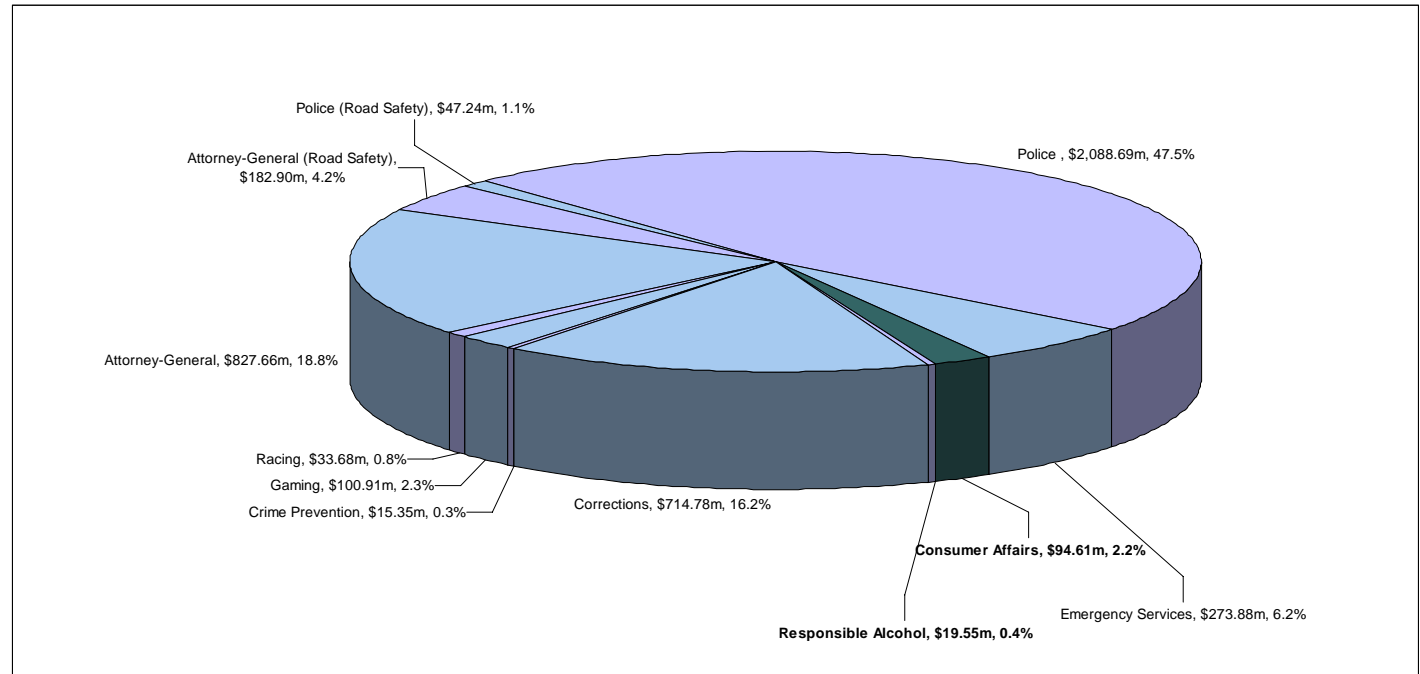


Public Accounts and Estimates Committee
2011-12 Budget Estimates Hearing

Hon. Michael O'Brien MP
Minister for Consumer Affairs

Justice Budget Breakdown

2011-12 Justice Budget Breakdown by Portfolio



- Consumer Affairs: \$114.16m. 2.6% of the Justice Budget
- Consumer Affairs Victoria Portion: \$94.61m (2.2%)
- Responsible Alcohol Victoria Portion: \$19.55m (0.4%)

Budget Targets (CAV)

Consumer Affairs Victoria

- Budget Paper 3 (BP3) 2011/12 targets
 - *Information and advice provided to consumers and traders: Target **606 350***
 - *Inspections, compliance, monitoring and enforcement activities: Target **9,075***
 - *Registration and licensing transactions: Target **600,000***

Implementation (CAV)

Consumer Affairs Victoria

- Consumer Affairs Victoria initiatives to boost service delivery
- Increase in community engagement and mobile services
- Increase in compliance assistance for business
- New unlicensed motor car trader strategy
- Peak body engagement
- Small Business information
- Australian Consumer Law implementation and coordination strategy
- Cross-border issues initiated

Response to Victorian Floods

Consumer Affairs Victoria

- 370 telephone enquiries for advice about floods from 7-14 February
- Visited 19 towns in five days, over 300 people received direct advice about renting, repairs, conmen and scams
- Provided help at Mildura Flood Recovery Centre, with outreach to Swan Hill and Charlton
- Reprieve for organisations struggling to meet licensing or registration requirements
- Regular web updates and twitter updates

Overview (RAV)

Responsible Alcohol Victoria

Liquor licensing system reforms

- New offences and increased penalties to combat public drunkenness and maintain public order (*Justice Legislation Amendment Act 2011*)
- Secondary supply (*Liquor Control Reform Amendment Act 2011*)
- Support *Step Back, Think*
- Victorian Commission for Gambling and Liquor Regulation (VCGLR)
- Demerit points system
- Packaged liquor licence reforms
- Training and enforcement focussed on large late trading venues
- Freeze on new late night licence applications extended to 30 June 2013
- Audit of late night liquor venues
- 5-star rating system

Budget Outcomes (RAV)

Responsible Alcohol Victoria

- Budget Paper 3 (BP3) Measures
 - *Information and advice provided to consumers and traders: target **68,000***
 - *Inspections, compliance, monitoring and enforcement activities: **16,000** targeting high risk premises*
 - *Registration and licensing transactions: target **69,000***
- Liquor licensing fees were reduced by a cumulative \$2.3m
 - *refinements of the risk-based fee structure.*

Reduction of Licence fees

Responsible Alcohol Victoria

Type of licence	2010 Fee	2011 Fee	
General	\$795	\$812.70	
On-premises	\$795	\$812.70	
Late night (general)	\$795	\$812.70	
Late night (on-premises)	\$795	\$812.70	
Packaged liquor	\$1590	\$1625.30	
Late night (packaged liquor)	\$1590	\$1625.30	
Restaurant and cafe	\$397	\$200	↓
Club (full)	\$795	\$812.70	
Club (full) without gaming	N/A	\$400	
Club (restricted)	\$397	\$200	↓
Pre-retail	\$795	\$812.70	
Vignerons	\$397	\$200	↓
Limited (renewable)	\$397	\$200	↓
BYO permit	\$397	\$200	↓

Number of licences that received a reduction in their licence fees

Responsible Alcohol Victoria

Type of licence	Number of licences
Restaurant and cafe	3, 650
Club (restricted and full without gaming)	1, 662
Vigneron's	529
Limited (renewable)	4, 221
BYO permit	1, 183
Total	11, 245



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Trader and Consumer Education

Consumer Affairs Victoria

- **Better use of electronic communication**
 - refreshed website, with information in up to 29 languages
 - daily Twitter updates to inform subscribers, with more than 630 tweets in the past year
- **Interactive online scams quiz to educate Victorians**
 - almost 1,000 consumers have taken the quiz to date
- **MyShopRights smartphone application**
 - downloaded more than 6,000 times since December
- **Travelling con men campaign in partnership with CrimeStoppers**
- **Curtain and Blind Cords campaign**
 - 20,000 safety kits distributed across the state and 55,000 safety kit forms distributed in January
- **Information for small business owners**
 - published five online guides to the Australian Consumer Law
 - 23,000 unique users visited the new Small Business section since January