



Direct Selling Association of New Zealand Code of Practice Annual Report – 2016-17

Code Background

In December of 1997 the Direct Selling Association of New Zealand (DSANZ) undertook the signing of our voluntary code of Practice with the Minister of Consumer Affairs setting in place a compliance requirement for DSANZ members and an Annual Report for the Calendar Year.

The Code was reviewed during the 2001 year and modified to include an anti-enticement clause and an extra territorial clause along with some minor amendments. This was ratified early in 2002.

The last review was completed in May 2009 with changes recommended required under the World Federation Code of Practice model wording and minor fixes to terminology. A full stakeholder consultation was notified ahead of the 2009 changes.

A further technical change was initiated in 2014 to ensure the code did not offer less than the Fair Trading Act for cancellation regardless of public holidays timing.

Additional minor changes were implemented for approval at the DSANZ Annual meeting on 11 May 2017 to remove old references no longer relevant to New Zealand law.

A further review is likely in 2018 once new draft international code guidance is approved by the World Federation of Direct Selling Associations. This review will be formally undertaken with all stakeholders offer the opportunity to submit.

This report tables the performance of the Code of Practice for the 2016 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 11 May 2017.

Complaints

Total Complaints received - 5 (Five)

Member complaints - Consumers (0) Zero

We are pleased to state that we received no member complaints over the 2016 year from consumers

Member complaints - Distributors/agents (2) Two

No complaints were received for members from distributors or agents over the 2016 year.

Member complaints – Member to Member (0) Zero

No complaints were received from members relating to other members actions under the code.

Non - Member Complaints – Five (5)

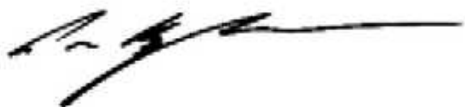
The DSANZ received Five (5) complaints regarding non-member companies/organisations/individuals.

Three complaints related to home shopping trucks and were referred to the Commerce Commission. All three were subject to the ongoing enforcement by the Commerce Commission for non-compliant companies.

Two complaints were not deemed to be direct selling but related to catalogue sales and did not appear to be in breach of the law but potentially a breach of contract to supply. Both came through Citizens Advice queries and advice was given on possible actions.

An assessment of the total dollars involved is

Member Companies -	\$ 0
Non-member companies/organisations/individuals	\$ 2,000 (excluding pyramid schemes)



Signed:
Executive Director
11 May 2017