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2021–22

CONSUMER AFFAIRS VICTORIA

Letter to the Minister

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Australian Consumer Law and Fair Trading Act 2012, Credit (Administration) Act 1984 Veterans Act 2005,
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Our regulatory approach

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Businesses comply with consumer laws

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	2019 20	2020 21	2021 22	2019 20	2020 21	2021 22
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Digital improvements to licensing and

Automatic mutual recognition

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Sex work decriminalisation

Sex Work Decriminalisation Act 2022

Enforcement actions

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Public warnings issued in 2021–22

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Australian Consumer Law and Fair Trading Act 2012	

Court and tribunal matters finalised in 2021–22

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Motor Car Traders Act 1986	
Estate Agents Act 1980	A
Estate Agents Act 1980	&
Estate Agents Act 1980	A
Estate Agents Act 1980	A
Australian Consumer Law and Fair Trading Act 2012	A
Domestic Building Contracts Act 1995	
Motor Car Traders Act 1986	(A)

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Estate Agents	
Estate Agents	
Estate Agents	
Judgement D *Act 1984*	

Protecting consumers from underquoting and trust account losses

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Estate Agents Act 1980

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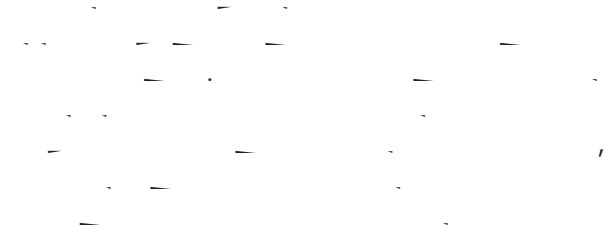
Enforcing compliance with domestic building consumer protections



Victorians exercise their consumer rights

CAV's contact centre: Supporting consumers from restrictions to recovery

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CAV website improvements

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Funded Community Services

Integration of family violence response training across a range of CAV services

Launch of Property Market Review

A fair and safe rental market

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Supporting the implementation of the new rental laws

Residential Tenancies Amendment Act 2018

The Owners Corporations and Other Acts Amendment Act 2021

Owners Corporations and Other Acts Amendment Act 2021

Rooming house inspections and safety checks

Tenancy programs

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Retirement villages: Review

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Victorian Property Fund

Estate Agents Act 1980

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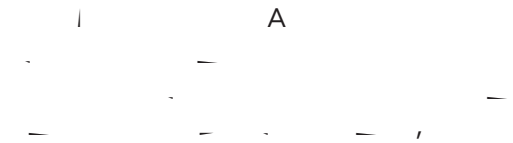
Support economic and social recovery



Risk-based strategies

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Compliance related assistance and advice

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	A *Domestic Building Contracts Act 1995,*

Acts passed

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Sex Work Decriminalisation Act 2022	1 2022

Acts commenced

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Professional Engineers Registration Act 2019	1 2021
Owners Corporations and Other Acts Amendment Act 2021	1 2021
Sex Work Decriminalisation Act 2022	10 2022

Acts revoked

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COVID-19 Omnibus (Emergency Measures) Act 2020	2 A 2022

Regulations made

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A 2022	1 2022
A 2021	2 2021
( ) 2021	2021
A 2021	0 2021
(, A) A 2021	1 A 2021
2021	22 2021
( ) 2021	1 2021
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