

Annual  
Report

2020–21

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# Contents

<b>A</b>		
Our values	7	
Our vision	7	
Our outcomes	7	
Our functions	7	
Our regulatory approach	8	
<b>A</b>		
Outcome 1 – Businesses comply with consumer laws	11	
Outcome 2 – Victorians exercise their consumer rights	18	
Outcome 3 – A fair and safe rental market	21	
<b>A</b>		
Improved timeliness	28	
Risk-based strategies	28	
Compliance related assistance and advice	29	
<b>A</b>		
2020 21	30	
<b>A</b>		
2020 21	32	
Acts passed	32	
Acts commenced	32	
Regulations made	32	
Regulations commenced	33	
Regulations revoked	33	
Legislative instruments commenced	33	
<b>A</b>		
Legislation administered by CAV	34	

# Letter to the Minister



Minister for Consumer Affairs,  
Gaming and Liquor Regulation  
Minister for Ports and Freights  
Minister for Fishing and Boating

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 2021.

Yours sincerely,

Executive Director, Regulatory Services &  
Director, Consumer Affairs Victoria

Director's foreword

As the COVID-19 pandemic continued to impact consumers and businesses across the state, we found avenues to make it easier for businesses to comply with their compliance obligations . We supported

# About us

We are Victoria's consumer affairs regulator, operating within the national consumer protection framework. We are part of Consumer Affairs, Liquor, Gaming and Dispute Services Group of the Department of Justice and Community Safety (DJCS)irhDC /CS0 cs 1 1 1 oria's ct0TJ 0cl,

## Our regulatory approach

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



A core element of our regulatory approach is the effective use of intelligence to inform decision-making.

Intelligence gathered in the course of our regulatory operations is supplemented by other sources, including:

- national information shared among Australian Consumer Law (ACL) regulators
- local councils
- law enforcement organisations
- industry stakeholders
- online forums and social media
- business reporting requirements.

For example, information provided from auditors' reports on estate agent trust accounts alerts us to businesses that may have problematic practices, allowing us to prioritise inspection activity.



## Our performance

The COVID-19 pandemic continued to impact the services we delivered in 2020–21.

Some of our performance measures, which are demand-driven and vary across business activity levels, decreased or increased accordingly. We continued to focus our efforts on providing the services Victorians most needed from us during this time and protecting the rights of vulnerable groups to ensure fair and safe treatment.

We prioritised the delivery of services to support the Residential Tenancies Dispute Resolution Scheme (RTDRS), which enabled Victorians to lodge nearly 73,000 reduced rent agreements with an average 23 per cent decrease in rent payments before its conclusion on 28 March 2021.

While our telephone services were impacted by the need for our contact centre staff to work from home and prioritisation of the RTDRS, we continued to focus on providing crucial information and advice to vulnerable members of the community, including through online services.

We continued to deliver thousands of licensing and registration services to Victorian businesses and community organisations and, where required, compliance and enforcement activities.

We also supported financial counselling agencies to deliver critical assistance to Victorians over a year heavily impacted by restrictions on face-to-face service delivery.

We are proud to have played an important role in providing Victorians with necessary supports and protections required during such a challenging year.

This year, our performance was measured against target outputs specified in Budget Paper 3 2020–21.

Outputs are those goods and services provided to government by departments, agencies and statutory bodies, and through funding provided to others, such as community agencies.



# Our achievements

licence fee refunds. Consumer Affairs Victoria (CAV) gave 77 estate agents and conveyancers additional time to lodge their trust account annual audits. Extensions of time were also provided to almost 3,000 incorporated associations and co-operatives to hold annual general meetings and lodge annual statements.

### Reduced reporting requirements for fundraisers

Following amendments to the Fundraising Act 1998 introduced on 31 August 2020, there are now reduced registration and reporting requirements for charities that fundraise in Victoria.

Charities registered with the Australian Charities and Not-for-profits Commission now only need to report their intention to fundraise in Victoria to be deemed registered. Fundraisers already registered with CAV also benefit from reduced reporting and renewal requirements.

