

INTERNAL TRADE

WHOLESALE TRADE

Wholesale Trade Survey, 1981-82

A sample survey of wholesale establishments was conducted by the Australian Bureau of Statistics (ABS) in respect of the year ended 30 June 1982. It was the second collection of the wholesale trade sector carried out by the ABS as part of the programme of integrated economic data collections. The first collection was conducted in respect of 1968-69. Within the ABS's programme of integrated economic collections, data for each industry sector conform to the same basic conceptual standards, thereby allowing comparisons between and across industry sectors. The results for the two wholesale trade collections are therefore comparable with results from economic data collections undertaken annually for the mining, manufacturing, electricity, and gas industries and periodically for the retail trade and construction industries.

The aim of the 1981-82 Wholesale Trade Survey was to cover the activities of all wholesale establishments which operated at any time during 1981-82 by means of a sample survey of businesses selected from the ABS's register of businesses. However, because of the methodology used to conduct the Survey, estimates are available only for Australia as a whole and not for individual States or Territories.

The industry classification of establishments in the 1981-82 Wholesale Trade Survey was based on the 1978 edition of the Australian Standard Industrial Classification (ASIC). Wholesale trade as defined in the ASIC includes the resale of new or used goods to retailers or other wholesalers or to institutional (including government), professional, or other business users (including farmers and builders). Generally speaking, it excludes the resale of goods to final consumers for personal or household consumption (defined as retail trade). However, sales of goods under the general heading of 'builders' hardware and supplies' are conventionally treated as wholesale sales in economic statistics.

WHOLESALE ESTABLISHMENTS, SUMMARY OF OPERATIONS BY INDUSTRY CLASS, AUSTRALIA

Year	Establishments operating during year	Persons employed	Wages and salaries	Turnover	Value added	Fixed capital expenditure less disposals
	number	'000	\$m	\$m	\$m	\$m
1968-69	33,296	346	992	13,187	2,545	229
1981-82	39,319	361	4,996	80,778	15,707	555

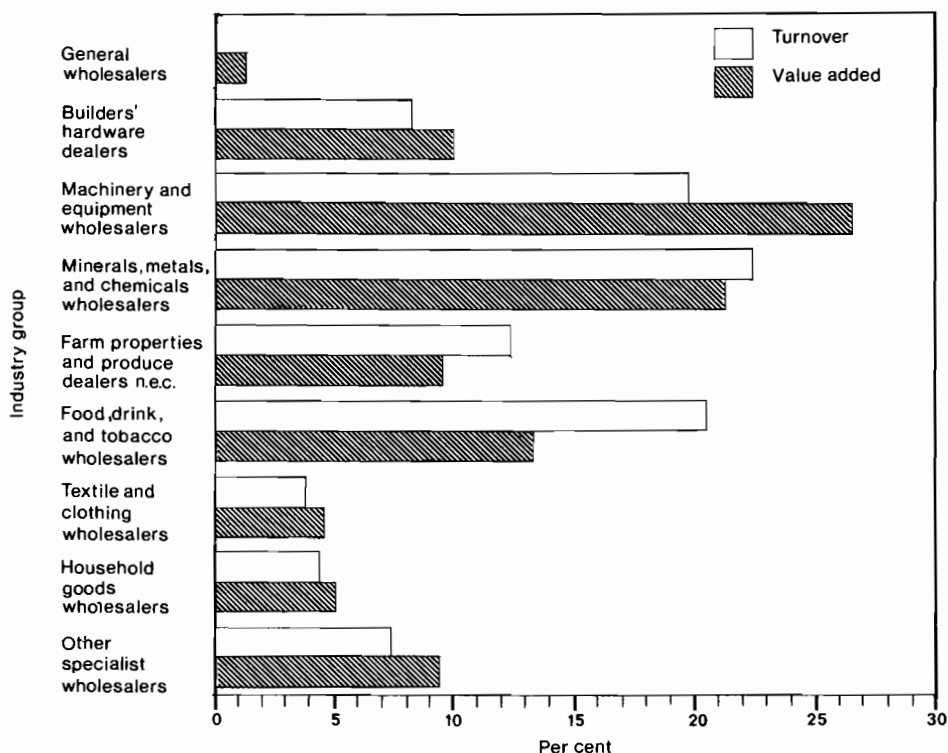


FIGURE 19. Wholesale establishments, turnover and value added by industry group as a percentage of total wholesale trade, Australia, 1981-82.

