

2013-14 Public Accounts and Estimates Committee – Budget Estimates Hearings

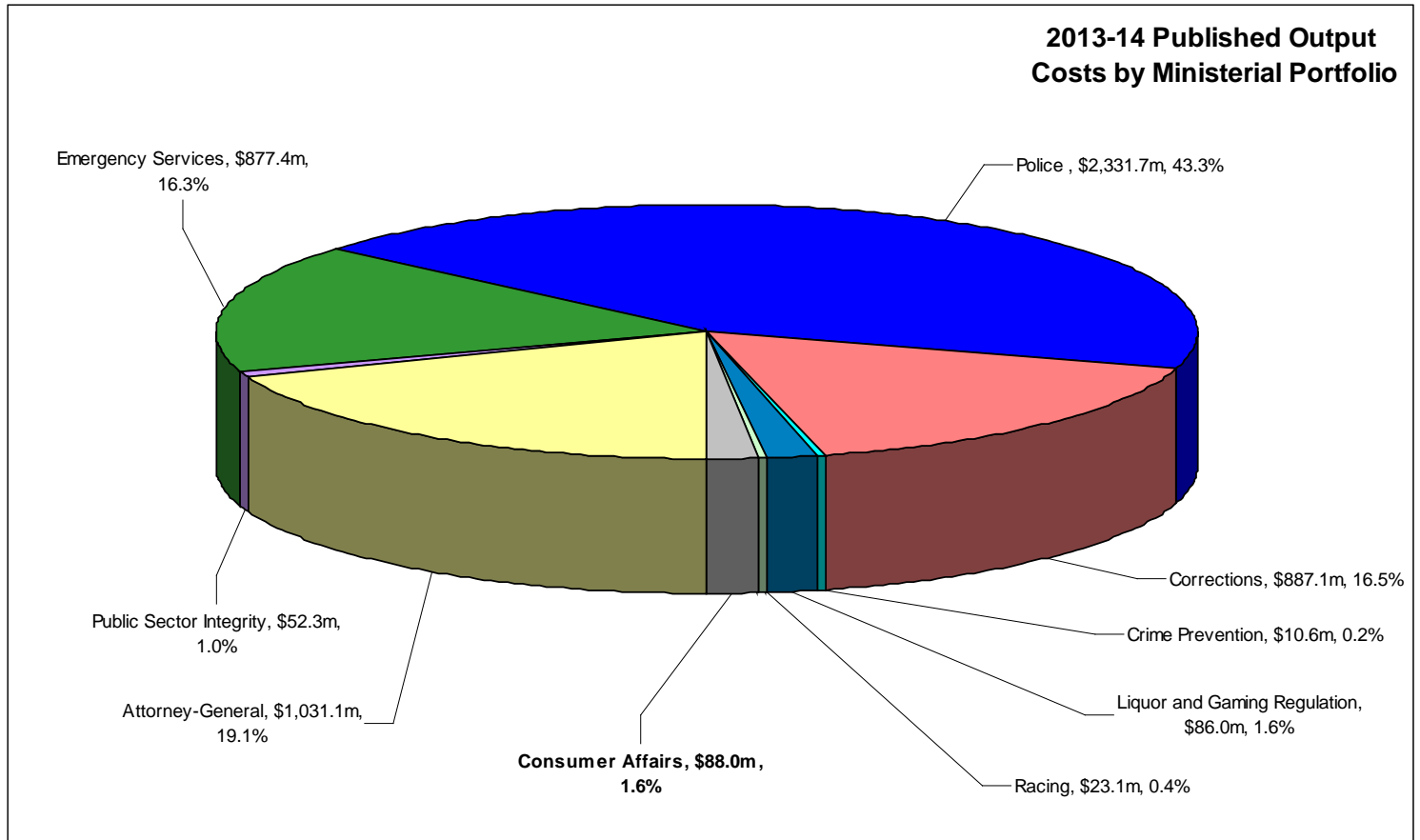
Hon. Heidi Victoria

Minister for Consumer Affairs

24 May 2013

Justice Budget Breakdown

- 2013-14 Justice Portfolio Budget Breakdown



Consumer Affairs Victoria

- **30** Acts of Parliament administered
- **520,000+** Victorians helped with advice and information
- **1.5million+** per year visit CAV's website
- **10,000** inspections, compliance monitoring and enforcement activities
- **450,000** registration and licensing transactions
- **50,000** financial counselling sessions
- **3,800** vulnerable Victorians helped with advocacy

Key achievements

- Better information for prospective residents of retirement villages
- Rooming house reforms
- Move to web-based 24/7 services
- More support for business compliance
- \$7.1m funding for financial counselling
- Reduced red tape
- Enforcing the law, where it counts

Key achievements

- **Better information for prospective residents of retirement villages**
 - Prescribed factsheet of standard information
 - Inspection allowed of prescribed documents
 - Improved pre-contract disclosure statement
 - Standardised format of village contracts
 - Education campaign currently underway
 - Seven good practice protocols embedded

Key achievements



Retirement Villages

Guide to choosing and living in a retirement village



consumer.vic.gov.au



Retirement villages

Internal dispute resolution guidelines for retirement village owners and managers



Retirement villages

Good practice to address key issues



consumer.vic.gov.au



Department of Justice

Key achievements

- **Rooming house reform**
 - Minimum standards in effect from 31 March
 - 877 received compliance assistance in lead-up
 - Since 31 March, 303 rooming house inspections to enforce minimum standards
 - 78 infringement notices and 181 letters issued giving 7 days to rectify issues
 - State-wide register of rooming houses
 - Some registry information available to the public

2013-14 Public Accounts and Estimates Committee – Budget Estimates Hearings

Hon. Heidi Victoria

Minister for Consumer Affairs

24 May 2013