Overall, 60 per cent of all fundraisers currently listed on the public register now have reduced reporting requirements.

### Registration of professional engineers has commenced

The Professional Engineers Registration Act 2019 commenced on 1 July 2021, delivering a Government priority that supports infrastructure delivery in Victoria.

Implementing this Act will give Victorians greater confidence by requiring professional engineers to be formally registered for the first time. The aim is to protect consumers by ensuring only suitably qualified and experienced people provide these services.

To assist professional engineers to prepare for registration and ensure minimal disruption to business, registration is

being progressively rolled-out over the next two-and-a-half years. A single, modern, tailored online registration system has been developed for an estimated 28,000 professional engineers to apply for registration and manage their new regulatory obligations.

Under a co-regulatory model, and in a first for Victoria, registration will be jointly administered by the engineering profession and government. Engineering associations administer approved assessment schemes to verify the qualifications and experience of professional engineers. The BLA, with support from CAV and advice from the Victorian Building Authority, will register professional engineers and endorse them to work in the building industry.

The commencement of the new Act removed the requirement for engineers working in the building industry to be registered under the Building Act 1993. Nearly 4,000 engineers registered under the Building Act 1993 on 30 June 2021 were automatically transferred across to the new Act, thereby becoming the first group of registered professional engineers in Victoria.

Extensive stakeholder engagement was undertaken to support implementation. This included two public consultations and ongoing engagement with the profession, relevant government agencies and the broader Victorian community. This provided us with valuable feedback to finalise guidance material, regulations and a Code of Conduct for professional engineers.

A targeted communication strategy informing professional engineers about the new laws includes website content, email newsletters and a comprehensive social media campaign using Facebook, Twitter and LinkedIn advertising.

## Enforcement actions

We took several enforcement actions in 2020–21.

Trust accounts are a critical part of the consumer protection framework. They protect consumers who pay money (such as rent or purchase deposits) to real estate agents and conveyancers.

Under the law, an estate agent must deposit any client money they receive in advance into a trust account for safe keeping and can face penalties of up to \$82,510 or 10 years' imprisonment if they fail to comply. This includes sales deposits, rent or fees for advertising and maintenance. Conveyancers have similar obligations. Estate agent and conveyancer trust account audits can be lodged electronically using our online portal myCAV.

Since 1 July 2020, we have initiated criminal prosecutions against six estate agents and one agent's representative for alleged trust account contraventions. One of the prosecutions has since finalised, resulting in a conviction and significant fine. It is envisaged that more criminal prosecutions will conclude in the financial year ending 2021–2022.

Trust account audits are an important additional protection measure that provide peace of mind to consumers handing their money over to agents. While most agents manage trust money appropriately, including by having their accounts audited annually and lodging a copy of their annual audit report, those who don't face penalties. To crack down on overdue audits, we fined estate agents more than \$120,000 this year for not having their trust accounts audited. A further 14 estate agents and conveyancers were issued of official warnings regarding their trust accounting obligations.

We are mindful of the need to provide support, including extensions of time for lodgement, where COVID-19 has impacted on an estate agent or conveyancer's ability to complete their trust account audit by the ordinary due date. In 2020–21 we provided extensions of time to many licensees in recognition of the impacts of the pandemic. However, completing and lodging an annual audit is still an essential consumer protection requirement. In 2021–22 we will continue to remind industry participants of their obligations and will take action to promote compliance and address non-compliance where appropriate.



A solar panel retailer which made misleading representations to consumers, failed to comply with legal protections for unsolicited consumer agreements and engaged in unconscionable conduct, among other breaches of the Australian Consumer Law (ACL), was fined \$3 million in the Federal Court, and its director ordered to pay \$450,000.

The company, Vic Solar Technologies Pty Ltd (ACN: 160 835 941) (Vic Solar) contravened the ACL in relation to 4,300 consumer contracts.

