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**From:** Stephanie Graham  
**Sent:** Tuesday, 21 August 2018 1:08 PM  
**To:** Policy  
**Subject:** Easy and Transparent Trading reform proposals

1.1 Extending Licence duration – agree to 1-3-5 year licence durations

1.2 No – 3 month restoration is enough time to renew a licence. Any extension would allow for lax adherence to what is essentially an important part of being a licensed person. If someone is overseas for a long period of time or has an illness that stops them from operating for a long period of time, there could be a 'hold' put on a licence granted by the Commissioner for a set period of time say 1 year but after that they should have to re-apply. Naturally the cause of the 'hold' would need to be authenticated and some sort of check done to make sure no trading is going on but everything should be done to encourage license holders to renew their licenses on time. Not sure what the costs of licences are or if renewing a licence is problematic only in some industries but perhaps a fee can be charged for late payment like for other bills like rates etc.

1.6 No – these categories are often part of larger work and therefore should be licensed. Eg I can paint walls etc and could most probably paint well enough to meet the requirements set out under the ACL but I am not a professional whose finished product is better than mine and he deserves to be licensed to set himself apart from the lay-painter. Surely being the holder of a licence in your chosen profession is something to be proud of. Other industries eg real estate are moving towards professionalism and here you are taking it away.

1.15 CPD should be across all licence categories. Does the Govt have to do their own first, no, I think the public are more at risk and should come first. CPD needs to be relevant and measurable and not just the easy sections done. In fact the easy sections needs to be consolidated and all CPD should be of a certain duration and level moving to more advanced depending on the licence and length of service.

2.2 Comparison websites are a con and funded one way or another by real estate agents who 'buy' their presence especially when seeking new business. The fact that you have to give so much info to some of them before you get given anything is wrong. I got rung up by one of these agencies who recommended the guy we had complained to Fair Trading about. I went online and checked where he sat amongst other agents and he was not top of the list for referrals/reviews, number of sales, combined sales \$ or anything so I do not find these sites to be ethical in any way and they are only there to promote certain agents at a \$ cost which in turn serves to dupe the uninformed public who use these sites. These sites should come with a warning that they do not represent all agents and that they use data selectively.

2.6 strongly agree on this one. Knowledge is power and the public like to be informed however getting the right information is not always easy so an online portal where everything is included would be absolutely wonderful. It would need to include the name of the company owning the franchise etc to make it truly transparent. Will it contain the name of owners/directors/licensees in charge etc? Could it be one of those sites where you can drill down into each field?

Largely agree with most of your other proposals but believe things should not be too easy as that would encourage complacency and there are already too many people out there willing to take advantage of unlicensed work and ignorance. Education and keeping the public well informed is the key. Also a license maintains a very important point of difference and I would chose a licensed person over an unlicensed person every time. If Consumer Law is going to be used to decide disputes then I believe having more unlicensed people performing reasonably detailed work then NCAT and the local courts would be flooded with small claims for work conducted by cowboys who can use a tool but do not have the wish to do a proper and safe job. You can tell the difference between a professional and a handyman/layman's work.

Regards

Stephanie Graham

Sent from for Windows 10