



PO Box 16193
Collins Street West VIC 8007

11 September 2012

Transport, Housing and Local Government Committee Secretariat
via email thlgc@parliament.qld.gov.au



To Whom It May Concern,

Re: Inquiry into the Queensland Building Services Authority

The Consumers' Federation of Australia (CFA) is a peak body for over 100 community based consumer organisations and consumer advocates. CFA is managed by a volunteer Executive Committee sourced from member groups and does not employ any full-time staff.

As a result, it is with regret that we decline your invitation to provide input. Whilst we agree there is a clear need for a consumer voice to be heard on important issues like building services, our lack of resources means that CFA does not currently have the capacity to provide input.

In the circumstance we can only encourage you to keep the following basic principles at the forefront of their minds:

Consumers in Australia are entitled to:

- *affordable and equitable access to essential services*
- *protection from unsafe or unfit products and services*
- *products and services that are sustainable in terms of their environmental effects*
- *fairness*
- *information and education to assist them in making choices in an increasingly complex marketplace*
- *accessible and effective remedies for failures and breaches of the law*
- *active monitoring and enforcement of consumer protection laws*
- *input through representative bodies to policy-making that affects their interests*

Low income and disadvantaged consumers deserve special protection.

Please do not hesitate to contact me on (03) 9670 5088 or ceo@consumeraction.org.au if you wish to discuss this matter further. We encourage you to note the constraints we have raised in this letter in your final report.

Yours sincerely,

Catriona Lowe
Chair
Consumers' Federation of Australia