank Valentic

Advantage Property Consulting Pty Ltd

Australian Consumer Law (Victoria)

Tom Bull

BigAussie Deals Pty Ltd

Steven Petkovski

Belle Gibson Pty Ltd (enforcement of statutory notice)

Nightingale Electrics Pty Ltd

George Anderson

Marlo Woods (Australia) Pty Ltd

Domain Register Pty Ltd

The Good Guys Discount Warehouse (Australia) Pty Ltd

Parke Muirs Pty Ltd

Alpha Flight Services Pty Ltd (appeal)

Qantas Airways Limited (appeal)

Conveyancers Act 2006

Bluebell Conveyancing Australia Pty Ltd

Anthony Lee

Mandeep Johal

Motor Car Traders Act 1986

Yuze Cao

AusCarClub Pty Ltd

Civil proceedings (including disciplinary inquiry) — continued***Sex Work Act 1994***

Xian Yang Meng	Josef Rutten
Jian Qing Xu	Joe Paul Molinari
Lynette Farrar	Lin Gao
Zhao Pan	

Fire Services Levy Monitor (Director of Consumer Affairs is the legal successor)

Mecon Insurance Pty Ltd
 Mechanical and Construction Insurance Pty Ltd

Administrative review – on behalf of the BLA***Estate Agents Act 1980***

Gregory Flessas
 Scott Darragh
 Daniel Taylor
 Zole Elali

Motor Car Traders Act 1986

Beniamin Bratoiu
 Antonio Lekkas

Administrative review – on behalf of Secretary to the Department of Justice & Regulation and Director of Consumer Affairs Victoria***Estate Agents Act 1980***

Julie Truong

Fundraising Act 1998

AFG Group Pty Ltd

3 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.

The details provided below relate to the information and advice we provide to all Victorians, including consumers, tenants and businesses.

	2012-13	2013-14	2014-15
Information and advice			
Calls answered	409,936	390,349	352,369
Advice provided to resolve disputes			
Disputes finalised ¹	15,676	13,358	8,975
Digital			
Website visits	1,654,784	2,372,794	2,942,816
Letters, email and online contacts ²	31,042	58,041	59,432
Twitter followers	3,300	4,984	6,832
Facebook page likes	6,354	17,418	23,628
YouTube video views	199,487	500,105	411,456
Community information			
Information sessions	1,225	897	931
Face-to-face or intensive assistance			
CAV's funded community services			
Victorians assisted under the Consumer Advice and Assistance Program	263	375	446
Clients assisted with financial counselling	N/A	29,515	34,453
MoneyHelp website visits	222,485	402,191	878,029

¹ The decreasing trend in disputes finalised demonstrates our shift from resolving disputes to providing information and advice so that consumers can resolve their own disputes. This is part of our broader objective of empowering consumers to assert their consumer rights.

² The increase in letters, email and online enquiries in 2013-14 is partly attributable to a change in counting rules in 2013-14 to include enquiries which were not previously captured.

4 A fair and safe rental market for Victorians

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 best results for all in the accommodation sector.

This includes increased collaboration with partners so that we can continue to improve our understanding of the needs of a modern market, and make positive changes across the sector.

	2012-13	2013-14	2014-15
Information and advice			
Calls answered – residential tenancies	93,127	90,952	73,791
Calls answered – Residential Tenancies Bond Authority (RTBA)	95,120	97,309	99,325
RentRight app downloads	N/A	10,368	16,591
Transactions			
Bonds lodged	216,400	221,623	228,955
Bond repayments	190,100	197,500	203,614
Bonds transferred	61,600	60,398	73,639
Bonds held	518,098	542,209	567,550
Value held	\$747.2 million	\$806 million	\$874 million
Total transactions – RTBA	406,535	419,135	432,569
Face-to-face or intensive assistance			
CAV's funded community services			
Tenants assisted under the Tenancy Advice and Assistance Program	5,003	6,178	6,267
Assessments			
Repair reports	1,177	1,106	936
Goods left behind	4,193	4,130	3,885
Rental reports	1,223	1,052	1,115

5 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.

Acts and regulations passed

In 2014-15, we advised 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 the table below.

