



# CBOS

Consumer, Building &  
Occupational Services

*Promoting a fair marketplace*



# Service Delivery

## Accountability and Commitment Policy

Consumer, Building and Occupational Services  
Department of Justice





## Consumer, Building and Occupational Services

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**IMPORTANT NOTE:** This information is for guidance only.



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## CBOS Consumer, Building and Occupational Services

Statutory Offices and Functions  
Leadership and Coordination  
Compliance and Dispute Resolution  
Communications and Projects  
Shared Services

A fair, just and safe Tasmania through  
the delivery of equitable, efficient  
and effective consumer, building and  
occupational regulation.



### Consumer Services

#### Regulatory Services:

- Licensing
- Corporate Affairs
- Rental Services
- Registration to Work with Vulnerable People

#### Technical Regulation:

- Marketplace Standards and Regulation
- Australian Consumer Law
- Product Safety

### Building Services

#### Regulatory Services:

- Licensing

#### Technical Regulation:

- Building Standards and Regulation
- Plumbing Standards and Regulation
- Gas Standards and Safety
- Electrical Standards and Safety

## Purpose

Consumer, Building and Occupational Services (CBOS) has developed this policy to outline the activities we use to deliver our services.

## Who We Are

CBOS is part of the Tasmanian Department of Justice. We regulate consumer, building and occupational licensing. CBOS works with the community to build a fair, just and safe Tasmania.

## Service Standards

Education is our priority

## Service Principles

- helping people to use our services
- giving clear and useful advice
- helping people understand decisions we make
- educating the public about their rights and responsibilities
- encouraging compliance with the law

## Advisory Service – Self-help

CBOS provides a self-help service. We help the public to resolve disputes without a third party becoming involved.

### Self-Help Stages

- Stage One – Talk to the other party
- Stage Two – Write to the other party
- Stage Three - Contact CBOS
- Stage Four - Take legal action

# Service Delivery

## Responses

CBOS is committed to responding to enquiries in the shortest time possible. We aim to contact the consumer within 5 business days after receiving the enquiry.

## Privacy

Any information provided to CBOS is covered by privacy and confidentiality laws.

## Feedback

CBOS is committed to providing excellent service. We value feedback and suggestions about our service delivery and policies. This helps us to improve our services and performance.

## Conduct

CBOS staff will:

- Be honest and professional
- Treat consumers fairly and respectfully
- Be flexible and innovative
- Try all options to resolve a dispute

## Complaints

CBOS accepts enquiries and complaints about individuals, businesses or industries. Difficult matters may take longer to investigate.

General feedback and complaints can be lodged at:

Phone: 1 300 654 499  
Email: [cbosinfo@justice.tas.gov.au](mailto:cbosinfo@justice.tas.gov.au)  
By post: Consumer, Building and Occupational Services  
PO Box 56  
ROSNY PARK TAS 7018

### Complaints about our decisions

A person can appeal a decision made by CBOS. They must refer to the information provided with the decision. If this information was not provided contact CBOS.

If you are unhappy with the response to your appeal, contact the Tasmanian Ombudsman:

Phone: 1800 001 170  
Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)  
By post: Ombudsman Tasmania  
GPO Box 960  
HOBART TAS 7001

# CBOS Decisions and Actions

## Principles

CBOS strives to meet the following principles

Transparency	CBOS is committed to open and transparent communication. By publishing our policies, the public will have a better understanding of what they must do and what CBOS can do.
Consistency	CBOS endeavors to make sure that similar matters have similar results.
Time	The time spent investigating will be in proportion to the level of public risk or how serious the breach of legislation is.
Resources	CBOS allocates resources to target issues in line with the level of risk.
State Service Code of Conduct and Principles	CBOS strictly follows the State Service Principles and the State Service Code of Conduct.



The background of the entire page is a photograph of construction tools resting on a light-colored wooden plank surface. In the upper right corner, a yellow hard hat is partially visible. In the lower right corner, a paintbrush with a red handle and a hammer with a yellow handle are visible. A white rectangular box is centered on the page, containing the text.

## Education

Education is our priority. The more the public are educated in their rights and responsibilities, the easier it is to make sure people comply with the law.

CBOS uses a variety of methods to educate the public and promote compliance

- website
- media
- social media
- printed material
- public workshops, events and forums



## Enforcement

CBOS has a range of enforcement options available to them. Options used depend on the breach and which Act it's under. These are to address conduct which is a risk to the public or a neglect of the law.

