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**From:** Fiona Hussin  
**Sent:** Tuesday, 28 April 2015 5:01 PM  
**To:** Policy AGD  
**Cc:**  
**Subject:** Central Bond Holding Scheme Issues paper

Good Afternoon

Thank you for the opportunity to comment on this. We the movement towards such a scheme as proposed in the paper. Such a scheme will be of great support to particularly vulnerable clients such as ours.

We particularly support recommended option 4: legislate for the establishment of a central bond holding scheme. The desired outcomes of the approach – to fund improved dispute resolution and public awareness programs is ideal, with the additional bonus of making the scheme a more neutral and balanced way of dealing with bonds.

We also support measures which raise awareness about tenancy rights and responsibilities in remote and urban contexts, including promotion of how to access remedies.

Finally, we have in the past recorded our concerns at the absence of sufficiently resourced and effective remote tenancy legal services. We continue to hold these concerns.

Thank you for the opportunity to record our views. Relevant staff of our office would be please to provide more information should this assist.

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