



Queensland
Government

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

Complaint file number

C-12 07515

Work unit

INVESTIGATIONS

Investigation file number

I-12 00755

Inspector

S. Capell

Complainant name

Sch4/3/3

1/7/2012

COMPLAINT FILE

Trader's details

Name: KAR LAND PTY LTD

Address: 63 FERRY RD

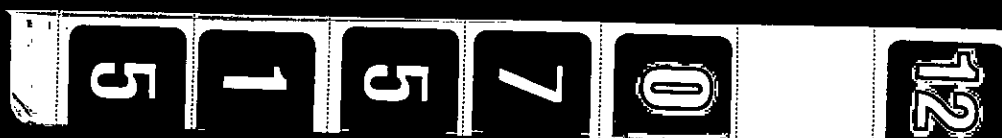
SOUTHPORT QLD 4215

Phone: 1300 692 422

Result due date: 1-JUL-12

Completion date:

Destruction date:



BAR CODE

COMPLIANCE AND ENFORCEMENT FRAMEWORK REVIEW			
Compliance Officer	Section 5 - Review C & E Framework		Approving Officer:
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 (eg: media interest) been identified & 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 been identified and reported		Yes / No / NA
Yes / No / NA	Policy decisions or public interest factors (eg: legal opinion) are filed		Yes / No / NA
Yes / No / NA	Complainant has 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	Trader 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	Investigation 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
CLOSURE			
Compliance Officer:		Approving Officer:	
Date:		Date:	
Signature:		Signature:	

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Investigation Detail

Investigation No: I-2012-00755

Legal Action

Ref	Type	Date Initiated	Status	Status Date	Trader
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TEMPLATE FOR 'SEARCHES'

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

☒ 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)

2nd Step – Trader details

- **NB: all Occupational Licensing (by OFT) should be licensed with details already on MACS**
- MACS > compliance > complaint > complaint DETAILS
- 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 (when applicable)
- 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 at right, print details of company per instructions at Point 2
- **If the trader is a Real Estate Agent/Motor Dealer/Other Occ Lic;**
- 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 at right and print details
- Search > Entity Search >
- If individual, leave 'TYPE' as individual, key in license number of **first initial** and surname
- If company, 'TYPE' field change to 'ALL ENTITY TYPES'

ALL PRINTOUTS SHOULD BE TRADER PROFILE FORMAT.

☒ 2. ORGANISATION SEARCHES

1st Step – Log into ASIC Portal

- Select drop down box under 'Search Within' > Select option (eg. 'Business Name Index') > Type in name of trader > Click 'GO'

2nd Step – Select Appropriate ASIC BN

- Choose appropriate ASIC BN, check tick box for current extract or historical extract > Select 'Add to Cart' > Go to Check out and follow process to retrieve Extract > Click on 'Online Retrieval Status' or wait for extract link to be emailed through > retrieve PDF and print
- **NB:** BACHCO Printouts can be used if ASIC BN is cancelled pre 28/05; if searching for Incorporated Association; or if ASIC BN cannot be found (input file note on MACS if BACHCO BN Extract is printed for post 28/05 trader)

3rd Step – ASIC BN / STATE BN

- Write ASIC BN number and/or STATE BN number etc on checklist

☒ 3. OTHER SEARCHES TO CONSIDER

- ABN
- Other authority licensing
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

TRADER:

MACS: Exist / New

ABN:

Status:

ACN: 151 433 528

Status:

ASIC BN:

Status:

STATE BN:

State:

Status:

LICENCE:

OFT

:

Type:

Status:

OTHER AUTHORITY

:

Type:

Status:

LICENSE TYPES:

- RE – Real Estate
- MD – Motor Dealer
- PD – Property Developer
- RL – Resident Letting
- AU – Auctioneer
- PH – Pastoral House
- BG – Bodyguard
- CA – Commercial Agent
- CC – Crowd Controller
- SEC – Security Provider/Firm
- SF – Security Firm
- PI – Private Investigator
- RS – Restricted Security
- SHD – Second Hand Dealer & Pawnbroker
- INT – Introduction Agent
- ITO – Inbound Tour Operator
- TA – Travel Agent
- TAG – Travel Agent

☒ Documents
Uploaded

☒ Documents
Deleted from
Folder

Signed: ET Branin

Date: 26/6/12

C File Timeframes

ASSESSMENT CHECKLIST

- Correct T Organisation?
- Data Integrity
 - C details
 - T details
 - Description (incl keywords)
 - Dates
 - Codes
- QLD Matter?
- Checked printouts / intel. gathered
- Do we need evidence / further documentation?
- Does this need to be referred?

Legislation

- ACL:
 - False or misleading representations
 - goods or services
 - employment
 - rebates, gifts, prizes
 - bait advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - blowers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
 - In person
 - By phone
 - Shopping centre
 - Competition
 - Lay-by
 - Proof of transaction/itemised bill
 - Repair notices
 - Safety standards
 - Is C a Consumer?
 - Is it relevant?
- PAMDA – Real Estate
 - Motor Dealing
 - Auctioneering
 - Property Developers
 - Commercial Agents
 - Pastoral Houses
 - Trust Accounts
 - Code of Conduct
- ASSOC
- Charities
- Sec. Provider
- SHD & Pawnbrokers
- Introduction Agents
- Fitness Industry COC

- * Update MACS changes
- * Update MACS allocations
- * Check AA complaints folder

Day 1

Date Rec'd: _____

Day 3

Logged MACS: _____

Assessed: _____

Allocated Office: _____

Allocated Officer: _____

Day 10

Complainant Acknowledged _____

Day 30

Aim to Finalise _____