RETAIL TRADE

Censuses of retail establishments

Statistics of retail sales have been compiled for the years 1947-48, 1948-49, 1952-53, 1956-57, 1961-62, 1968-69, 1973-74, and 1979-80 from returns supplied by all retail establishments in Australia.

In general terms, these censuses have covered the trading activities of establishments which normally sell goods at retail prices to the general public from shops, rooms, kiosks, and yards. Particulars of retail sales obtained from these censuses were designed principally to cover sales to the final consumer of new and secondhand goods generally used for household and personal purposes. For this reason, sales of building materials, farm and industrial machinery and equipment, earthmoving equipment, etc., have been excluded from the censuses. For the same reason, and also because of difficulties in obtaining reliable and complete reporting, retail sales of builders' hardware and supplies, business machines and equipment, grain, feed, fertilisers and agricultural supplies, and tractors were excluded from the censuses. Retail sales of motor vehicles, parts etc., were included whether for industrial, commercial, farm, or private use. Retail census data are available from the Victorian Office of the Australian Bureau of Statistics.

Census of Retail Trade and Selected Service Establishments, 1979-80

The 1979-80 census was the eighth in the series of Censuses of Retail Trade and Selected Service Establishments conducted in Australia, and the third conducted as part of the Australian Bureau of Statistics' programme of integrated economic data collections. Within the programme, data from each industry sector conform to the same basic conceptual standards, thereby allowing comparative analysis between and across different industry sectors.

A much wider range of data was collected than for the previous retail census in 1973-74. The 1979-80 retail census was similar in content and scope to the 1968-69 retail census and was the first retail census in which details of total floor space were collected for all States and the Northern

Territory. Floor space data were not collected for bread and milk vendors, motor vehicle dealers, petrol and tyre retailers, nor for selected service establishments.

The scope of the 1979-80 retail census included all establishments classified to the Australian Standard Industrial Classification (ASIC) (1978 Edition) Subdivision 48 (Retail Trade) and the 'selected service' classes from ASIC Division L (Recreation, Personal, and Other Services). The ASIC classes from Division L are 9133 - Motion picture theatres, 9231 - Cafés and restaurants, 9232 - Hotels, etc., (mainly drinking places), 9233 - Accommodation, 9241 - Licensed bowling clubs, 9242 - Licensed golf clubs, 9243 - Licensed clubs n.e.c., 9340 - Laundries and dry cleaners, 9351 - Men's hairdressers, and 9352 - Women's hairdressing and beauty salons.

The types of establishments not included were vending machine operators, door to door salesmen (other than bread and milk vendors), independent van salesmen, and occasional stall holders (including markets operated on a one day basis).

A range of census data was collected from all retail and selected service establishments owned by multi-establishment enterprises, and single establishment retail and selected service enterprises with turnover of \$50,000 or more (except for establishments classified to the ASIC classes 9232 - Hotels, etc. (mainly drinking places) and 9233 - Accommodation, for which the full range of data was collected irrespective of the enterprises' value of turnover). Employment, wages and salaries, turnover, and floor space (retail enterprises only) were also collected from single establishment retail and selected service enterprises with turnover of less than \$50,000. These small enterprises generally contribute only marginally to statistical aggregates other than number of establishments and floor space.

Lack of comparability of the 1979-80 retail census with the 1973-74 retail census

Comparisons of the results of the 1979-80 and 1973-74 and previous censuses have not been made because of the increased scope and coverage of the 1979-80 census, the differences in methodologies used, and the changes in classification of census units as a result of the later version of ASIC.

Selected statistics from the 1979-80 retail census

The tables below provide some results of the 1979-80 retail census. For more statistics and further information on the scope, coverage, definition, etc. of the census, reference should be made to a series of publications that are available for Australia as a whole and for each State and Territory. The publications include details of operations by industry class; industry and commodity details by regional areas; commodity sales and service takings; selected statistics by retail sales, turnover, and employment size, etc. The publications also include one for the accommodation component of the census and one on selected shopping centre statistics in Victoria.

Definitions of items included in the following tables are:

Establishments at 30 June. The number of establishments in operation at 30 June relates to retail and selected service establishments as such and does not include the number of separately located administrative offices and ancillary units.

Persons employed. Working proprietors and employees (including both full-time and part-time) on the pay roll, including those working at separately located administrative offices and ancillary units. Unpaid helpers are excluded.

