



NATIONALS for Regional NSW

Austin Evans MP

MEMBER FOR MURRAY



MEDIA RELEASE

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FAIR TRADING REFORMS SET TO DELIVER BIG BENEFITS

Consumers are set to save big on time and money, and have disputes with businesses resolved quicker thanks to new Fair Trading powers, Member for Murray Austin Evans said.

Mr Evans said the Fair Trading Legislation Amendment (Consumer Guarantee Directions) Bill, granting the new powers have passed the NSW Parliament.

“The Government’s reforms will give the NSW Fair Trading Commissioner the power to direct a business to repair, replace or refund a good,” Mr Evans said.

“This means fair, quick and cheap resolutions for consumers and businesses, and an alternative to the often costly process of courts and tribunals.

“Consumers were often confused about their rights and disputes still accounted for more than 20 per cent of legal problems experienced by people in NSW.

The 2016 Australian Consumer Survey also found 76 per cent of people reported a problem within the first six months of purchasing a good.

“Ideally consumers and businesses work together to resolve issues directly; however, when this fails, Fair Trading works with them to help solve the problem,” Mr Evans said.

“If a resolution is still not possible, rather than the case going to the NSW Civil and Administrative Tribunal or being dropped, consumers can now seek a direction that the trader repair, replace or refund the good.

“This is about enhancing Fair Trading’s existing powers to get the very best outcome for Murray, consumers, and give businesses certainty around their obligations under Australian Consumer Law.

“This is a big win for consumers in Murray, and will help to ensure they get the fair go they deserve in the marketplace.”

The Commissioner’s power to make directions will be focused on goods worth between \$25 and \$3,000, with the reforms taking effect from 1 January 2019.

To be eligible for a consumer guarantee direction, cases must meet certain criteria.

For more information on the criteria, visit www.fairtrading.nsw.gov.au

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