Vic Solar used marketing companies (known as lead generators) to try to get around requirements within the ACL relating to unsolicited consumer contracts (o coMCID 9 >>BDC 0 0 0 sc

As well as the financial penalty, Vic Solar's Director, 31-year-old Sunny Srinivasan of Southbank, was banned from being a company director for five years.



This year, the COVID-19 pandemic resulted in unusual conditions in the Victorian property market which saw an increase in reports of underquoting. We responded by making unannounced visits to 29 metropolitan and regional estate agents to monitor their compliance with underquoting laws. We are undertaking a detailed analysis of the sales files obtained from those visits and will take further action if any wrongdoing is identified. This may include fines or court

action. We will also continue to monitor the property market to identify cases or agents to visit or investigate and will report on our outcomes in future publications.

We also published information on the CAV website to help agents understand how underquoting laws apply and assist the public identify and report suspected underquoting. Our communications were developed in collaboration with the Real Estate Institute of Victoria and were sent to more than 11,000 estate agents. As part of the campaign, we also published social media posts and produced consumer focused 'postcards' about underquoting which were distributed during Law Week in May 2021.

Actions completed or in progress as at 30 June 2021 are outlined in the tables below.

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Act	Person
Fundraising Act 1998	Pets Haven Foundation Limited
Second-Hand Dealers and Pawnbrokers Act 1989	Aaron Ladner

Act	Person
Motor Car Traders Act 1986	Christopher Kourlis
Estate Agents Act 1980	Robert Mullins-Smith Merelynn Mullins-Smith
Motor Car Traders Act 1986	Western Auto Exchange Pty Ltd
Motor Car Traders Act 1986	Simon Ogle
Mutual Recognition Act 1992 (Cth)	Ronald Cross
Estate Agents Act 1980	Balmain Real Estate Pty Ltd
Estate Agents Act 1980	Miten Shah

### Ongoing court matters as at 30 June 2021

Act	Person
Conveyancers Act 2006	Eric Hans Richmond
Residential Tenancies Act 1997	Waterdale Property Agent Pty Ltd
Australian Consumer Law and Fair Trading Act 2012	Andreas Triantafyllos
Motor Car Traders Act 1986	Drives (Aust.) Pty Ltd
Motor Car Traders Act 1986	Zehar Saoud
Estate Agents Act 1980	Amit Miglani
Estate Agents Act 1980	Kylie Campbell
Estate Agents Act 1980	Boston & Brighton Simon Michaelis
Estate Agents Act 1980	Ausco Real Estate Pty Ltd Bruce Yang
Estate Agents Act 1980	Thomas Henry Albert Aloysius

Act	Member
Estate Agents Act 1980	Tsun Ngai Lee
Estate Agents Act 1980	Colliers International (Victoria) Pty Ltd
Australian Consumer Law	Vic Solar Technologies Pty Ltd Sunny Srinivasan
Estate Agents Act 1980	Surinder Sarain The Sarain Pty Ltd

Act	Member
Motor Car Traders Act 1986	CMG Automotive Pty Ltd
Motor Car Traders Act 1986	Rajinder Kumar
Conveyancers Act 2006	Jesse Roberts
Estate Agents Act 1980	Mitchell Burdett
Estate Agents Act 1980	Irena Tsan
Estate Agents Act 1980	Erdal Karaagac
Estate Agents Act 1980	Joanne Borg







## Supporting consumers during the COVID-19 pandemic

We provided vital support to Victorian consumers during the COVID-19 pandemic. Consumers contacted us for information and advice using a range of channels including telephone, email, written correspondence, our website and social media.

We shifted our focus to online services when our telephone services were impacted by the need for our contact centre staff to work from home. During periods of closure for some phone services, we ensured consumers could access up-to-date information on the CAV website and provided a range of updates and information via our social media channels.