Wages and salaries. The wages and salaries of all employees of the establishment, including those working at separately located administrative offices and ancillary units. Drawings of working proprietors are excluded.

Retail Sales. Total value of retail sales of goods.

Turnover. Sales of goods (retail and wholesale); all other operating revenue from outside the enterprise such as repair and service revenue; hiring of consumer goods; commissions; takings from meals and accommodation, hairdressing, theatre admissions, laundry and dry cleaning; and rent, leasing, and hiring revenue. Receipts from interest, royalties, dividends, and the sale of fixed tangible assets are excluded.

Purchases, transfers in, and selected expenses. Purchases of goods for resale and materials for manufacturing; transfers in from establishments of the enterprise other than retail or selected service establishments; charges for commission and sub-contract work; purchases of wrapping and packaging materials, electricity and fuel, and repair and maintenance expenses; outward freight and cartage; motor vehicle running expenses; sales commission payments and rent, leasing, and hiring expenses.

Total floor space. Total floor area occupied by establishments (whether rented, leased, or owner occupied) including basements and upper floors. Parking areas and residential areas are excluded.

**RETAIL ESTABLISHMENTS (a), SUMMARY OF OPERATIONS BY
INDUSTRY GROUP, VICTORIA, 1979-80**

Industry group	Establishments at 30 June	Persons (b) employed at 30 June	Wages and salaries (c)	Retail sales	Turnover	Purchases, transfers in, and selected expenses	Total floor space
	number	number	\$'000	\$'000	\$'000	\$'000	square metres
Department and general stores	204	22,281	174,672	904,590	953,273	706,794	874,679
Clothing, fabrics, and furniture stores	5,336	23,794	153,605	1,181,357	1,202,859	905,940	1,181,916
Household appliance and hardware stores	2,149	11,979	86,823	754,098	857,313	670,020	563,463
Motor vehicle dealers; petrol and tyre retailers	6,644	44,390	329,788	3,173,288	5,319,574	4,410,701	—
Food stores	11,069	70,237	304,573	3,579,074	3,615,046	2,944,572	1,944,717
Other retailers	4,637	20,161	109,325	891,448	926,577	676,020	809,875
Total	30,039	192,842	1,158,786	10,483,854	12,874,641	10,314,047	5,374,650

(a) Excludes single establishment retail enterprises with turnover of less than \$50,000.

(b) Includes working proprietors.

(c) Excludes drawings by working proprietors.

**RETAIL SINGLE ESTABLISHMENT ENTERPRISES WITH TURNOVER LESS THAN
\$50,000, SELECTED ITEMS BY INDUSTRY GROUP, VICTORIA, 1979-80**

Industry group	Establishments at 30 June	Employment at 30 June (a)			Wages and salaries (b)	Turnover	Total floor space
		Males	Females	Persons			
	number	number	number	number	\$'000	\$'000	square metres
General stores	12	10	16	26	26	311	1,010
Clothing, fabrics, and furniture stores	2,268	1,270	2,390	3,660	3,845	58,355	125,419
Household appliance and hardware stores	1,112	1,043	799	1,842	1,832	28,284	76,389
Motor vehicle dealers; petrol and tyre retailers	1,575	2,389	628	3,017	4,560	44,842	—
Food stores	3,026	2,847	3,407	6,254	4,340	96,664	155,499
Other retailers	2,306	1,598	2,032	3,630	2,952	51,026	278,766
Total	10,299	9,157	9,272	18,429	17,554	279,482	637,083

(a) Includes working proprietors.

(b) Excludes drawings by working proprietors.

**SELECTED SERVICE ESTABLISHMENTS (a), SUMMARY OF OPERATIONS BY
INDUSTRY GROUP, VICTORIA, 1979-80**

Industry group	Establishments at 30 June	Persons employed at 30 June (b)	Wages and salaries (c)	Retail sales	Turnover	Purchases, transfers in, and selected expenses
	number	number	\$'000	\$'000	\$'000	\$'000
Motion picture theatres	127	1,744	12,121	8,071	49,112	21,170
Restaurants, hotels, and accommodation	4,294	44,240	240,021	619,561	1,128,615	630,857
Licensed clubs	424	5,024	33,264	64,844	110,148	52,931
Laundries and dry cleaners	416	3,811	29,906	579	74,347	20,262
Hairdressers and beauty salons	545	2,876	19,452	2,729	43,870	12,394
Total	5,806	57,695	334,765	695,784	1,406,092	737,614

(a) Excludes single selected service enterprises with turnover less than \$50,000 (except for hotels, etc. mainly drinking places, and accommodation establishments).

