

FREEDOM OF INFORMATION ACT 1989
Sections 14(1)(b) and (3)

SUMMARY OF AFFAIRS

June 2009

NSW DEPARTMENT OF COMMERCE

SECTION 1 - POLICY & GENERAL PUBLICATIONS

OFFICE OF FAIR TRADING

Compliance and Enforcement

- Alteration/Replacement of Odometers in Motor Vehicles Procedure
- Notice to Show Cause Procedures under Motor Dealers Act
- Suspension of Licences Guidelines under section 64A of the Fair Trading Act 1987.
- Enforceable Undertakings Guidelines
- Substantiation Notice Guidelines
- Commissioner's Guidelines on Supervision under section 32 of the Property Stock and Business Agents Act 2002
- Estimated Selling Price Guidelines for Agents (Property Stock and Business Agents Act 2002)
- Guide for considering applications by licensees, former licensees, or their personal representatives for not taking Disciplinary Action, Prosecution Action or the Issue of Penalty Notices for Failure to Audit Trust Books and Records and Lodgement of an Audit Report or Statutory Declaration with the Commissioner under Sections 111 And 113 of the Property, Stock and Business Agents Act, 2002.
- Guide to applying for an exemption under section 31 of the Property Stock and Business Agents Act 2002 from having a licensee-in-charge at each place of business
- Guide re: Disqualified Persons section 16(1)(O) Property Stock and Business Agents Act 2002
- Formal Caution Manual
- Penalty Notice Manual
- Guidelines for Use of Statutory Notices and Powers
- Office of Fair Trading Compliance Policy
- Public Warning Statements – Procedures and Guidelines

Enquiries: Director, Compliance and Enforcement, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am–5pm Monday to Friday. Telephone: 9895 0054.

Legal Services Division

- Prosecution Policy and Guidelines
- Guideline regarding Intervention by Minister or Commissioner for Fair Trading in Legal Proceedings
- Legal Assistance Guidelines

- Subpoena Procedures

Enquiries: Director, Legal Services Division, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 0153.

Registry of Co-operatives & Associations

- **Formation kits for co-operatives**
 - Registry of Co-operatives & Associations – role and services
 - A guide to co-operatives
 - How to form a co-operative
 - Formation meeting for a co-operative
 - Model rules for co-operatives
 - Guide for using model rules
 - Co-operatives Development Grants Program – fact sheet
 - Co-operatives Development Grants Program – guidelines
 - Standard forms of disclosure documents
 - Comparative table of business structures
 - Compliance checklist for co-operatives
 - Co-operative directors – a guide to duties and responsibilities
 - Co-operative membership
- **Standard rules for:**
 - Housing co-operatives
 - Co-operatives that are also registered clubs
- **Model rules co-operatives for:**
 - Co-operatives
 - Incorporated associations
- **Approved forms for:**
 - Co-operatives
 - Incorporated associations
 - Co-operative housing & Starr-Bowkett societies
- **Search request forms for:**
 - Co-operatives
 - Incorporated associations
 - Co-operative housing & Starr-Bowkett societies
- Setting up an incorporated association
- Running an incorporated association
- How to incorporate as an association checklist
- Information sheets for incorporated associations
- Application forms and guide for incorporated associations
- Application for registration of a funeral fund
- A guide to making application for registration of a funeral fund

Enquiries: Registry of Co-operatives & Associations, 154 Russell Street, Bathurst between the hours of 8.30am – 5.00pm Monday to Friday.
Telephone: 6333 1400 Toll Free: 1800 502 042 Fax: 6333 1444.

Policy and Strategy

- Consumer Credit Code Guidelines - Objectives, Criteria and Process

- Ministerial Council on Consumer Affairs (MCCA) Uniformity Agreement - administration of laws regulating the provision of Consumer Credit
- Sponsorship Policy
- Policy on Ex-gratia Payments
- Property agency industry – Commissioner’s Guidelines for Continuing Professional Development
- Home Building Act 1989 - Commissioner's Guidelines for Continuing Professional Development
- Property agency industry Continuing Professional Development Program- Activity approval form
- Home Building - Guidelines for Assessing and approving owner builder courses
- Media Policy
- Guidelines for Exemptions from the Home Warranty Insurance Requirements under the Home Building Act 1989
- Customer Service Standards (Statement of Guarantee of Service)
- Policy on Establishment of Continuing Professional Development for Regulated Industries
- Copyright and Website Linking Policy
- Scheme for the Accreditation of Service Providers to Undertake Contestable Works: Information for Applicants and Application Forms
- Guidelines issued by the Commissioner for Fair Trading to assist agents when publishing photographic advertisements
- Privacy Management Plan
- Privacy Code of Practice for the NSW Department of Fair Trading
- Customer Complaint Management Policy
- Guidelines issued by the Commissioner for Fair Trading to Assist Licensees and Certificate Holders in relation to Misrepresentation Offences under the Property Stock and Business Agents Act 2002

Enquiries: Office of the Deputy Commissioner for Fair Trading, Level 9, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9338 8908.

