

Question on Notice

No. 1620

Asked on Thursday , 30 October 2008

Mr PURCELL, Member for Bulimba asked the Attorney-General and Minister for Justice and Minister Assisting the Premier in Western Queensland (Mr Shine) -

QUESTION:

Will he advise what services Fair Trading offers for Queensland consumers?

ANSWER:

The Office of Fair Trading contributes to Queensland's diverse economy by protecting consumers and fostering business and consumer confidence in the marketplace.

Fair Trading encourages marketplace integrity through:

- an effective regulatory regime which balances business and consumer needs in the Queensland marketplace;
- targeted information campaigns which aim to improve awareness of consumers' and traders' rights and obligations;
- effective licensing, registration and accreditation services;
- a proactive compliance program; and
- the investigation and conciliation of consumer complaints.

In the 2007-08 financial year the Office of Fair Trading obtained \$5.517 million in redress for consumers and finalised 13,039 complaints. Fair Trading officers also monitored 12,391 entities for compliance over a range of industries as part of the proactive compliance program.

Product Safety services seek to reduce the risk of consumer product related injury by enforcing compliance with mandatory product safety standards, recommending the banning of unsafe products and facilitating the introduction of new mandatory standards.

Trade Measurement ensures equity in trade where a transaction is based on the measurement of goods. Trade Measurement officers conduct proactive compliance activities to ensure that commercial measurement systems used throughout Queensland conform to national and international standards.

Consumers can access any of the Fair Trading services by visiting Fair Trading Offices in Brisbane, Gold Coast, Toowoomba, Maroochydore, Hervey Bay, Rockhampton, Mackay, Townsville and Cairns

Alternatively consumers can call 13 13 04 for assistance or by visiting www.fairtrading.qld.gov.au