(b) Includes working proprietors.

(c) Excludes drawings by working proprietors.

**SELECTED SERVICE SINGLE ESTABLISHMENT ENTERPRISES (a) WITH TURNOVER
LESS THAN \$50,000, SELECTED ITEMS BY INDUSTRY GROUP, VICTORIA, 1979-80**

Industry group	Establishments at 30 June	Employment at 30 June (b)			Wages and salaries (c)	Turnover
		Males	Females	Persons		
	number	number	number	number	\$'000	\$'000
Motion picture theatres	20	42	25	67	74	324
Restaurants, hotels, and accommodation	606	745	1,181	1,926	2,191	19,152
Licensed clubs	47	69	17	86	333	1,574
Laundries and dry cleaners	443	415	413	828	981	9,278
Hairdressers and beauty salons	2,185	1,067	3,377	4,444	13,142	47,331
Total	3,301	2,338	5,013	7,351	16,721	77,660

(a) Excludes hotels, etc. (mainly drinking places), and accommodation establishments.

(b) Includes working proprietors.

(c) Excludes drawings by working proprietors.

**RETAIL ESTABLISHMENTS (a), SELECTED ITEMS BY STATISTICAL DIVISION,
VICTORIA, 1979-80**

Statistical division	Establishments at 30 June	Employment at 30 June (b)			Wages and salaries (c)	Turnover	Total floorspace (d)
		Males	Females	Persons			
	number	number	number	number	\$'000	\$'000	square metres
Melbourne	28,304	79,408	74,759	154,167	898,150	10,164,311	4,123,282
Barwon	1,913	5,040	5,364	10,404	52,723	554,677	296,888
Central Highlands	1,166	2,880	2,855	5,735	30,266	305,319	214,268
South Western	1,088	2,501	2,257	4,758	22,043	240,327	163,838
Wimmera	718	1,489	1,308	2,797	12,881	142,894	103,413
Northern Mallee	848	2,184	2,084	4,268	21,758	228,764	131,446
Loddon-Campaspe	1,688	3,920	3,871	7,791	36,138	381,322	232,725
Goulburn	1,381	3,446	3,389	6,835	32,701	357,815	217,791
North Eastern	817	1,960	1,674	3,634	18,435	196,991	179,146
East Gippsland	678	1,617	1,544	3,161	15,155	178,465	98,642
Central Gippsland	1,298	2,933	3,380	6,313	31,139	337,129	187,665
East Central	439	708	700	1,408	4,953	66,108	62,629
Total	40,338	108,086	103,185	211,271	1,176,340	13,154,123	6,011,733

(a) Includes all retail establishments.

(b) Includes working proprietors.

(c) Excludes drawings by working proprietors.

(d) Excludes ASIC group 486 - motor vehicle dealers, and petrol and tyre retailers.

**SELECTED SERVICE ESTABLISHMENTS (a), SELECTED ITEMS BY STATISTICAL
DIVISION, VICTORIA, 1979-80**

Industry group	Establishments at 30 June	Employment at 30 June (b)			Wages and salaries (c)	Turnover
		Males	Females	Persons		
	number	number	number	number	\$'000	\$'000
Melbourne	5,630	20,433	25,155	45,588	261,718	1,027,832
Barwon	480	1,364	1,832	3,196	16,420	75,277
Central Highlands	342	729	1,051	1,780	7,855	42,835
South Western	305	717	1,009	1,726	7,322	38,007
Wimmera	211	409	582	991	3,939	21,637
Northern Mallee	228	680	985	1,665	8,885	39,451
Loddon-Campaspe	477	929	1,357	2,286	8,584	52,219
Goulburn	417	929	1,216	2,145	9,031	53,417
North Eastern	313	690	992	1,682	7,399	37,785
East Gippsland	244	526	749	1,275	7,012	31,123
Central Gippsland	312	737	1,226	1,963	9,606	45,858
East Central	148	319	430	749	3,716	18,312
Total	9,107	28,462	36,584	65,046	351,486	1,483,752

(a) Includes all single establishment selected service enterprises with turnover of less than \$50,000.