Home Building Service

- Home Building Licensing Procedures Manual – May 2008

Enquiries: Director, Home Building Licensing, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am –5pm Monday to Friday. Telephone: 9895 0801.

- Mediation Services and Compliance Procedures Manual – May 2008

Enquiries: Director, Mediation Services & Compliance, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 0861.

- Home Building Insurance Services (BIGCorp) Procedures Manual – May 2008

- The Fair Trading Administration Policy and Procedures Manual
- Home warranty insurance claims – home owners guide
- Home warranty insurance claims – contractors guide
- Conditions of Approval – Approved Private Providers of Insurance
- Market Practice Guidelines (general) – made as a condition of approval under section 103A of the Home Building Act 1989
- Market Practice Guidelines (for home warranty insurance issued to owner builders) – made as a condition of approval under section 103A of the Home Building Act 1989
- Claims Handling Guidelines – made as a condition of approval under section 103A of the Home Building Act 1989
- External Complaint Handling Protocols & Procedures relating to Insurers
- Guidelines – Publication and Dissemination of Information on the Home Warranty Insurance Scheme

Enquiries: Director, Insurance Services, Level 8, 2-24 Rawson Place, Sydney, between the hours of 9am – 5pm Monday to Friday. Telephone: 9777 8880.

Energy & Utilities Unit

- Electrical Appliances & Equipment Requirements for their Sale in NSW - Explanatory Notes

Enquiries: Principal Investigator, Energy & Utilities Unit, Level 5 – 1 Fitzwilliam Street Parramatta NSW between the hours of 9am–5pm Monday to Friday. Telephone: 9895 0709.

Fair Trading Services

- Community and Industry Grants Programs Policy & Procedures
- Financial Counselling Services Program Funding Guidelines
- Property Services Grants Program Funding Guidelines
- Home Building Grants Program Funding Guidelines
- Tenants' Advice and Advocacy Program Funding Guidelines
- Home Building Advice and Advocacy Service Guidelines
- Rental Bond Board Grants Program Funding Guidelines
- Co-operatives Development Grants Program – Fact Sheet
- Co-operatives Development Grants Program Funding Guidelines
- No Interest Loans Scheme Fact Sheet
- No Interest Loans Scheme Funding Guidelines
- Motor Vehicle Industry Grants Program Funding Guidelines
- Property Services Compensation Fund Procedures Manual

Enquiries: Office of the Executive Director, Fair Trading Services, Level 8, 2-24 Rawson Place, Sydney between the hours of 9am and 5pm Monday to Friday. Telephone: 9619 8777.

Customer Services

- Customer Services Handbook
- Home Building Disputes Procedures Manual
- Revenue Receipting Protocol Document

Enquiries: Office of the Director, Customer Services Division, Level 6, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday.
Telephone: 9895 0380.

Property & Licensing

- Renting Services Procedures Manual
- Rental Bond Lodgement and Revenue Procedures
- Rental Bond Refunds Procedures

Enquiries: Manager, Renting Services Branch, Level 8, 2-24 Rawson Place, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9377 9023.

REVS - Register of Encumbered Vehicles

- Show Cause matters – procedures
- REVS Penalty Notice Manual
- Telephone Vehicle Enquiry Procedure
- REVS-RTA Verification Link Procedures
- Stolen Vehicle Enquiry Procedures
- REVS Certificate Procedures
- Section 8(5) Retrospective Certificate Procedure
- Fine Default Enquiries
- Written Off Vehicle Enquiries

Enquiries: General Manager, REVS, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 2726.

Trade Measurement

- Trade Measurement Act - Certification Scheme Administration Guide
- Trade Measurement Policy for the conduct of retail and industrial inspection, verification, in service inspection (re-verification), certification, observation and rejection of trade measuring instruments
- Trade Measurement Enforcement Policy

Enquiries: Manager, Measurement & Technical Services, Bradfield Road, Lindfield West between the hours of 9am–5pm Monday to Friday.
Telephone: 8467 4450.

The Office of Fair Trading publishes a range of publications for the public, a full list of which is displayed on the Office of Fair Trading website at www.fairtrading.nsw.gov.au or by phoning Office of Fair Trading on 13 32 20.

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