During periods with limited phone resources, we prioritised services to cohorts of consumers at greatest risk of harm including Koori, Special Disability Accommodation, Product Safety, Toy and Nursery, Travelling Con Men, Residential Tenancies Bond Authority and Residential Tenancy lines. Full services across all lines resumed by mid-December 2020.

From the start of the COVID-19 pandemic, we saw a particularly sharp rise in contacts about travel and accommodation issues as consumers were impacted by travel restrictions. In both 2019–20 and 2020–21 we experienced a more than 60 per cent increase in these contacts when compared to numbers in 2018–19. Consumers contacted us for information and advice about refunds for cancelled travel arrangements, particularly bookings with airlines and travel agencies. As well as providing advice to callers, we updated our website and published a range of social media posts on the matter. We also worked with the Australian Competition and Consumer Commission and other state-based consumer agencies to develop best-practice guidance for the travel industry about travel cancellations.

Since the beginning of the COVID-19 pandemic, we have received approximately 140 contacts about hand sanitisers.

We provided information and advice to consumers about issues relating to the supply, pricing, quality and formulation of hand sanitisers, as well as their refund rights. On 24 November 2020, new labelling standards were introduced for hand sanitisers, under the Consumer Goods (Cosmetics) Information Standard 2020 .

Under Australian Consumer Law, consumer

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The Victorian Government provided additional funding for financial counselling services to support Victorians experiencing financial distress, including energy hardship and services for Victorians affected by bush fires in East Gippsland and the Northeast of the state. As part of a broader package of responses to the COVID-19 pandemic, the Victorian Government also provided additional funding to support the development of training and awareness in mental health for financial counsellors and the improved integration between the mental health and financial counselling sectors. These additional services were delivered through the CAV Financial Counselling Program.

While a significant number of Victorians were assisted with financial counselling services this past year, the overall number of clients supported was lower compared to the previous year. This was likely as a result of COVID-19 public health restrictions which impacted client presentation to services

and the consequent delivery of financial counselling sessions. The financial support provided by governments during this period such as the emergency rent relief measures and the increase in Australian Government JobSeeker and JobKeeper payments also likely reduced demand on financial counselling services.

CAV also continued to fund the Consumer Action Law Centre to run the Consumer Assistance and Advocacy Program which provided advice, casework and campaign and advocacy services to Victorian consumers throughout the year. Consumer Action Law Centre provided casework support to 287 vulnerable Victorians this year.

CAV also provided support to vulnerable and disadvantaged homeowners by funding the Domestic Building Legal Service. The service assisted 178 homeowners, with more extensive support from pro-bono lawyers

## Outcome 3 – A fair and safe rental market

As the Victorian regulator of rental laws, we work to achieve fair and safe rental housing.





**222,737**

total contacts



**31,692**

online disputes lodged



## New rental laws

On 29 March 2021, more than 130 rental reforms were introduced under the Residential Tenancies Act 1997 (the RTA).

The reforms clarify the rights and responsibilities of renters and rental providers – from before a rental agreement is signed until after the agreement ends – and apply to all types of residential tenancies. This includes private rentals, caravan and residential parks and rooming houses. This year we delivered an extensive program of work to support a smooth transition to the new laws.

To raise awareness and understanding, we delivered a comprehensive education and stakeholder campaign and communication strategy. Our advertising campaign included print, radio, digital and social media, while a comprehensive public relations strategy delivered information and resources to Culturally and Linguistically Diverse (CALD) and vulnerable and disadvantaged Victorians. This included older Victorians, those on low or fixed incomes, family violence survivors, and people with disabilities. The renting content on our website was refreshed to provide updated, clear and accessible renting information and an enhanced user experience. Information was also published via our social media channels.

We funded work to raise community awareness of the rental reforms, including translated information resources for CALD communities. A total of \$400,000 was allocated to agencies to provide training and support for tenancy and community sector workers and financial counsellors, helping to build their capacity to support vulnerable renters. Agencies that received funds included Tenants Victoria, Financial Counselling Victoria, the Victorian Council

of Social Service and the Registered Accommodation Association of Victoria.

