

Dear Mr Harper

I write to you opposing the deregulation of trading hours.

1. I work in a call centre on average 20 hours per week for thirty dollars an hour and double time Sundays and public holidays. The penalty rates and loadings mean an extra 25% wage per annum. I make \$40,000 per year gross. We have a strong union - the USU/ASU - that's why we have such competitive wages.

The business cycle of my work made it very hard to study at university as exam times coincided with work's busy season. Peak time is weekends and the eight and a half years I've worked there has seen a complete decline in my social life. I do not have friends anymore. For a long time I did not ever see my family on holidays such as Easter as I had to work. I am 45 now and will never have children. I try to encourage friends and dates to plan ahead to make time to socialise, but everybody I know is incapable of planning and only know how to be spontaneous. This is odd as many people are in the same boat as me in terms of casual shift work, so you would think they would value planning for the same reason.

Lack of quality of life can increase government costs: for treating depression, unmarried single income households, no children to care for old age, poverty entrapment escapes such as drinking and gambling. Ironically these are growth industries for the middle class, as services to treat these problems requires more jobs for those professionals.

Restriction of hours offers significant benefits to households in terms of quality of life.

2. I live in the City of Sydney local government area and my council is the most incompetent in the world in terms of managing the nuisance and hazards caused by its late night economy and excessive business economy. A cafe set up downstairs and ignored its conditions of consent such as closing times, working outside and noise. When I would complain at 1.00 am, they would swear at me. I would have to telephone council rangers to prove the breaches, but they were understaffed and would take hours to attend. The council would then not witness the hazards and it would look as if I was making it up. This went on for years whilst I was already exhausted working and obtaining my degree. The main problem was that the council authorises all these businesses to trade, particularly at night and weekends, and then does not have the after-hours resources to enforce compliance. The council does not care about residents and wants to drive us out with businesses.

Another shop has this awful employee who hangs around on the street and outside my door and stares at me as I walk in and out my door. There is no embarrassment by him or his boss that he is invading resident's privacy and arguably engaging in intimidation against women in their homes. The council or the police will not do anything to curb his behaviour, indeed they do not have the legislation to do so. This is the reality of the "commerce first, homes second" society which we are town planning: the way this young employee thinks he can invade residents privacy is in fact correct. He can. In previous generations, interfering with peoples' peace and quiet and safety in their homes would be unacceptable.

T Kiernan