

**The Hon Danny Pearson MP
Minister for Consumer Affairs**

Consumer Affairs Portfolio

Public Accounts and Estimates Committee Hearing

Monday 5 June 2023

Key achievements

20 22/23



Support for Victorians

- Consumer Affairs Victoria established a **dedicated floods hotline** to help renters and other people impacted by the floods
- **Financial counselling support** has been provided to 198 flood victims since dedicated services commenced in January 2023
- Over **4,000 reviews of rent increases**
- Over **\$20 million provided for financial counselling, tenancy and retirement housing services** to support Victorians with renting and cost of living pressures



Regulatory reforms

- New **minimum standards for rooming houses** were made in February 2023
- Expansion of CAV's **modern digital portal** to include additional schemes, such as Motor Car Traders, Second Hand Dealers and Pawn Brokers
- **Retirement Villages reforms** consultation to improve how villages are regulated
- Commencement of new **electrical safety minimum standard** for rental properties on 29 March 2023.
- All rental properties must now have a minimum 2-star energy efficient fixed heater installed as part of **full commencement of the heating minimum standard** on 29 March 2023.



Key achievements

20 22/23



Protecting consumers and their rights

- Consumer Affairs Victoria achieved **seven court and tribunal outcomes**, against real estate agents, a motor car trader and an unregistered builder
- Consumer Affairs Victoria will respond to over **300,000 contacts** this financial year, providing information and advice to help consumers
- Consumer Affairs Victoria established a **dedicated underquoting taskforce**, which has monitored sales campaigns and inspected estate agencies to identify improper practices
- Consumer Affairs Victoria secured a **national recall of baby rattles** which did not meet safety design standards and posed a choking hazard for young children



Budget estimates

2023/24



The [2023-24 Victorian State Budget](#) includes investment in financial counselling and support for Porter Davis Homes customers



\$15m

to support customers affected by the Porter Davis Homes collapse



\$1.7m

for specialist financial counselling for survivors of family violence



\$1m

to supplement existing funding to community agencies to assist with cost pressures

Thank you.