

News Release

www.ministers.sa.gov.au



Hon Gail Gago
Minister for State/Local Government
Relations
Minister for the Status of Women
Minister for Consumer Affairs
Minister Government Enterprises
Minister Ast Minister for Transport, Infrastructure & Energy

Monday, 30th March 2009

COMPLAINTS ABOUT DOOR-TO-DOOR TRADERS ON THE RISE

Consumers are unhappy with the conduct of door-to-door traders according to latest figures from the Office of Consumer and Business Affairs (OCBA).

Minister for Consumer Affairs Gail Gago says complaint figures for the financial year to date have already topped last year's and common complaints are emerging.

"OCBA is receiving calls about traders who have approached consumers in their home but have not shown identification, raising their suspicions," says Minister Gago.

Traders must show identification to consumers they approach and Minister Gago warns that refusal to do so is a breach of the law.

"Door-to-door traders who don't properly identify themselves to consumers are breaking the law and face penalties of up to \$5,000 if caught," says the Minister.

Other traders are acting illegally by not giving consumers set forms outlining their rights or signing consumers into contracts before the cooling off period has ended.

"A cooling off period isn't an optional condition; it's a safeguard to give consumers time to carefully consider any contracts they enter into," Ms Gago said.

Minister Gago is calling for the public to report any suspicious door-to-door traders to OCBA, adding that public involvement leads to informed and alert consumers.

"It's great to see the community helping bring these things to our attention. The more information OCBA receives from the public, the faster it can keep consumers informed and ahead of the scammers," said the Minister.

For more information on door-to-door trading or to report a suspicious trader call 8204 9777, or 131 882 for regional callers, or visit the website at www.ocba.sa.gov.au.