Acts passed	
Name	Date of royal assent
<i>Consumer Affairs Legislation Amendment Act 2014</i>	12 August 2014
<i>Veterans and Other Acts Amendment Act 2015</i>	21 April 2015

Regulations commenced	
Name	Date commenced
Sex Work (Fees) Regulations 2014	1 July 2014
Estate Agents (Contracts) Amendment Regulations 2014	1 October 2014
Owners Corporations Amendment Regulations 2014	1 October 2014
Residential Tenancies Amendment (Prescribed Rating for Replacement Water Appliances) Regulations 2014	1 October 2014
Sale of Land (Infringements) Regulations 2014	1 October 2014
Sale of Land (Public Auctions) Regulations 2014	1 October 2014
Estate Agents (General, Accounts and Audit) Amendment (Penalty and Infringements) Regulations 2014	7 October 2014
Motor Car Traders Amendment (Red Tape Reduction) Regulations 2014	3 November 2014
Credit Regulations 2014	15 December 2014
Credit (Administration) Regulations 2014	15 December 2014
Associations Incorporation Reform Amendment (Privacy) Regulations 2015	15 June 2015
Estate Agents (Exemption) Amendment Regulations 2015	16 June 2015

Regulations revoked	
Name	Date revoked
Sex Work (Fees) Regulations 2004	1 July 2014
Sale of Land Regulations 2005	1 October 2014

Legislation administered by Consumer Affairs Victoria as at 30 June 2015

Legislation

Associations Incorporation Reform Act 2012

Australian Consumer Law and Fair Trading Act 2012

Business Licencing 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

- 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

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)

Warehouseman's Liens Act 1958

6 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 foster better capability, better technology and better collaboration with our partner agencies.

Reducing red tape

In 2014, the former Minister for Consumer Affairs issued a reducing red tape Statement of Expectations (SOE) to CAV, seeking reduced business costs through red tape reduction targets for some key compliance processes and licensing and registration activities.

The red tape reduction program and implementation of the SOE is continuing under the Andrews Government.

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.

The projects identified as part of the Statement fall under four broad objectives:

- increased accountability and transparency
- improved timeliness
- clearer and more consistent regulation
- better compliance assistance and advice.

Our work to reduce red tape and meet the SOE is well underway and will be implemented by June 2016. An outline of each initiative is available on our website.

Trust funds managed by Consumer Affairs Victoria

Consumer Affairs Victoria manages eight funds established by Acts of Parliament. The funds, and their expenditure purpose, are as follows:

Trust funds

Domestic Builders Fund (administration of the *Domestic Building Contracts Act 1995*, costs relating to the Domestic Building List of VCAT)

Motor Car Traders Guarantee Fund (administration of the *Motor Car Traders Act 1986*, 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 *Residential Tenancies Act 1997*, costs relating to the Residential Tenancies List of VCAT)

Sex Work Regulation Fund (administration of the *Sex Work Act 1994*)

Victorian Consumer Law Fund (administration of the *Australian Consumer Law and Fair Trading Act 2012* Part 7, Division 2, s.102A to E, orders for payment to non-party consumers, special purpose grants)

Victorian Property Fund (Administration of the *Estate Agents Act 1980* 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 Owners Corporation List of VCAT).

Grants approved

Victorian Property Fund

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 bodies she thinks appropriate.

In 2014-15, the Consumer Affairs Ministers approved the grants outlined in the table below.

Grant recipient	Description of funded program	Value*
Real Estate Institute of Victoria	Professional Development 2014-17	\$620,726
Director of Housing	Urgent Maintenance and Upgrades to Public Housing	\$15,000,000
Australian Livestock and Property Agents Association	Professional Development and Education 2014-17	\$183,945
Housing Choices Australia	Veterans' Accommodation 2014-15	\$1,350,000
Common Equity Housing	Acquisition of Affordable Housing at Harmony Village Dandenong	\$2,700,000
Victorian Women's Housing Association	Coburg Affordable Housing for Low Income Women	\$1,618,000
Community Housing (Vic)	Manningham Affordable Housing	\$550,000
Total		\$22,022,671

* Value is reported exclusive of GST, representing the net cost to the Fund.

Expenditure shown in the Financial information section reflects part payment on these grants plus payments made in 2014-15 on grants approved in previous years.