(b) Includes working proprietors.

(c) Excludes drawings by working proprietors.

**RETAIL ESTABLISHMENTS (a), NUMBER OF ESTABLISHMENTS AND VALUE OF
RETAIL SALES BY COMMODITY ITEM, VICTORIA, 1979-80**

Commodity item	Establishments at 30 June	Retail sales
	number	\$'000
Groceries and confectionery	8,835	1,767,035
Fresh meat	3,021	549,393
Fresh fruit and vegetables	2,951	231,542
Bread, cakes, and pastries	5,424	154,927
Ready to eat take away food, including fresh seafoods	4,770	240,302
Ice cream, soft drinks, milk drinks - for immediate consumption	5,961	107,249
Beer, wine, and spirits	821	250,156
Cigarettes and other tobacco products	7,929	264,916
Furniture, mattresses, awnings, blinds, etc.	1,193	250,975
Floor coverings, carpets, lino, floor tiles, etc.	721	125,337
Fabrics, piecegoods, drapery, manchester, blankets, soft furnishings, etc.	1,601	228,384
Clothing and accessories - men's and boys'	2,056	334,018
Clothing and accessories - women's, girls' and infants'	3,169	559,019
Footwear	1,781	200,186
Radios, radiograms, record players, tape recorders, television sets, and accessories	1,131	197,852
Musical instruments, records, sheet music, etc.	602	83,409
Domestic refrigerators, freezers, washing machines, stoves, clothes dryers, dishwashers, air conditioners, and evaporative coolers	611	139,372
Other household appliances and accessories	1,138	124,462
Kitchenware, china, glassware, and garden equipment	2,181	206,988
Petrol, oils, and motor lubricants, etc.	3,316	754,280
New motor vehicles including trucks and commercial vehicles	656	1,070,603
New parts and accessories for motor vehicles	2,519	271,317
Used motor vehicles including trucks and commercial vehicles	1,206	739,548
Used parts and accessories for motor vehicles	485	37,768
New and used motor cycles, motor scooters, parts, and accessories	289	60,244
New and used tyres, tubes, and batteries for motor vehicles and motor cycles	2,199	155,588
New and used boats, outboard motors, car, box and boat trailers	204	37,210
New and used caravans	103	40,312
Cosmetics, perfumes, toilet preparations, etc.	2,431	166,944
Prescription and patent medicines and therapeutic appliances	1,472	168,309
Photographic equipment and supplies	1,611	57,936
Watches, clocks, jewellery, and silverware	1,408	154,528
Sporting goods and requisites, camping equipment, bicycles, toys, etc.	2,230	189,652
Books, stationery, newspapers, periodicals, devotional and religious goods, artists' requisites	3,790	307,739
Antiques, disposal goods, unredeemed pledges, and other secondhand goods	545	73,570
Cut flowers, garden seeds, shrubs, trees, and other nursery stock	752	63,170

**RETAIL ESTABLISHMENTS (a), NUMBER OF ESTABLISHMENTS AND VALUE OF RETAIL SALES BY
COMMODITY ITEM, VICTORIA, 1979-80 — continued**

Commodity item	Establishments at 30 June	Retail sales
	number	\$'000
Goods not included above	2,247	119,614
Total retail sales of goods		10,483,854

(a) Excludes single establishment retail enterprises with turnover of less than \$50,000.

Survey of Retail Establishments

During the period between censuses, estimates of the value of retail sales are made on the basis of returns received from representative samples of retail establishments. Sample returns are supplied by retail businesses which account for a substantial proportion of all retail sales in Australia. Estimated totals are calculated by methods appropriate to a stratified sample.

Series based on the 1973-74 Census of Retail Establishments are available from September quarter 1975 until June quarter 1982.

Following completion of the 1979-80 retail census a redesigned survey system was introduced for monthly and quarterly estimates of the value of retail sales. The new series of monthly and quarterly estimates are based on the results of the 1979-80 retail census and differ in scope and coverage from that of the previous survey. The new series includes establishments in all States and the Australian Capital Territory, but excludes those in the Northern Territory, whereas the previous series excluded establishments in both Territories.

In addition to total estimates for Australia, the new monthly series provides statistics of the value of retail sales classified by broad industry group for each State and Australia. The new quarterly series provides estimates of the value of retail sales for each State and Australia by broad commodity groups.