Two new initiatives to protect renters, a rental non-compliance register and rent special account, were developed as a collaborative effort between CAV and VCAT. The public rental non-compliance register displays information about non-compliance by rental providers and their agents. The register is hosted on the CAV website and will help renters make informed decisions when considering rental providers.

The rent special account holds rent money in trust until repairs are made by a rental provider, protecting the health and safety of renters. The Residential Tenancies Bond Authority (RTBA) online system was also enhanced to support electronic bond transactions, which were introduced under the new laws. Modification bonds can now be lodged and renters can also apply directly to the RTBA to lodge bond claims.

We also developed guidelines issued by the Director of CAV that VCAT must consider when determining particular applications made under the RTA. The guidelines summarise relevant case law to help interpret the RTA and provide practical guidance for renters and rental providers about how to comply with renting laws. The guidelines support dispute resolution between renters and rental providers and greater consistency in VCAT decision making. They also cover common areas of dispute including maintenance, cleanliness, damage and fair wear and tear, urgent repairs and interpreting the term 'endanger'.

We will continue to monitor the rental market to ensure compliance with laws and to identify new and emerging issues the new laws may present.



## Protecting residents of rooming houses

COVID-19 public health restrictions during the year had a significant impact on our ability to undertake in-person inspections during the past year. However, as restrictions eased from late 2020, we increased our inspection activity substantially, focusing on high priorities such as rooming house accommodation, which is often used by more vulnerable or disadvantaged members of the community.

This year we collaborated on a project with the Department of Families, Fairness and Housing, local health services, community health providers and local councils. The focus of this work was to encourage COVIDSafe environments in rooming houses. Regulators worked together to identify and inspect high-risk rooming houses.

A welcome observation was the strong attempts by rooming house operators to limit the spread of COVID-19. Some operators had proactively placed signs throughout properties instructing residents on how to maintain good hygiene to reduce spread of the virus. Some had developed procedures to manage guests by setting up registers. Remaining operators took action to make the rooming house COVIDSafe.

Under this collaborative project, we took the opportunity to examine compliance with minimum safety standards under the RTA. We completed 110 inspections of rooming houses. Non-compliance was addressed by issuing two infringements totalling \$6,608

The TAAP continued to provide much needed support to disadvantaged renters in what has been a challenging year. The program was particularly important for many renters who faced greater difficulty paying the rent after losing jobs or work hours. Through this program 6,644 Victorians were able to receive valuable help negotiating rent reduction agreements, understanding their rights under the temporary eviction moratorium, and resolving disputes with rental providers. Additionally, the Retirement Housing Assistance and Advocacy Program was able to assist 373 vulnerable elderly Victorians maintain their tenancy.

### Victorian Property Fund in 2020–21

The Estate Agents Act 1980 allows the Minister for Consumer Affairs to make grants from the Victorian Property Fund (VPF) for certain purposes. The Minister makes her decision on grants after consultation with us, the Estate Agents Council and any industry associations, government departments and other organisations, as appropriate.

We administer the VPF grants program. This includes evaluating applications, making recommendations about proposals to the Minister, and administering the grants.

In 2020–21, more than \$7.7 million was spent on existing grants to community organisations to deliver estate agent professional development training, social housing development and environmental housing development projects. The table below details this year’s grant expenditure by purpose and recipients. No new grants were awarded from the VPF in 2020–21.

Estate Agents Act 1980		2020–21
Estate agent training	Real Estate Institute Victoria Australian Livestock and Property Agents Association	\$94,751
Housing assistance projects for low-income or disadvantaged Victorians	Aboriginal Housing Victoria Beyond Housing Kids Under Cover Community Housing (Vic) Ltd HousingFirst Ltd Launch Housing Ltd Women’s Property Initiatives Housing Choices Australia Wintringham Housing Limited	\$7,617,111
Development of environmentally sustainable housing	Unison Housing Ltd Community Housing (Vic) Ltd Community Housing Industry Assoc of Victoria	\$66,212
		\$7,718,074

# Trust funds managed by Consumer Affairs Victoria

We manage eight funds established by Acts of Parliament. The funds, and their expenditure purposes, are reflected in Table 6.

