

**Question on Notice
No. 1054
Asked on 2 September 2004**

MR LINGARD asked the Minister for Tourism, Fair Trading and Wine Industry Development (Ms Keech)—

QUESTION:

With reference to investigations into the practice of false billing for each of the past two financial years and for the year to date-

- (1) What is the number of complaints received relating to false billing and what is the total number of investigations finalised (reported separately)?
- (2) What is the total number of enforcement actions, infringement notices and successful prosecutions undertaken (reported separately)?

ANSWER:

Year	Complaints Received	Complaints Finalised	Enforcement actions commenced
2002/2003	172	183	1
2003/2004	225	201	4
2004/2005 (YTD)	46	38	5

The Office of Fair Trading has been successful in resolving the majority of complaints prior to commencing enforcement action. However, where sufficient evidence exists to support proceeding with enforcement action, appropriate investigations are conducted and enforcement action commenced. Each enforcement action may relate to a number of complaints lodged with the Office of Fair Trading in relation to the defendants.