



RICHARD O'SULLIVAN Commissioner of Consumer Affairs

CONSUMER AFFAIRS INTRODUCES INFRINGEMENT NOTICES

From 1 September 2006, Consumer Affairs will have increased options in dealing with breaches of consumer laws, by the issuing of infringement notices.

The infringement penalties will apply to businesses and licencees who breach the *Consumer Affairs and Fair Trading Act* and Regulations, which includes **Motor Vehicle Dealers, Travel Agents, Secondhand Dealers** and **Pawn Brokers. Commercial and Private Agents Licensing Act** and Regulations (which includes **Bailiffs, Commercial Agents, Inquiry Agents** and **Process Servers**).

The Commissioner of Consumer Affairs Richard O'Sullivan said "The introduction of the Infringement Notice Scheme is part of the regulatory process to further protect consumers by ensuring Territory businesses and licencees comply with their licence provisions and relevant legislation. Infringement notices will generally apply where the offence is not resulting in significant consumer detriment warranting licence suspension/revocation, court action or highly punitive measures".

He said "Such notices are a measured approach to assist in protecting consumer rights and modifying trader behaviour to ensure lawful compliance".

Landlords and **Tenants** who breach the *Residential Tenancies Act* and Regulations may also be issued with infringement notices.

Mr O'Sullivan said "The infringement notices will be issued under strict guidance, accountability and transparency as outlined in the policy, procedures and operations manual, which is designed to ensure an impartial and common sense approach to the issuing of notices".

"For the next 3 months Consumer Affairs will be conducting an awareness campaign with the general public, licencees and industry groups, outlining the impact of the Infringement Notice Scheme" he said.

The penalties will range from between \$110.00 to \$1100.00.

Any one requiring further information should contact Consumer Affairs 1800 019 319.

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