



Office of Fair Trading  
Department of Employment,  
Economic Development and  
Innovation

Complaint file number

C-2012-05057

Work unit

BRIS - INV

Investigation file number

I-2012-00755

Inspector

S. Grew - 9/5/2012

Complainant name

Sch4/3/3

COMPLAINT FILE

Trader's details

KAR LAND PTY LTD TIA

Name: WEDJHANCAR

Address: 3475 PACIFIC HWY

SPRINGWOOD, QLD 4127

Phone: 1300592422

Result due date: 01-5-12

Completion date:

Destruction date:

7

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12

BAR CODE

## Compliance And Enforcement Framework Review

Compliance Officer:	Section 5 - Review C & Framework	Approving
Yes / No / NA	Complainant has been contacted to confirm allegations	Yes / No / NA
Yes / No / NA	All breaches & Entities have been identified and entered on MACS	Yes / No / NA
Yes / No / NA	Significant factors (e.g. media Interest) have been identified and reported	Yes / No / NA
Yes / No / NA	All avenues of investigation have been undertaken	Yes / No / NA
Yes / No / NA	File notes have been maintained, Signed where appropriate and attached to the file	Yes / No / NA
Yes / No / NA	Appropriate investigation methodology was applied	Yes / No / NA
Yes / No / NA	Sufficient Evidence exists to support the recommendations	Yes / No / NA
Yes / No / NA	Documents exhibits have been recorded and stored appropriately	Yes / No / NA
Yes / No / NA	Emerging issues or trends have been identified and reported	Yes / No / NA
Yes / No / NA	Policy decisions or public interest factors (e.g. legal opinion) are filed	Yes / No / NA
Yes / No / NA	Complainant had been notified of the outcome Phone/Email/Letter	Yes / No / NA
Yes / No / NA	Any redress has been confirmed and details included on MACS	Yes / No / NA
Yes / No / NA	Trade letter in support of enforcement action is attached	Yes / No / NA
Yes / No / NA	MPS timeframes have been met	Yes / No / NA
Yes / No / NA	Investigations has been Finalised on MACS	Yes / No / NA
Yes / No / NA	Matter need to be referred to a higher authority for info/action	Yes / No / NA
<b>CLOSURE</b>		
Compliance Officer:		Compliance Officer:
Date:		Date:
Signature:		Signature:

12

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Investigation Detail				Investigation No: I-2012-00755	
MACS Category: 1			Existing Complaints: YES		
Assessed Category: 1			Risk to Disadvantaged: NO		
Priority: LOW			Broad Consumer Base: NO		
Complexity: LOW			Emerging Trend: NO		
Assess. Officer: TREVOR COOK			Enforcement History: NO		
Assess. Date: 02-APR-12					
Assessment Clarification:					
<b>Breaches</b>					
Legislation	Section	Other	From	To	Subst. Breach
AUSTRALIAN CONSUMER LAW (QLD)	Section 29(1)(a)		.....		Y
			Statute Barred Date: 20-MAR-15		
Outcome:			Total Amount Sought 51550		
Outcome Date:			Total Amount Obtained: 0		
<b>Prod/Ind/Cond</b>					
<u>Product</u>					
Category: DISTRIBUTIVE TRADE SERVICES; FOOD/BEV. SERVING; TRANSPORT; UTILITIES; LODGING					
Sub-Category: RETAIL TRADE SERVICES					
Type					
MOTOR VEHICLE SALES					
<u>Industry Group</u>					
Category: RETAIL TRADE					
Sub-Category: MOTOR VEHICLE RETAILING AND SERVICES					
Type					
MOTOR VEHICLES SALES					
<u>Conduct</u>					
Category	Sub-Category		Type		
CONDUCT	MISLEADING/DECEPTIVE CONDUCT NEC		MISLEADING/DECEPTIVE CONDUCT NEC		
CONDUCT	FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY		FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY		
<b>Evidence</b>					
Ref	Type	Collection Method	Date Collected	Storage Location	
<b>Witnesses</b>					
Name	Type	Witness Name	Type	Status	Outcome
<b>Legal Action</b>					
Ref	Type	Date Initiated	Status	Status Date	Trader



Investigation Detail				Investigation No: I-2012-00755	
<b>Breaches</b>					
Legislation	Section	Other	From	To	Subst. Breach
AUSTRALIAN CONSUMER LAW (QLD)	Section 29(1)(a)		.....		Y
				Statute Barred Date: 20-MAR-15	
Outcome:			Total Amount Sought 15850		
Outcome Date:			Total Amount Obtained:		
<b>Prod/Ind/Cond</b>					
<u>Product</u>					
Category: DISTRIBUTIVE TRADE SERVICES; FOOD/BEV. SERVING; TRANSPORT; UTILITIES; LODGING					
Sub-Category: RETAIL TRADE SERVICES					
Type					
MOTOR VEHICLE SALES					
<u>Industry Group</u>					
Category: RETAIL TRADE					
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<b>Legal Action</b>					
Ref	Type	Date Initiated	Status	Status Date	Trader

