

Media Release

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13 September 2005



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Bought something, not happy?

What would you do if you bought something and weren't satisfied? Do you know your rights? Where would you go for help?

The Office of Consumer and Business Affairs (OCBA) will have stands at the forthcoming Riverland and Paskeville field days as part of an education initiative targeting regional consumers.

Minister for Consumer Affairs, Karlene Maywald said, "It concerns me that regional consumers may be unaware of their consumer rights or how to assert them, either through lack of knowledge or a perceived tyranny of distance. OCBA will be setting out to provide information for the public, and emphasise its presence in regional centres."

OCBA has offices at Berri, Mt Gambier and Port Augusta, and regularly services Port Pirie, Whyalla and Port Lincoln.

"Regional consumers may not be aware of the services available to them, but it is essential they feel able to contact OCBA and address their concerns."

"The Consumer Affairs advice line receives over 100,000 enquiries every year from consumers and business alike, wanting advice about such things as refund rights, warranty issues and scams."

OCBA staff will attend the Riverland field days, distributing information and responding directly to queries from the public. The one on one contact has been well received at previous field days as it offers an opportunity for the public to address any queries they have directly with staff.

Three new OCBA publications will be available from OCBA's stand:

- *Building a Home, Additions and Renovating*
- *Buying or Selling a Car*
- *Buying or Selling a Home*

In addition, copies of our general publication *The Smart Consumer* will also be available. This guide is a key reference for consumers and details their rights and responsibilities on a range of issues.

"Consumers and businesses should visit the display in the Pavilion at the Field Days and seek more information. Friendly staff are ready to answer any of your queries."

For further information on consumer rights contact OCBA's Berri office on 131 882 or visit www.ocba.sa.gov.au



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