Domestic Builders Fund	Administration of the Domestic Building Contracts Act 1995, costs relating to the Victorian Civil and Administrative Tribunal (VCAT) Building and Property List and Domestic Building Dispute Resolution Victoria (DBDRV).
Motor Car Traders Guarantee Fund	Administration of the Motor Car Traders Act 1986, guarantee fund claims.
Residential Bonds Account	Bonds held on trust for Victorian tenants and landlords.
Residential Bonds Investment Income Account	Administration of the Residential Tenancies Bond Authority, transfers to the Residential Tenancies Fund.
Residential Tenancies Fund	Administration of the Residential Tenancies Act 1997, costs relating to the VCAT Residential Tenancies List.
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 71_3s 8 (s 8 (s 8 (s 8 (s 8 (s 8 (s 8 (s 8 (s 8 (s 8 -2 cm 0 0 m 0 31.42R1_3 1 Tf x W).

In June 2019, the previous Minister for Consumer Affairs issued a Statement of Expectations (SOE) to Consumer Affairs Victoria (CAV) and the Business Licensing Authority (BLA) for 2019–21.

This SOE set out two-year governance and performance objectives aimed at improving CAV's administration and enforcement of regulation to reduce its impact on business and the community. A copy of the SOE can be located on the CAV website.

The performance objectives identified in the SOE fall under three broad objectives – timeliness, risk-based strategies, and compliance-related assistance and advice.

### Improved timeliness

The SOE directed CAV to implement timeliness measures to make it easier for businesses to complete online transactions and reduce red tape and duplication for registered fundraisers. We continued to reduce the time required for Victorians to interact with us via more efficient digital services.

We launched new, easy to use online forms to save time for motor car traders, second-hand dealers and pawnbrokers to update their registration details. Work continued to develop our digital platform, myCAV, to support the introduction of the Professional Engineers Registration Scheme.

In recognition of the pressure businesses faced and as part of the State of Emergency, we granted extensions of time for certain regulated entities to meet reporting obligations, hold annual general meetings and lodge annual statements. See ['Our Achievements – Helping Victorian businesses during the COVID-19 pandemic'](#) on page 11 for further detail.

There are now reduced registration and reporting requirements for charities who fundraise in Victoria. The launch of new

business and technology frameworks has reduced time spent on registration and reporting for charities and fundraisers. See ['Our Achievements – Reduced reporting requirements for fundraisers'](#) on page 12.

### Risk-based strategies

To improve compliance in areas of greatest risk to regulatory outcomes, we continued to ensure risk was at the centre of decision making. For more information about our risk-based approach to regulation, see ['Our regulatory approach – Risk-based'](#) on page 8.

We refined our compliance programs this year to address a drop in on-site inspections driven by COVID-19 restrictions. This included increasing desk-based activities to check compliance of estate agents' and conveyancers' trust accounts. Breaches of trust account laws are a key indicator for misappropriation of trust monies.

We also used intelligence gathered by our team and worked with partners to inform our inspections and investigations of high-risk rooming houses and rooming house operators, and estate agents to check compliance with underquoting and trust accounting laws. See ['Our achievements'](#) on pages 11–26 for further detail about the approach and outcomes of these compliance strategies.

Towards the end of 2020 and during unusual conditions in the Victorian property market, we identified risks and responded quickly to increased contacts about underquoting. We intensified inspections and communications to estate agents about compliance with underquoting laws. We also published information on our website during the 2020 spring sales campaigns to assist the public identify and report suspected underquoting. See ['Our achievements – Underquoting'](#) on page 14 for further detail.

## Compliance related assistance and advice

To accompany the introduction of the new rental laws, we delivered a range of online and easy to understand content.

