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NORTHERN TERRITORY GOVERNMENT MEDIA RELEASE

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DR PETER TOYNE MLA

Attorney-General and Minister for Justice

KATHERINE'S BUCKING BULL BURGER BAR SIGNS BOOK-UP AGREEMENT

An agreement on store practices for managing book-up has been reached between Consumer Affairs and a Katherine takeaway.

Justice Minister Dr Peter Toyne today said the agreement signed between the Bucking Bull Burger Bar and the A/Commissioner of Consumer Affairs is the first regionally based business to sign a voluntary agreement to govern store book-up practices in the Territory.

“Book-up does occur in many retail outlets across the Territory but has been an area of concern because consumers can be unfairly disadvantaged by this practice.

“This new voluntary code of practice for managing book-up protects both the consumer and trader by instigating proper process and records of sale, ensuring open and transparent accountable dealings.

Consumer Affairs is working with the proprietor of Bucking Bull, Mrs Silvija Majetic, to improve the store's administration procedures which will include monitoring of adherence to the code by Consumer Affairs.

Mrs Majetic has voluntarily entered into the code of practice that sets out specific requirements in relation to book-up. These include:

- Display of signage at the store detailing book-up practices;
- Implementation of a formal agreement between the customer and the store regarding book-up; and
- Itemising of receipts and transparent accounting practices for customers.

The code of practice has been formalised in a written agreement between the store and the A/Commissioner of Consumer Affairs, and Consumer Affairs will undertake regular visits to the store to ensure the new proprietor is adhering to the code.