**Current details for ABN: 51 151 433 528****ABN details**

<b>Entity name:</b>	KAR LAND PTY LTD
<b>ABN status:</b>	Active from 10 Jun 2011
<b>Entity type:</b>	Australian Private Company
<b>Goods &amp; Services Tax (GST):</b>	Registered from 10 Jun 2011
<b>Main business location:</b>	QLD 4122

**ASIC registration - ACN or ARBN**

151 433 528 [View record on the ASIC website](#)

**Deductible gift recipient status**

Not entitled to receive tax deductible gifts

**Disclaimer**

This extract is based on information supplied by businesses to the Registrar of the Australian Business Register. Neither the Registrar nor the Australian Government guarantee this information is accurate, up to date or complete. You should consider verifying this information from other sources.

**ABN last updated:** 13 Jun 2011

**Record extracted:** 30 Apr 2012

**Historical details for ABN: 51 151 433 528****ABN details**

Entity name	From	To
KAR LAND PTY LTD	10 Jun 2011	(current)
ABN Status	From	To
Active	10 Jun 2011	(current)
Entity type	Australian Private Company	
Goods & Services Tax (GST)	From	To
Registered	10 Jun 2011	(current)
Main business location	From	To
QLD 4122	10 Jun 2011	(current)

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**Record extracted:** 30 Apr 2012

Macs checklist for searches.

<b>Details</b>	Exist/New (Macs)	
<b>Trader:</b> <b>BN/ACN:</b>	BN 22308428	ACN 151433528
	Reg'd/Expired/D'reg'd Removed/Unreg'd Using own name	REG'd..... EXAD.....
<b>Licence:</b>	OFT 3477716 #..... Type MD Status licensed OTHER AUTHORITY	
<b>Comments:</b>	#..... Status.....	
<b>Complainant:</b> <b>BN/ACN:</b>	BN.....	ACN #.....
	Reg'd/Expired/D'reg'd Removed/Unreg'd Using own name	EXAD
<b>Licence:</b>	OFT #..... Type..... Status..... OTHER AUTHORITY	
<b>Comments:</b>	#..... Status.....	
Region		

Signed..... Date: 30/4/12

Refer to: .....

**Licence types:**

REA	Real Estate	INT	Introduction Agent
MD	Motor Dealer	TA	Travel Agent
PD	Property Developer	RL	Restricted Letting
SHD	Second Hand Dealer & Pawnbroker	AUCT	Auctioneer
CA	Commercial Agent	SEC	Security Provider/Firm

# QUICK TEMPLATE FOR 'SEARCHES'

*This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.*

X

## 1. MACS

- 1st step – check if complaint already exists; MACS>compliance>complaint>complaint **SEARCH**;
- Key in surname and first initial (in case keyed on incorrectly).
- 2<sup>nd</sup> step – Start keying in the complaint.
- **NB: all Real Estate Agents and Motor Dealers should be licensed with details already on MACS;**
- MACS>compliance>complaint>complaint **DETAILS**;
- Type in consumer details, then next tab:
- Type in first name of the trader only (eg; Harvey Norman; Samsung; or Ray White (with no suburbs/towns added);
- Scroll down to the appropriate business name/trader entity with the correct address. If the business name is registered, the trader should have their BN listed against their name. Write BN number on checklist;
- ACN numbers not shown – when a company name is found on an existing complaint in MACS, search ASIC to find the ACN number. (eg. Samsung search would bring up Samsung Electronics Australia Pty Ltd.) Write ACN number on checklist, print details of company from BACHCO.
- **If the trader is a Real Estate Agent/Motor Dealer;**
- Choose the correct trader listed in MACS, use the right return arrow to bring details 'around', then the license numbers should appear on the screen. Write number on checklist and print details.
- Search>entity search>
- If individual, leave 'TYPE' as individual, key in license number or **first initial** and surname.
- If company, the 'TYPE' field should be changed to 'CORPORATION'.
- **ALL PRINTOUTS SHOULD BE TRADER PROFILE.**

X

## 2. ASIC

- Go to National Names Index, type in the correct Company name, highlight the number, then go to BACHCO. If trader has not been registered on MACS, do searches on ASIC and BACHCO.

X

## 3. BACHCO

- TO PRINT:
- Go to 'Extracts' and type in the Business Number and print out the extract.
- If proprietor of the business name is a company, write down the ACN number on the checklist and print company details.
- Go to 'Retrieve Company Details', type in the ACN number and print details.