

Thursday, 11 September 2008

### NEW SMART SHOPPING GUIDES FOR CONSUMERS

Consumers can now get practical advice about their rights when shopping, through a new guide launched today by the State Government.

Consumer Affairs Minister Gail Gago said the booklet “Talk about Shopping” provided information to consumers about their rights when purchasing goods and services or renting a property.

“Many consumers are still in doubt when it comes to asserting their basic consumer rights” Ms Gago said.

“The Office of Consumer and Business Affairs receives about 175,000 calls a year from consumers who are confused about their rights in relation to a range of purchases -both large and small - and also rental issues.”

“The booklets provide advice about a range of issues including refunds, lay-by, warranties, buying a mobile phone, scams, renting, getting a loan and buying a car.”

Three groups have been identified who may be at greater risk of misunderstanding their rights:

- Indigenous consumers;
- People with a low literacy level; and
- People from non-English speaking backgrounds.

“By producing a booklet specifically for each of these groups we are recognising the needs of particular consumer groups and aiming to equip them with useful information” Ms Gago said.

“We all want, and deserve, to be treated fairly when we’re spending our money.”

A fourth version targeting indigenous communities in remote areas will be released later in the year.

A network of local groups and organisations that provide services and assistance to the three target groups will assist with the distribution of the publications.

Anyone who would like further information or a copy of *Talk about Shopping*, can contact OCBA on 8204 9516 or 131 882 for country callers.