In the new series, all establishments in Subdivision 48 of the 1978 edition of the Australian Standard Industrial Classification (ASIC) are included in the scope of the survey, with the exception of motor establishments, bread and milk vendors, footwear repairers, and electrical repairers. The following service establishments are also included: cafes and restaurants, hotels, etc. (mainly drinking places), licensed clubs, and hairdressers.

While the previous survey included licensed hotels and motels predominantly engaged in providing accommodation, these businesses are excluded from the new survey.

The survey is based on a random sample of retail and selected service establishments within the scope of the survey. From the data reported by the sampled establishments, aggregates comprising all retail sales in Australia (excluding Northern Territory) are estimated.

**VALUE OF RETAIL SALES (a), VICTORIA
(\$m)**

Commodity group	1978-79	1979-80	1980-81	1981-82	1982-83	1983-84
Groceries	1,310.5	1,530.5	1,728.5	1,912.9	2,441.9	2,786.8
Butchers' meat	512.3	586.3	630.6	667.8	639.4	645.7
Other food (b)	693.3	757.1	884.6	989.6	1,083.4	1,142.4
Total food and groceries	2,516.1	2,873.9	3,243.7	3,570.3	4,164.7	4,574.9
Beer, wine, and spirits	813.7	897.7	993.7	1,097.6	1,329.9	1,411.0
Clothing and drapery	1,032.1	1,092.0	1,250.0	1,370.8	1,596.9	1,690.2
Footwear	174.0	190.5	215.5	236.8	242.0	266.8
Domestic hardware, china, etc. (c)	286.6	325.8	379.2	424.1	507.0	552.5
Electrical goods (d)	488.1	538.1	638.3	732.7	763.3	881.3
Furniture and floor coverings	329.6	373.4	419.2	457.1	476.5	488.1
Chemists' goods	361.3	394.5	444.4	500.0	477.8	503.2
Newspapers, books, and stationery	247.9	286.1	324.6	350.7	405.9	470.3
Other goods (e)	625.6	700.1	776.0	867.1	932.6	1,010.4
Total (excluding motor vehicle parts, petrol, etc.)	6,875.0	7,672.1	8,684.6	9,607.2	10,896.7	11,848.7

(a) Surveys based on 1973-74 retail census.

(b) Includes fresh fruit, and vegetables, confectionery, soft drinks, ice cream, cakes, pastry, cooked provisions, fish, and wrapped lunches.

(c) Excludes basic building materials, builders' hardware, and supplies. Includes watches, clocks, jewellery and silverware, garden supplies, and garden fertilisers and pesticides.

(d) Includes radios, television sets and accessories, musical instruments, domestic refrigerators, and bottled liquefied petroleum gas.

(e) Includes tobacco, cigarettes, sporting and travel goods, toys, photographic equipment and supplies, and antiques.

OTHER INTERNAL TRADE

Consumer protection

Ministry of Consumer Affairs

On 3 June 1974, the Ministry of Consumer Affairs came into operation under the provisions of the *Ministry of Consumer Affairs Act 1973*. The objects of the Ministry are to promote a fair market place by the improvement of consumer and trader relations, the encouragement, by education, of consumer awareness and responsibility, the investigation and settling of disputes, the investigation of practices which prejudice a fair market, the administration and enforcement of the Acts for which the Minister is responsible, and through legislative development and review.

The Ministry of Consumer Affairs administers the following legislation: *Ministry of Consumer Affairs Act 1973*, *Consumer Affairs Act 1972*, *Small Claims Tribunal Act 1973*, *Disposal of Uncollected Goods Act 1961*, *Motor Car Traders Act 1973*, *Building Contracts (Deposits) Act 1982*, *Market Court Act 1978*, *Residential Tenancies Act 1980*, (part), *Credit Act 1984*, *Credit (Administration) Act 1984*, *Credit Reporting Act 1978*, *Weights and Measures Act 1958* (part), *Chattel Securities Act 1981* (part), *Employment Agents Act 1983*, *Finance Brokers Act 1969*, and the *Local Government Act 1958* (part).

The *Consumer Affairs Act 1972* covers the following topics: Proceedings on behalf of consumers; dishonest or undesirable trade practices (including trading stamps or coupons, false or misleading advertising, misleading marking of prices, mock auctions, door to door sales, unordered goods or services, pyramid selling schemes, and referral selling); marking of merchandise; safe design and construction of goods; imposition of safety requirements by regulation; provisions for packaging regulations; and regulations and standards regarding trade descriptions and product safety. The *Consumer Affairs Act* also covers the establishment of the Victorian Consumer Affairs Committee.