The renting content on the CAV website was refreshed to provide updated, clear and accessible information. Enhancements were also made to improve user experience. A comprehensive strategy provided clear, transparent and accessible information to CALD and vulnerable renters, including older Victorians, those on low or fixed incomes, family violence survivors, and people with disabilities. See [‘Our Achievements – New rental laws’](#) on page 24 for more information.

In anticipation of new requirements for registration of professional engineers, which commenced on 1 July 2021, we developed, user tested and published website material to support professional engineers’ understanding and future compliance with the Act. See [‘Our Achievements – Registration of professional engineers has commenced’](#) on page 12 for more information.



## Acts passed

Act	Date
COVID-19 Commercial and Residential Tenancies Legislation Amendment (Extension) Act 2020	22 September 2020
Consumer Legislation Amendment Act 2020	4 November 2020
Consumer and Other Acts Miscellaneous Amendments Act 2021	9 February 2021
Owners Corporations and Other Acts Amendment Act 2021	23 February 2021

## Acts commenced

Act	Date
Residential Tenancies Amendment Act 2018	29 March 2021

## Regulations made

Regulation	Date
Residential Tenancies Regulations 2021	27 January 2021
Professional Engineers Registration (General, Exemption and Assessment Scheme Fees) Regulations 2021	9 February 2021
Residential Tenancies Amendment Regulations 2021	23 March 2021
Residential Tenancies (Residential Tenancies Amendment Act 2018) Transitional Regulations 2021	23 March 2021
Professional Engineers Registration (Fees) Regulations 2021	16 June 2021
Professional Engineers Registration Transitional Regulations 2021	22 June 2021

## Regulations commenced

Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2020	22 June 2020
Residential Tenancies (COVID-19 Emergency Measures) Amendment Regulations 2020	22 September 2020
Estate Agents (Education) Regulations 2020	22 October 2020
Professional Engineers Registration (General, Exemption and Assessment Scheme Fees) Regulations 2021	9 February 2021, except Part 2 which commenced on 1 July 2021
Residential Tenancies Regulations 2021	29 March 2021
Residential Tenancies Amendment Regulations 2021	29 March 2021
Residential Tenancies (Residential Tenancies Amendment Act 2018) Transitional Regulations 2021	29 March 2021

## Regulations revoked

Residential Tenancies Regulations 2019	29 March 2021
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## Legislative instruments commenced

Code of Conduct for Professional Engineers	27 May 2021
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The list below details the legislation administered by Consumer Affairs Victoria as of 30 June 2021:

### Legislation administered by CAV

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

Conveyancers Act 2006

Co-operatives National Law Application Act 2013

Co-operatives National Law (Victoria)

COVID-19 Omnibus (Emergency Measures) Act 2020:

- Part 6.1 in so far as it relates to the making of regulations relating to the repeal of provisions inserted into an Act by Chapter 4 before the repeal of Chapter 4 (in so far as it does relate to those matters, this Part is jointly and severally administered with the Minister for Disability, Ageing and Carers and the Minister for Housing)
- The Act is otherwise administered by the Attorney-General, the Minister for Corrections, the Minister for Disability, Ageing and Carers, the Minister for Early Childhood, the Minister for Education, the Minister for Energy, Environment and Climate Change, the Minister for Health, the Minister for Housing, the Minister for Industry Support and Recovery, the Minister for Local Government, the Minister for Planning, the Minister for Police and Emergency Services, the Minister for Small Business, the

Minister for Training and Skills, the Minister for Victim Support, the Minister for Workplace Safety, the Minister for Youth Justice and the Premier.

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

Professional Engineers Registration Act 2019

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 and 505A-510C
- Section 66(1) (this section is jointly administered with the Minister for Housing)
- Section 142C (this section is jointly and severally administered with the Minister for Housing)
- Part 12A and section 511 (these provisions are jointly and severally administered with the Minister for Disability, Ageing and Carers and the Minister for Housing)



Consumer Affairs Victoria (part of the Department of Justice and Community Safety) 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. Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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