

How we can help you



consumer.vic.gov.au

**CONSUMER
AFFAIRS**  **VICTORIA**

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



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**.

June 2017

Published by Consumer Affairs Victoria
121 Exhibition Street Melbourne 3000

Printed by RA Printing, Kilsyth