



FEEDBACK REPORT

Wednesday, 17 September 2025

Fair Trading

PSA Feedback from Members

There is still not enough information being provided in the timeframe for consultation until 17 September 2025.

- Has there further consultations with staff particularly in Regional areas?

Freeze on advertised positions – please advise of any proposals to advertise non-executive positions.

Position Descriptions

- Have all the PDs been finalised and available for consultation?

Direct Appointment

- Will be made if the position has not changed by more than 20%. Who decides if staff are directly appointed? The PSA was advise members can challenge the decision.

Regional Impacts

- What is the impact on **Regional Ancillary staff** far north Broken Hill, Taree etc.– will there be direct appointments?

P &C hasn't come out to regions and to understand what's happening – with the limited timeframe this is causing anxiety, confusion and stress for staff who don't know the impact

Identified roles

In **Community Engagement** there are X 2 5/6 that are aboriginal roles. New positions are not identified and of the X 2 9/10, 1 **identified role** is deleted. The ED say there is no requirement to have these positions to be identified.

The (PO) **project offices** in the team – consumer + property. Where does the team sit? Is it Disbanded? What are the roles? There are 16 PO down to 5 PO in new structure. What are functions of new teams – to see what roles / skills / capabilities are.

The automotive unit has been disbanded. How can we state our preferences for positions for direct appointment?

The FAQs has either not answered members questions or referred back to the CMP. The PSA requests the vacancies that are not included but are still part of the current structure.

- There is not enough information in the change management plan for staff to have a clear idea of what is happening and what they need to do. I'm concerned that role descriptions provided in the change management plan are not complete. 1) Capabilities are not available on some role descriptions. 2) 4 roles will be lost, with 2 being Aboriginal Identified/Targeted roles, but whether a role is Aboriginal Targeted is not marked on the Organisational Chart. 3) Staff have been asked to nominate three roles that they would like to apply for, however half of the team is regional. The locations on the Organisational Chart are not listed. Therefore if a staff member from Tamworth lists three roles from Sydney, they are almost guaranteed not to get it/be able to do it. Additionally, in information meetings (of which there were 6 last week), the Teams chat is disabled so people cannot type questions. Meetings are strictly 30 mins each, with minimal time to ask questions at the end. Each meeting leaves staff more confused than the last. I have not been able to book in

meetings and appointments with clients as I'm not sure whether I will be impacted. Around 12 people in team impacted, 400 in stream impacted.

- In the ORG structure for "Governance, Assurance & Performance Branch" currently known as Strategy & Performance. As seen in the ORG structure, my 9/10 role has been removed (Lismore?). Director advised that the reason it had been deleted was because it had no direct reports. However, there are other 9/10 positions without direct reports.
- I'm a Manager within NSW Fair Trading, Customer Service and report to the Director. Within the meeting, the department announced the significant realignment of teams, Role Description changes, and reductions in staff - significantly impacted Grade 3/4 and 5/6 positions. I will be losing three Grade 5/6s in my team - I currently manage 25 staff. I'm unsure if I will be reappointed to my role.
- I'm currently a grade 7/8 within the Fair Trading Assessments (FTAS), there is no clarity in my team - feels like they have been forgotten in this restructure. . It appears the team may have 4 positions in Fair Trading Consumer, Consumer Programs Team as the positions have the word assessment officer in them, 1 9/10, 1 7/8 and 2 5/6's. We are a team of 9 people currently consisting of 1 11/12, 1 9/10, 3 7/8's and 4 5/6's. Concerned his colleagues may be placed into jobs they do not necessarily want to do or are capable of doing as it is to be based solely on the generic capabilities in your role description and there is no choice but to accept it.
- I've raised several concerns: alleging that recent all-staff meetings with employer not recorded/that question time limited to thirty (30) minutes in same sessions, that employer not providing transparency on nature of changes/impacts on regionally based staff and that change seemingly implemented with motive to reduce/eliminate regionally based staff from

organisation; additionally expressing concern with rapidity of change concurrent to lack of clarity from employer and ultimately advising that having no confidence in employer/Management to conduct process satisfactorily.

Deputy Secretary role under proposed structure

The RMP gives end-to-end responsibility to:

- Rental Commissioner for Rental matters
- Strata & Property Commissioner for Strata & Property matters
- Executive Director, Consumer for everything else under the Fair Trading portfolio.

So what is the point of having a Deputy Secretary responsible for Fair Trading and will that position just be a 'post-box' delegating work out to the two Commissioners and Executive Director. From my thinking, the Deputy Secretary will be very light-on with responsibilities and be in the position to divest responsibility to others when things go wrong, but take the credit when things go well.

