

Question on Notice
No. 654
Asked on 15 June 2004

Mrs PRATT asked the Minister for Public Works, Housing and Racing (MR SCHWARTEN) -

QUESTION

With reference to the Housing Industry Association (HIA), Queensland Branch-

- (1) Why does the HIA as the peak industry body for the building industry whose membership covers all trades within the building industries, charge a rate of \$2.75 per minutes on its Consumer Line (1902 973 555) for consumers to lodge complaints against any HIA member?
- (2) How would any consumer, especially pensioners, be able to afford this telephone rate to make a complaint against shoddy or incomplete work, especially if the shoddy work involves an essential service such as plumbing and the HIA member refuses to fix any shoddy work as a matter of urgency?
- (3) Why isn't the HIA responsible for its members to the consumer as well as representing those members?
- (4) What guidelines are involved in ensuring that peak industry associations are allowed to operate and does this include ensuring protection for the consumer, considering that its members promote their businesses using the HIA logo as an incentive to consumers that they are a responsible business?
- (5) Will he ask the HIA in writing to justify its exorbitant consumer line telephone charges?

ANSWER

The HIA is an industry association and a private entity. It is comprised of members who are active in the building and construction industry.

The HIA is not a Government entity and therefore the Government has no say in its operational procedures.

Consumers wishing to make a complaint against shoddy or incomplete building, however, should approach the Queensland Building Services Authority (BSA). The BSA can direct a contractor to rectify building work at no cost to the consumer.

If a consumer wants to make a complaint against a member of the HIA they could write to the HIA.

I have forwarded your complaint to the Executive Director of the HIA.