



# **Direct Selling Association of New Zealand Code of Practice Annual Report – 2017-18**

## **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.

A major 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 new review has just been completed following the approval by the World Federation of Direct Selling Associations of the new WFDSA Code of Ethics. In adopting the changes within the WFDSA Code of ethics into the New Zealand Code of Practice we have as a matter of good practice formally consulted with all stakeholders and where comments have been received we have attempted to ensure we have captured those comments in additional changes to the Code. The new code is to be adopted by the annual general meeting held 3 May 2018 and is endorsed by the DSANZ Board.

This report tables the performance of the Code of Practice for the 2017 calendar year as prepared and presented at the Annual General meeting of the DSANZ on 3 May 2018.

## **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 (0) Zero**

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. Non-delivery of products was the key element in these complaints.

Two complaints were received about door knocking actions of power companies however in both instances cancellation was available to the people under the Fair Trading Act and this was recommended.

### **An assessment of the total dollars involved is**

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



Signed:  
Executive Director  
3 May 2018