

Noisiv NUO

marketplace in Victoria. A fair and competitive

seulev nuO

the values of: DJR promotes and embraces

- working together
- making it happen
- respecting other people
- serving the community
- scting with integrity.

the actions of our staff. demonstrated every day through the way we do business and are These values are the basis for

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

sleog nuO

- Businesses comply with
- consumer laws.
- Victorians exercise their
- consumer rights.

Our regulatory approach

A fair and safe rental market

for Victorians.

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.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

September122 10SeptS@mfo1100ir@dg126tseasury P120.8128.010n1200.00 080.88Tc Temfo110098@dg12f0t0.2 Victw VictotoTd0100 100telaceatoot@lace

Businesses comply with consumer laws



jail term for real estate agent Joseph Ngo for trust account breaches. He will serve a minimum of three years and must repay the Victorian Property Fund (VPF) **\$2 million**.