The Ministry of Consumer Affairs comprises five divisions: Education and Community Programs, Policy, Complaints and Claims, Regulation and Standards, and Management and Information Services. In addition, it co-ordinates five bodies: the Victorian Consumer Affairs Committee, the Motor Car Traders Committee, the Market Court, the Small Claims Tribunals, and the Residential Tenancies Tribunal.

Assistance is provided by the Ministry through the following services:

(1) Customer information and referral service

This provides the first point of contact for telephone and personal inquiries. It seeks to provide accurate information and advice on consumer and tenancy matters and to make appropriate referrals. Any member of the public is eligible to use the service, which can be obtained by telephone or personal visit.

(2) Complaints processing and investigation

Staff receive and investigate consumer and tenancy complaints and seek to resolve them through conciliation by mediating between traders and consumers, and landlords and tenants. The service is available to all consumers, traders, tenants, and landlords, but complaints must be lodged in writing or in person.

(3) Redress and adjudication

Articles on the Small Claims Tribunals and the Residential Tenancies Tribunal can be found in Chapter 28 of this *Year Book*.

(4) Regulation and enforcement

This service seeks to minimise unfair business conduct and unsafe and misrepresented products by ensuring compliance with the relevant legislation. The Ministry of Consumer Affairs also identifies and regulates products which require standardisation in terms of information provided, safety, packaging, and labelling, in order to achieve safe and correctly represented products.

The enforcement of legislation involves periodic inspections being undertaken in particular categories of business to maintain a visible presence in the market place. Alleged breaches and particular complaint trends are investigated to ascertain whether legislative requirements are being breached.

(5) Motor Car Traders Committee

This is an independent statutory authority which administers the *Motor Car Traders Act 1973*. This Act regulates motor car trading activities through the licensing of motor car traders and the investigation of complaints and breaches of the Act and its regulations.

(6) Regional and local services

These services aim to reduce barriers to the public's access to the Ministry of Consumer Affairs through an office at Footscray, a mobile van, a visiting service to regions in Victoria, and development of strong links with community groups to provide for the assistance of organisations in the delivery of Ministry programmes. The aim is to ensure that accurate information on consumer affairs is available, relevant referrals made, and recourse to remedial action facilitated.

(7) Consumer and trader education

The Ministry seeks to provide consumers and traders with an understanding of market practices and problems in order that all parties enter the market-place on an equal footing so that informed judgements and choices can be made and complaints and errors minimised. This work involves media campaigns, literature dissemination, public speaking engagements, and advice to and training of consumer groups.

Small Business Development Corporation

The Small Business Development Corporation is a statutory authority established by the Victorian Parliament in June 1976. It operates under the *Small Business Development Corporation Act 1976* and has five members appointed by the Governor in Council. These members have responsibility for the Corporation's overall operations.

The Corporation reports to the Minister for Industry, Technology and Resources, the Minister designated with Special Responsibility for Small Business.

The objective of the Corporation is to do all things possible to develop, increase, and assist small and medium businesses in Victoria. This objective is achieved through the work of the Corporation's divisions — Business Advice, Finance, and Training.

The Business Advice Division determines the specific needs of all enquirers and provides information or refers to the appropriate community sources of advice and expertise. In-depth interviews are arranged and a systematic plan of action developed to help the small business acquire the necessary expertise and financial resources.

The Finance Division counsels new starters and people already in business on finance matters and assists viable businesses to seek suitable finance.

The Training Division aims to increase the participation of existing and intending small business owner/managers in management training. It also encourages the provision of additional courses seen as relevant by small business people.

In addition to these divisions the Corporation is also involved in research on matters of interest to the small business community and publishes booklets and leaflets of educational and informational value.

Further references: Retailing in Victoria since 1957, *Victorian Year Book* 1969, pp. 735-6; Retailing in Victoria 1975, pp. 510-2; Changes in retailing during the 1970s, 1981, pp. 411-12; Economic Censuses, 1968-69, 1983, pp. 382; Census of Retail Trade and Selected Service Establishments, 1981, p.413, 1983, p. 383; Retailing, 1934 to 1984, 1984, pp. 392-402

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