How we can help you

Visit consumer.vic.gov.au to:
• find information on renting
• learn about the Australian Consumer Law and consumer guarantees
• 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.
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 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