

Mid-term report

Two years of achievements with NSW Fair Trading



NSW Fair Trading handles over eight million requests for its services every year in its role of safeguarding consumer rights, regulating the marketplace and advising traders on fair and ethical business practices.

Since 2011, the Liberals and Nationals Government has worked hard to improve the effectiveness and reach of NSW Fair Trading in meeting the needs of our community. I am proud of what we have achieved together.

The Hon. Anthony Roberts MP
Minister for Fair Trading

Bringing services to you

- Introduced the *ShopSmart*, *ScamBuster* and *My Next Car* mobile apps to make accessing services easier.
- Provided new and effective channels to interact with the community via Twitter and Facebook.
- Increased funding to the No Interest Loan Scheme (NILS®) to assist the vulnerable and disadvantaged.
- Extended services at Fair Trading Centres ahead of the commencement of Service NSW.
- Committed to an ongoing presence in all regional areas currently serviced.
- Put in place plans for the relocation of Fair Trading staff to Western Sydney and regional NSW.
- Established public registers for residential parks, retirement villages and boarding houses.

Making markets work for everyone

- Developed a standard retirement village contract and associated disclosure documents.
- Introduced mandatory professional indemnity insurance for property agents to improve consumer protection.
- Reformed petrol price requirements to increase transparency for consumers.

Protecting consumers

- Empowered consumers by trialling the innovative 'Super-Complaints' process in conjunction with CHOICE.
- Licensed tattoo parlours to tackle organised crime.
- Announced reforms to strata laws to protect children from falls in high-rise buildings.
- Led a national strategy to stamp out travelling con men.
- Improved consumer safety through new gas safety regulations.



Making laws relevant for today

- Amended home building laws to reduce red tape and stimulate economic investment, ahead of a more fundamental review.
- Reformed plumbing and drainage laws to simplify the system and create a single regulator.
- Reformed agricultural tenancy laws to improve dispute resolution.
- Led the national reform of co-operatives laws to introduce common standards across Australia.
- Commenced a groundbreaking reform of 50 year-old strata and community title laws.
- Developed a package of reforms of residential parks laws.
- Launched a reform of motor vehicle dealers and repairers laws.
- Reviewed six Acts to remove redundant and unnecessary laws.
- Led a national program to modernise travel agent regulation.

Educating the community

- Reformed incorporated associations law to confirm that misleading names are inappropriate.
- Reinvigorated the Financial Counselling Services Program to increase equity and coverage throughout NSW.
- Conducted community and industry forums and seminars throughout NSW.
- Worked across Government to provide education campaigns on swimming pool and window safety.

We welcome your feedback.

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Supporting local communities



www.fairtrading.nsw.gov.au