The enforcement options are outlined in Figure 1 and Figure 2.

### Priorities

All complaints are looked at but CBOS will decide what action will be taken.

We give priority to matters that show one or more of the following:

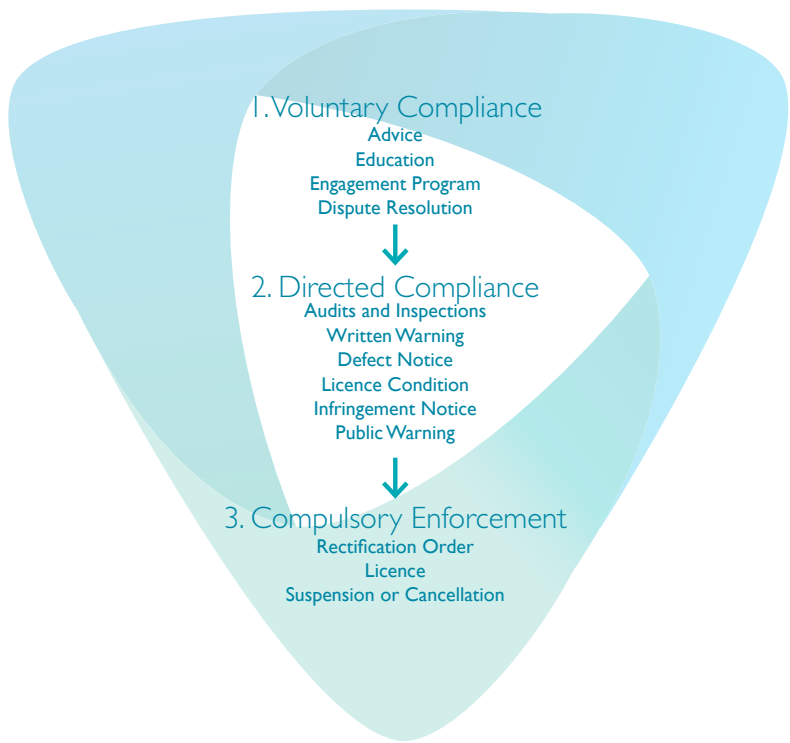
- behaviour of public interest or concern
- actions causing major consumer loss
- activities affecting disadvantaged or vulnerable people
- actions that show constant disrespect for the law
- behaviour involving new or emerging issues
- where we can help educate and deter future breaches
- conduct that may become common

There are some forms of conduct that are so harmful to the public that CBOS will always investigate them. For example, conduct that affects public safety.



# Figure 1: Enforcement Options

Figure 1 shows that there are a number of enforcement options.



*NOTE: The setup of this diagram does not mean that each step needs to be taken, or that the options placed at the same level are similar.*

## Figure 2: Enforcement Options Explained

Figure 2 outlines the options in more detail.

Advice	CBOS will advise the public of their obligations.
Education	CBOS educate industry professionals to improve compliance with regulations.
Engagement Program	CBOS talk to stakeholders to reduce failures in compliance.
Dispute Resolution	CBOS offers advice and mediation to help resolve disputes.
Audits and Inspections	CBOS undertake inspections and audits to monitor compliance.
Written Warnings	A written warning is issued when non-compliance is identified but the Director has decided there is no need for further action.
Defect Notices	A notice can be issued to state defective work is required to be fixed.
Licence or Registration Conditions	A condition may be put on the licence or registration when breaches are identified.
Infringement Notice	Infringement notices are issued for breaches and imposes a financial penalty.
Public Warning	When a breach is an issue to public safety, the Director may release a public warning.
Rectification Orders	An order may be issued when work non-compliant with standards or legislation.
Licence Suspension	A licence may be suspended for a length of time.
Licence Cancellation	Where there is significant breach a licence can be cancelled.
Civil Action	Civil action means beginning a prosecution. This is done by the Director of Public Prosecution in the Civil Division of the Magistrates Court.



## Further Information

You may also contact the Tasmanian State Government Helpline or email CBOS directly.

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Department of Justice - Consumer, Building and Occupational Services

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HELPLINE: 1300 654 499

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Email: [cbosinfo@justice.tas.gov.au](mailto:cbosinfo@justice.tas.gov.au)

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Website: [www.justice.tas.gov.au](http://www.justice.tas.gov.au)

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Address: PO Box 56, Rosny Park, TAS, 7018

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