



MINISTER FOR FAIR TRADING
MINISTER FOR THE ARTS

GENERAL PURPOSE STANDING COMMITTEE NO. 4

BUDGET ESTIMATES 2010 – 2011

QUESTIONS ON NOTICE

The Hon Jenny Gardiner MLC asked:

Employee related expenses

1. Can you provide the amounts of the individual payments made to the 33 staff who accepted voluntary redundancies in the budget periods 2009/10 and 2010/11?
2. Can you advise how many of the 33 redundancies were due to a departmental restructure and how many were due to the National Reform Agenda?

ANSWER

1. I am advised the amounts of individual payments made to the 33 staff who accepted voluntary redundancies in the budget periods 2009/10 and 2010/11 appear in the table attached at **tab A**.
2. I am advised of the 33 redundancies, 19 related to the National Reform Agenda and 14 related to restructures/re-alignments within NSW Fair Trading.

The Hon Dr John Kaye MLC asked:

Australian Consumer Law

1. What is the amount of the communication component for the joint global budget for the implementation of the Australian Consumer Law?
2. What is New South Wales' contribution to this budget?

ANSWER

1. I am advised the communication component for the joint global budget for the implementation of the Australian Consumer Law is \$253,000.
2. I am advised New South Wales' contribution to this budget is \$57,507.

The Hon Dr John Kaye MLC asked:

Door-to-door trading

1. How many complaints has NSW Fair Trading received in respect of door-to-door trading in the last 12 months?
2. Can you advise of the outcome of these complaints and a breakdown by product type?

ANSWER

1. For the period 24 November 2009 to 23 November 2010, I am advised NSW Fair Trading received 142 complaints in relation to door to door selling.
2. I am advised 119 complaints were resolved through Fair Trading's mediation, nine complainants were referred to the Consumer Trader and Tenancy Tribunal to pursue the matter further, and 14 complaints are still open. A breakdown of the product types is attached at **tab B**.

The Hon Dr John Kaye MLC asked:

Jackgreen (Energy)

1. How many complaints has NSW Fair Trading received in relation to the company Jackgreen and how were these complaints handled?

ANSWER

1. I am advised NSW Fair Trading received 20 complaints regarding Jackgreen (Energy) in the period between February 2006 and April 2010 and that the complaints were handled as follows:
 - a. two complaints were referred to the appointed Administrator;
 - b. three complaints were referred to the Energy and Water Industry Ombudsman;
 - c. five complaints were resolved prior to Fair Trading's intervention;
 - d. eight complaints were resolved following Fair Trading's mediation;
 - e. two complaints lapsed as the customer failed to contact Fair Trading or provide additional supporting information.

The Hon Dr John Kaye MLC asked:

High-front guttering

1. In relation to complaints received about high front gutters, did an officer from NSW Fair Trading inspect the guttering in each case?

2. What was the outcome of those inspections referred to in question 8?
 3. If an inspection did not occur, can you advise of the reasons for this?
 4. Apart from high-front guttering how many other guttering complaints has NSW Fair Trading received?
-
5. How many of these complaints relate to overflow issues?
 6. In relation to complaints regarding overflow issues, in how many instances did an officer from NSW Fair Trading inspect the guttering?
 7. What was the outcome of the inspections referred to in question 13?

ANSWER

1. I am advised two of the six complaints received between 1 January 2008 and 20 November 2010 were the subject of a technical inspection by a Fair Trading building inspector.
2. I am advised the inspector arranged for remedial work to be done, either by a Rectification Order (the contractor is required to comply or face disciplinary action) or by a Complaint Inspection Advice (agreement by all parties through negotiation).
3. Fair Trading's primary goal is to resolve disputes. In many cases, resolution is achieved through negotiation. Of the six high front guttering complaints recorded between 1 January 2008 and 20 November 2010, I am advised four were resolved at this initial stage of negotiation and provision of information.
4. For the same period of 1 January 2008 to 20 November 2010, I am advised 1314 matters related to guttering in some way.
5. I am advised 243 of these complaints were identified as relating to overflow issues.
6. I am advised 122 of the 243 matters resulted in a technical inspection by a Fair Trading building inspector.
7. I am advised the inspector arranged for remedial work to be done, either by Rectification Order or by a Complaint Inspection Advice



Virginia Judge MP
Minister

GENERAL PURPOSE STANDING COMMITTEE NO. 4

BUDGET ESTIMATES 2010 – 2011

Questions on Notice – NSW Fair Trading: Employee related expenses

Individual redundancy payments for 2009/10 and 2010/11

Position No.	Reason for Voluntary Redundancy	VR Cost (\$)
1	NRA	52,496.07
2	Other	80,940.48
3	Other	96,440.33
4	NRA	35,248.30
5	NRA	35,228.89
6	Other	80,994.25
7	NRA	92,339.81
8	Other	81,091.05
9	Other	60,541.50
10	Other	59,471.76
11	Other	55,223.79
12	Other	66,987.28
13	NRA	52,608.48
14	NRA	81,091.05
15	NRA	68,170.21
16	Other	102,909.58
17	Other	140,521.71
18	Other	89,479.76
19	Other	102,019.97
20	NRA	90,081.39
21	Other	108,450.87
22	NRA	70,812.25
23	NRA	61,802.88
24	NRA	53,498.20
25	NRA	43,348.03
2009-2010	VR Cost i.e. 25 Staff	\$1,861,797.89
1	NRA	84,334.60
2	NRA	84,334.60
3	NRA	84,334.60
4	NRA	84,334.60
5	NRA	132,442.12
6	NRA	108,947.04
7	NRA	59,735.63
8	Other	97,823.05
2010-2011	VR Cost i.e. 8 Staff	\$736,286.24
	Total VR Cost i.e. 33 Affected Staff	\$2,598,084.13

Tab B

Product Name		Complaints
Product	Type	
Building Work	Electrical Trade	17
Goods	Household Electrical & Whitegoods	16
Services	Other Services	11
Building Work	Other Building Work	9
Goods	Furniture, Furnishings & Manchester	9
Building Work	Roof Insulation & Ceiling Insulation	8
Services	Utilities	7
Goods	Other	6
Information, Communication & Technology	Pay TV Services	6
Goods	Household Products	5
Services	Advertising and publishing	5
Services	Education	5
Trade (Other)	Minor Trade Work	5
Trade (Other)	Other	4
Trade (Other)	Roof tiling	4
Scams	Itinerant Traders	3
Trade (Other)	Painting	3
Building Work	Residential Construction	2
Finance & Credit	Other Personal Finance	2
Services	Household	2
Services	Personal Services	2
Services	Other Professional Services	2
Automotive	Repairs & Servicing	1
Building Work	Plumbing & Gasfitting Trade	1
Finance & Credit	Other Finance & Credit	1

Tab B

Product Name		Complaints
Product	Type	
Information, Communication & Technology	Other Communication Goods & Computer Equipment	1
Information, Communication & Technology	Other Telecommunications	1
Information, Communication & Technology	General Telephone Services	1
Property & Accommodation	Holiday Units	1
Trade (Other)	Minor Maintenance and Cleaning	1
Trade (Other)	Roof plumbing	1
Total		142