Financial information 2014-15

	Victorian Consumer Law Fund	Domestic Builders Fund	Motor Car Traders' Guarantee Fund	Residential Bonds Investment Income Account
Consumer Affairs Victoria revenue				
Revenue recognition, estate agent and conveyancer trust accounts				
Revenue recognition, residential tenancy bonds				21,345,097
Appropriations: Consumer Affairs Victoria				
Appropriations: Fire Services Levy Monitor ¹				
Fees income		569,166	3,426,872	
Interest income	27,091	398,464	22,128	437,104
Transferred from the Building Commission Victoria ²		10,516,157		
Grants received and other revenue	16,062	90,782	15,361	1,312
Recoveries related to claims previously paid			203,242	
Penalty income			47,594	
Transfers			600,000	(10,000,000)
Total Consumer Affairs Victoria revenue	43,153	11,574,569	4,315,197	11,783,513
Consumer Affairs Victoria expenditure				
Audit services				12,850
Claims on consumer guarantee funds			381,343	
Consumer Utilities Advocacy Centre				
Contractors, consultants and professional services		52,064	78,540	367,967
Departmental governance and support costs				
Fire Service Levy Monitor				
Employee related costs		2,786,977	2,430,899	1,514,293
Grants paid		3,258,545		
Information technology		9,148	77,126	53,469
Occupancy costs		314,027	126,416	116,474
Other operating costs		737,923	437,291	764,309
Outsourced contracted costs				6,006,750
Total Consumer Affairs Victoria expenditure		7,158,864	3,531,615	8,836,112
Trust funds				
Trust funds, opening equity 1 July 2014	1,091,585	14,813,750	979,286	4,571,928
Current year operating surplus /(deficit)	43,153	4,415,885	783,582	2,947,401
Capital contribution		376,660		
Trust funds, closing equity 30 June 2015	1,134,738	19,606,295	1,762,868	7,519,329

Residential Tenancies Fund	Sex Work Regulation Fund	Victorian Property Fund	Trust Funds total 2014-15	Consumer Affairs Victoria appropriations & other 2014-15	Consumer Affairs Victoria total output 2014-15
		30,947,107	30,947,107		30,947,107
			21,345,097		21,345,097
				27,396,041	27,396,041
				2,277,000	2,277,000
2,957,051	809,583	5,177,807	12,940,479	2,270,796	15,211,275
892,365	9,598	17,807,165	19,593,915		19,593,915
			10,516,157		10,516,157
273	790	26,597	151,177	44,688	195,865
			203,242		203,242
	29,383	2,400	79,377		79,377
20,000,000	700,000	(10,000,000)	1,300,00		1,300,000
23,849,689	1,549,354	43,961,076	97,076,551	31,988,525	129,065,076
			12,850		12,850
		1,388,337	1,769,680		1,769,680
				580,000	580,000
348,201	41,564	1,143,119	2,031,455	2,211,261	4,242,716
				6,029,047	6,029,047
				1,501,312	1,501,312
8,158,403	1,078,490	9,621,471	25,590,533	9,898,640	35,489,173
14,462,088	14,500	23,648,466	41,383,599	698,811	42,082,410
426,344	41,542	313,361	920,990	899,648	1,820,638
393,489	40,068	444,964	1,435,438	3,165,212	4,600,650
2,281,688	190,047	1,874,524	6,285,782	1,477,670	7,763,452
			6,006,750	7,158,056	13,164,806
26,070,213	1,406,211	38,434,242	85,437,077	33,619,657	119,056,734³
39,311,340	478,734	409,064,259	470,310,882		
(2,220,524)	143,143	5,526,834	11,639,474		
1,689,779		481,084	2,547,523		
38,780,595	621,877	415,072,177	484,497,879		

¹ Fire Services Levy Monitor is included in the CAV Output.

² Domestic building dispute levy and registration fees.

³ CAV total output for 2014-15 was \$119,056,734 (the CAV 2013-14 Output was \$80,827,330). The Total Output is higher in 2014-15, largely due to the inclusion of payments for VCAT in relation to the Residential Tenancies List, Domestic Building List, and the Owners Corporations List from CAV managed trust funds (\$16.5 million). These costs were included as part of the Courts budget output prior to the establishment of Court Services Victoria. In addition, there was a \$19 million increase in 2014-15 of grant payments from the Victorian Property Fund to support affordable housing.

Consumer Affairs Victoria acknowledges 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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