

## **MINISTER FOR WESTERN SYDNEY, AND MINISTER FOR FAIR TRADING**

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The Premier's Department supports the Minister for Western Sydney as part of the Government's commitment to:

- ◆ encourage the development of Western Sydney; and
- ◆ ensure a whole-of-government approach to issues of a strategic nature.

The Office of Fair Trading within the Department of Commerce is responsible to the Minister for Western Sydney, and Minister for Fair Trading.

The Office provides the Minister, consumers and traders with expert advice and comprehensive services to ensure that New South Wales has a fair marketplace.

During 2006-07 initiatives will include:

- ◆ improved service delivery which will help Fair Trading manage a record six million requests for service from consumers and traders, through phone, mail or internet;
- ◆ further funds for community organisations to deliver face-to-face tenancy advice and credit counselling to the State's most vulnerable people;
- ◆ a new direction for dispute resolution with measures which will allow customers to lodge, and then track, applications online in dealings with the Consumer, Trader and Tenancy Tribunal; and
- ◆ consumers and traders will enjoy better Fair Trading services after customer access improvements at Fair Trading premises in Parramatta, Penrith, Blacktown and Coffs Harbour.

