

Regulatory priorities for 2024–25

The Office of Fair Trading



About us

The Office of Fair Trading (OFT) is Queensland's marketplace regulator, and we aim to achieve a fair and safe marketplace. We administer various laws that set out the rights and responsibilities of consumers, businesses, and certain licensed occupations.

These laws include the *Fair Trading Act 1989* and the Australian Consumer Law, along with specific legislation relating to regulated industries such as property agents, motor dealers, security providers, second-hand dealers

and pawnbrokers and the tattoo industry. The OFT also administers not-for-profit legislation relating to incorporated associations and charities.

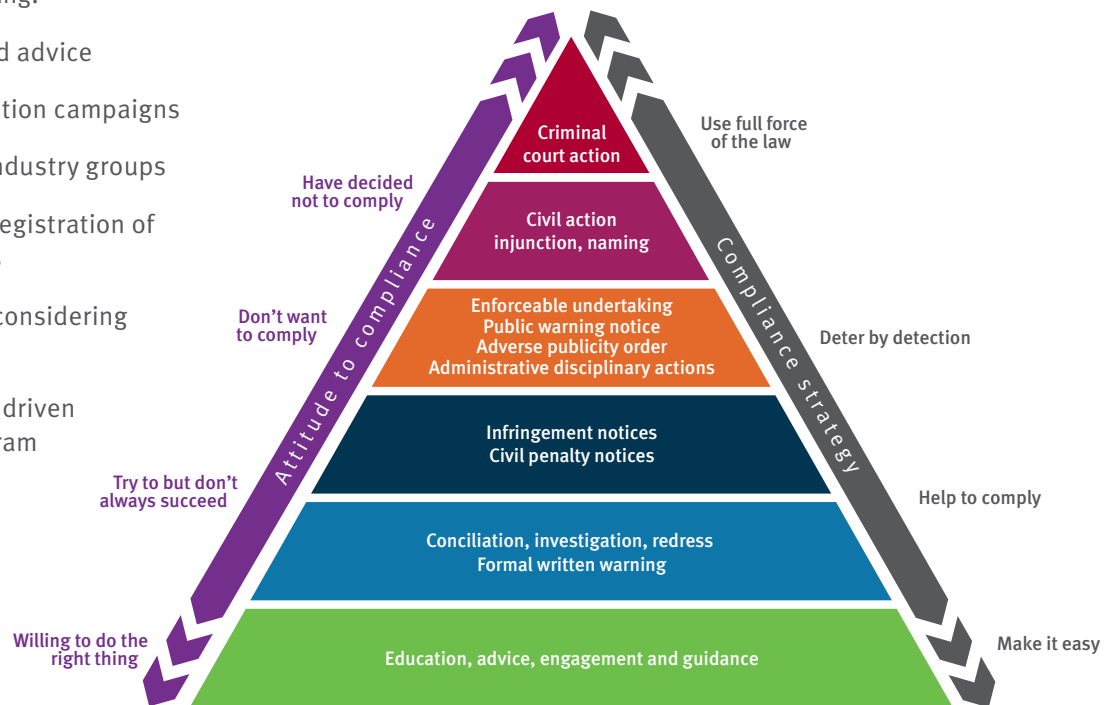
We undertake our work in collaboration with other Queensland Government agencies, fair trading regulators in other states and territories, and federal agencies including the Australian Consumer and Competition Commission.



Our regulatory philosophy

We recognise that most people want to comply with the law, and to facilitate this we follow an escalated model of education, compliance and enforcement. We use a range of activities to promote compliance with the law, including:

- Information and advice
- Targeted education campaigns
- Working with industry groups
- Licensing and registration of various sectors
- Receiving and considering complaints
- An intelligence driven proactive program
- Appropriate enforcement action



Regulatory discretion

We exercise discretion in determining whether we will commit resources to investigating a matter. This means we may take no further action when non-compliance has been reported.

We are less likely to commit resources to matters where:

- non-compliance is better considered by another agency or specialist regulator
- supporting evidence is not provided, if such evidence cannot be readily acquired

- the matter is an internal dispute of an incorporated or non-profit entity
- the issue predominantly relates to customer service concerns rather than consumer rights
- allegations are historical and it is unlikely enforcement could proceed
- where the issue is isolated or trivial
- it is not in the public interest to proceed in regards to the scale and consequence of the non-compliance.

For more information on our approach, visit [our website](#).

Regulatory priorities for 2024–25

The following regulatory priorities are areas of consumer detriment and marketplace concern that we will be focussing our regulatory efforts towards in 2024–25.



Enforcing provisions and **seeking court ordered compensation** when traders fail to supply goods or services within a reasonable time.



Protecting monies held in **trust** by real estate agents and motor dealers.



Working with **traders** to facilitate appropriate **remedies** under the **consumer guarantee** provisions of the Australian Consumer Law, subject to individual case assessment.



Consumer product safety issues for **children** with a focus on enforcement of mandatory standards.



Addressing unlawful **trader behaviour** that impacts **vulnerable** or **disadvantaged** consumers.



Ensuring **unlicensed activities** are detected and appropriate **enforcement action** taken.



Working with community, industry and government to establish an **advisory board** to operationalise a **continuing professional development** model in the real estate industry.

How did we decide these priorities?

We established these regulatory priorities after considering a range of factors including:

- the need to maintain a level playing field for compliant traders
- the relation to major life purchases
- the potential for broad consumer detriment and their public value to Queensland consumers.

We also consider a variety of inputs from our stakeholders as outlined below.



Adaptability

We recognise that market influences and disruption can occur rapidly, and our published priorities will not prevent us from addressing significant matters as they arise.

Enduring priorities

There are some activities we believe are core to our operation and will always be considered priorities by the OFT. These include:



A **robust, intelligence** driven proactive **compliance program**. In addition to receiving and actioning complaints, we also use various sources of data and intelligence to target areas of non-compliance in the marketplace. More details on our areas of focus can be found on [our website](#).



Empowering consumers and educating traders to understand their rights and obligations. We use a variety of channels to inform the marketplace including outreach visits to regional and remote Queensland, educational presentations to youth about our **Buy Smart Program**, presentations to seniors and visits to traders.



Consumer product safety, particularly in relation to matters that have the potential to cause significant harm to consumers.




Collaborating with other Australian **consumer protection regulators** on matters of national significance to ensure a consistent and coordinated approach.




The use of contemporary **licensing systems** and **administrative processes** that balance the demand for people to be able to be rapidly engaged in a regulated industry, with the requirement for them to be appropriately trained and of suitable character.

More about us

The OFT is committed to principles of accountability and transparency and we publish a range of reports and data that are freely accessible. You can find the below information and documents on our website:


 [Annual outcomes reports](#)


 [Court outcomes](#)


 [Enforceable undertakings](#)

 [Licence register](#)

We also have a range of open data sources:

 [Legal and Enforcement Actions](#)

 [Consumer Complaints](#)

 [Occupational and industry licensing statistics](#)

 [Number of Registered Organisation statistics](#)