

A directory for consumers and advice providers in South Australia

The Australian Consumer Law

The Australian Consumer Law (ACL) applies both nationally and as a law of South Australia.

The ACL is all about safe products, fair contracts and sound sales practices for all Australians, wherever they live.

Who enforces the ACL?

The ACL is enforced and administered by:

- the Office of Consumer and Business Affairs (OCBA);
- the Australian Competition and Consumer Commission (ACCC); and
- in respect of financial services, the Australian Securities and Investments Commission (ASIC).

Who do I contact if I want advice about a problem with goods and services?

You can contact **OCBA** for advice about any problems with goods and services.

Phone: (08) 8204 9777, country callers 131 882 (local call cost). www.ocba.sa.gov.au

National consumer issues

If your enquiry relates to an issue which has a national aspect, OCBA may refer your enquiry to the **Australian Competition and Consumer Commission**.

You can also contact the ACCC directly.

Phone: 1300 302 502 or visit www.accc.gov.au

Financial services

If your enquiry relates to a financial product or service, such as banking, investment, credit or insurance, OCBA may refer your enquiry to the

Australian Securities and Investments Commission.

You can also contact the ASIC directly.

Phone: 1300 300 630 or visit www.asic.gov.au

Other States and Territories

If your enquiry relates to an issue which occurred in another State or Territory, your enquiry may be referred to that State or Territory's consumer agency.

Visit www.consumerlaw.gov.au for a full list of consumer agencies in Australia.

Can I be confident that my enquiry will be dealt with by the right agency?

Australia's consumer agencies are working together to enforce the ACL. Consumers, businesses and advice providers can contact OCBA, the ACCC, ASIC or another State or Territory's consumer agency to receive advice about the ACL and any problems with goods or services.

All agencies will do what they can to ensure you reach the right person for advice or assistance.

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Specific consumer issues

Some specific consumer issues are the responsibility of a particular agency.

OCBA and the ACCC may refer your enquiry to these agencies if it is clear that your matter should be handled by them.

You can also contact these agencies directly.

- **Product Safety:**
Australian Competition and Consumer Commission. Phone: 1300 302 503
www.productsafety.gov.au
- **Internet and telephone services and media:**
Australian Communications and Media Authority www.acma.gov.au
- **The Do Not Call Register**
Phone: 1300 792 958 for consumer enquiries or 1300 785 749 for industry enquiries. www.donotcall.gov.au
- **Food safety:**
Department of Health (SA)
Phone: (08) 8226 7100. www.dh.sa.gov.au
- **Private health insurance:**
Private Health Insurance Ombudsman
Phone: 1300 737 299.
www.privatehealth.gov.au
- **Therapeutic goods:**
Therapeutic Goods Administration
Phone: 1800 020 653. www.tga.gov.au
- **Energy:**
Energy Industry Ombudsman (SA)
Phone: 1800 665 565. www.eiosa.com.au
- **Financial Services (including banking, investments, credit and insurance):**
Financial Ombudsman Service
Phone: 1300 780 808. www.fos.org.au
- **Postal service:**
Postal Industry Ombudsman
Phone: 1300 362 072. www.pio.gov.au
- **Telecommunications:**
Telecommunications Industry Ombudsman
Phone: 1800 062 058. www.tio.com.au

If I have concerns about how OCBA or another agency has dealt with my enquiry, what can I do?

South Australian Government agencies

If you believe that OCBA or any other South Australian Government agency has treated you unfairly or unreasonably, you may make a complaint to the **South Australian Ombudsman**.
Phone: (08) 8226 8699.

www.ombudsman.sa.gov.au

Australian Government agencies

If you believe that the ACCC, ASIC or any other Australian Government agency has treated you unfairly or unreasonably, you may make a complaint to the **Commonwealth Ombudsman**.
Phone: 1300 362 072 .

www.ombudsman.gov.au



Government of South Australia

Office of Consumer and
Business Affairs