With the savings made from deleting the Deputy Secretary position, other more useful roles could be created.

Data

Data cannot possibly have been used to determine appropriate resourcing in the Branches. It appears that the Rental Commission has been allocated too many staff and at too high grades in comparison with the other Branches, and particularly the Consumer Branch. The end result is that you create an 'elitist' Branch with very little work to do, while the other Branches will be run off their feet.

The Consumer Branch has been set up to fail. It cannot possibly deliver on what is a broad amount of functions. The Deputy Secretary has talked about developing deep, specialist knowledge which obviously can be done in Rental where they will only deal with one type of matter (i.e. rental) and Strata and Property (where they are dealing

with two types of matters (i.e. strata and property). However, Consumer will be responsible for everything else - the Australian Consumer Law, Automotive, Entertainment Industry, Retail Trading, Debt Collectors etc. So how is it possible to develop deep specialist knowledge in the Consumer Branch?

Licensing Teams

The Licensing Teams continue to be under-resourced and under-graded for the work they do in comparison with other parts of the agency. It is ridiculous how the Rental Commissioner has been able to get resources (number and grading) at the expense of other areas. For example, the Rental Commission has two grade 5/6 officers to undertake the assessment of change of circumstances applications, but this type of work is done by grade 3/4 officers in Licensing. The amount of work which Licensing staff have to get through, is significant in comparison with the two officers dealing with these change of circumstances applications (it is understood that less than 20 applications have been received to date).

Applicants pay a lot of money to obtain a licence, yet Fair Trading does not appropriately resource the Licensing team to deal with the number of applications coming through. The important role that Licensing staff play is under-valued. Licensing staff try their best to provide an excellent customer service but often fall short, due to under-resourcing and under-grading.

Additional functions for Licensing without resources

The Licensing Teams will have to take on additional functions in the new structure. They are already at capacity and if this is the case, then there will be backlogs, complaints by customers and mental health issues for staff as they deal with unreasonable workloads.

Additional functions will include:

- Exemption applications

- Responding to subpoenas
- Preparing for Tribunal matters
- Media inquiries, Ministerials, Ombudsman – even if this work will be the responsibility of another team, Licensing staff will still need to investigate the issue and provide the information
- Implement initiatives identified by staff/customers – these are usually small but make a big difference to customers (like fixing application forms) but will never be important enough for a centralised team to take on
- Automatic Mutual Recognition
- Drafting Standard Operating Procedures (SOPs).

As a result, Licensing should have additional resources to manage these matters. Centralising these functions outside Licensing will not resolve the issue because Licensing expertise will still be needed, like for drafting SOPs. So Licensing needs to be appropriately resourced to handle these additional functions.

Lack of Quality Assurance roles

The RMP has one grade 7/8 Quality role which is in the Strata & Property Branch. How can a modern organisation so under-value Quality functions, that they have only one position? Even recent DCS mandatory training talks about the importance of having Quality Assurance to ensure that Fraud and Corruption is prevented.

Automotive is considered a regulatory priority, however the automotive inspectors unit in consumer services have been disbanded

- Rental is considered a regulatory priority, and they have their own commissioner and inspectors.
- Property is considered a regulatory priority, and they have their own commissioner and inspector.
- Prior to this, Building was considered a regulatory priority, and this resulted in the Building Commission with the attached cohorts of inspectors.

Yet Automotive is a regulatory priority and has nothing? Not even a business unit with the name 'Automotive'?

A motor vehicle is the 2nd most expensive item a consumer is likely to purchase, or if a person rents, the most expensive item they are likely to purchase.

While Fair Trading has stated Automotive and Odometers etc are a regulatory priority, the consumer protections afforded by current legislation, which provided for increased consumer protection, appear to have been abandoned - there will be no qualified persons to prepare expert witness reports, issue rectification orders under MDRA and ACL, and no one to support the complex policy and legislation related to motor vehicles.

Since the auto inspectors were advised they were being disbanded, there has been no advice regarding how these consumer protection and regulatory priority matters will be dealt with:

- Rental have Inspectors.
- Property have Inspectors.
- Building commission have inspectors, including building inspectors and several specialized roles such as electrical and plumbing.
- SafeWork have inspectors, including many specializations.
- Automotive have nothing

The decision to remove the automotive inspectors presents a significant increase in detriment to consumers

There is also the reputational risk to Fair Trading for removing specialist inspectors from an industry deemed to be regulatory priority