

CONSUMER PROTECTION — RETIREMENT VILLAGE DISPUTES

910. Hon TJORN SIBMA to the minister representing the Minister for Commerce:

I refer to complaints and concerns raised on or on behalf of residents of retirement villages.

- (1) Which branch or department within the Consumer Protection division has principal authority for these matters?
- (2) What is the staffing of this branch or department, presently?
- (3) How many complaints are under investigation or have been investigated and closed within the previous 18 months?

Hon STEPHEN DAWSON replied:

I thank the honourable member for some notice of the question. The following answer has been provided to me by the Minister for Commerce.

- (1) The property industries directorate of the Consumer Protection division has principal authority for retirement village matters.
- (2) The staffing is 73 full-time equivalent staff.
- (3) In the past 18 months, the directorate has received 50 complaints related to retirement villages. The majority, 36, were resolved through a process of conciliation and compliance. Of the remaining 14, five are currently under investigation and nine investigations have been closed.