

CONSUMER PROTECTION — RENTAL TENANCY COMPLAINTS

**983. Hon WILSON TUCKER to the Minister for Finance:**

I thank the minister for her answer to my question asked on Tuesday regarding the Consumer Protection division's contact centre. I refer to the table provided in that answer that shows a marked increase in informal mediation in 2021, 2022 and 2023 to date. To what does the minister attribute this increase?

**Hon SUE ELLERY replied:**

I thank the honourable member for some notice of the question.

The Consumer Protection division of the Department of Mines, Industry Regulation and Safety does not conduct analysis on the number of matters that result in informal mediation; however, a number of matters are commonly referred for informal mediation including assistance in responding to notices of rent increases, evictions, repairs and maintenance, utility charges and bond disputes at the end of tenancies. The number of matters that result in informal mediation are subject to variation year on year.