

# Online services

## Visit consumer.vic.gov.au to:

- find information on renting, including our RentRight mobile app
- learn about the Australian Consumer Law and download our MyShopRights mobile app
- learn about consumer guarantees with our Party for your rights game
- look up licensed and registered businesses
- report a scam or an unlicensed motor car trader
- raise your concerns about a rooming house
- manage your incorporated association with a myCAV account
- download forms and publications
- find out about our regional mobile service
- keep up to date with our news and events page.

#### consumer.vic.gov.au

1300 55 81 81 (local call charge)







MyShopRights smartphone app: consumer.vic.gov.au/myshoprights

RentRight smartphone app: consumer.vic.gov.au/rentright





Services from Consumer Affairs Victoria are available regionally. Visit consumer.vic.gov.au for more information.

#### TIS

Translating and Interpreting Service **131 450** 

#### TTY

Textphone or modem users only, ring the National Relay Service (NRS) on **133 677**, then quote **1300 55 81 81**.

Callers who use Speech to Speech Relay dial 1300 555 727, then quote 1300 55 81 81.

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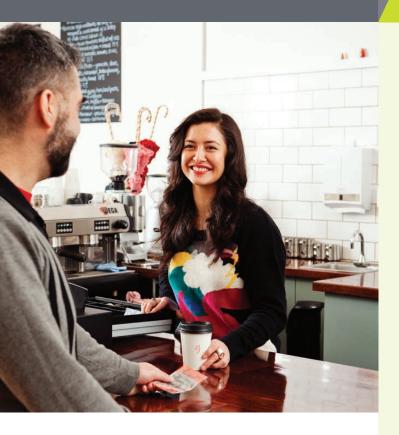
# How we can help you







# **Consumer Affairs Victoria**



# We help business and consumers by:

- informing the community about consumer and business rights and responsibilities
- helping to resolve disputes about building, renting and real estate
- registering and licensing businesses and occupations
- enforcing and ensuring compliance with Victorian and national consumer laws.

# Online advice

#### Visit consumer.vic.gov.au for advice on:

#### **Building and renovating**

Building, renovating, contracts, domestic building insurance, owner builders

# Business licensing and regulation

Conveyancers, debt collectors, estate agents, funeral providers, introduction agents, motor car traders, owners corporation managers, second-hand dealers and pawnbrokers, sex work service providers

## Buying and selling property

Preparing to buy or sell, estate agents, auctions, private sales, contracts, inspections, conveyancing, settlement

#### Clubs and not-for-profits

Incorporated associations, fundraisers, patriotic funds

#### **Motor cars**

Buying a new or used car, cooling-off periods, licensed motor car traders, warranties, repairs

#### Owners corporations

Owners corporation managers, committees, meetings, maintenance, rules, complaints

## **Product safety**

Banned products, safety standards, product recalls

#### Renting

Leases, bonds, repairs, inspections, rent increases, property management, rooming houses, caravan parks, movable dwellings

#### Retirement villages

Choosing a retirement village, contracts, fees and charges, rules, disputes, governance and committees

#### Scams

Online scams, small business scams, travelling con men, report a scam

#### **Shopping**

Refunds, warranties, lay-bys, contracts, door-to-door sales, telemarketing, online shopping

#### **Small business**

Consumer protection for small business