

The Hon. Paul Edbrooke MP
Minister for Consumer Affairs

Consumer Affairs

Public Accounts and Estimates Committee

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Government
Services



Protecting consumers in everyday markets

Victorians interact with businesses every day through shopping, trades, services and major purchases.

The Consumer Affairs portfolio is focused on helping ensure markets are **fair, safe and competitive**.

Key areas for the Consumer Affairs portfolio include:



Marketplace fairness



Cost - of - living related harms



Regulating high consumer risk industries



Supporting Victorians experiencing vulnerability

Investment where it is needed most

In this year's budget we have invested in practical help and targeted compliance to better **protect and support Victorian consumers**

- **A \$5 million** investment in **Victoria's Fair Fuel Plan**, requiring servos to report fuel prices daily through **Servo Saver** and set a daily fuel cap.
- **\$2.7 million** in 2026-27 to expand **financial counselling** services.
- **\$2.4 million** for more place-based community information and support services, including **Bring Your Bills Days** events
- **\$4 million** over four years, for **home loan stress** support through Mortgage Stress Victoria.



Strengthening confidence in the market

System reform and strong compliance help create a fairer marketplace by strengthening consumer protections and holding wrongdoers to account.

- System reforms for the **retirement village community** including:
 - **VicAssist**, a free service to help residents resolve disputes
 - standard form contracts, more timely exit entitlement payments and a fairer contract termination process.
- Further reforms to strengthen consumer protections including:
 - delivering **property market reforms such as sale price disclosure** laws and **mandatory pre-purchase building and pest inspections**.
- The **Underquoting Taskforce** in Consumer Affairs Victoria cracks down on real estate agents who mislead buyers through unrealistically low advertised property prices.

