



[consumer.vic.gov.au](http://consumer.vic.gov.au)

1300 55 81 81 (local call charge)



MyShopRights smartphone app:  
[consumer.vic.gov.au/myshoprights](http://consumer.vic.gov.au/myshoprights)

RentRight smartphone app:  
[consumer.vic.gov.au/rentright](http://consumer.vic.gov.au/rentright)



# How we can help you

Services from Consumer Affairs Victoria are available regionally. Visit [consumer.vic.gov.au](http://consumer.vic.gov.au) for more information.

## Online services

Visit [consumer.vic.gov.au](http://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.

### 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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## 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.

## Visit [consumer.vic.gov.au](http://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