

News Release

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Government
of South Australia

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

Wednesday, 4th November 2009

NEW CONSUMER RIGHTS CD AIMED AT ABORIGINAL PEOPLE

Aboriginal people from the Anangu Pitjantjatjara Yankunyjatjara Lands will be more empowered to protect their rights as consumers following today's launch of an informative CD called *Talk About Shopping* by Minister for Consumer Affairs Gail Gago.

The new education tool discusses consumer issues in Pitjantjatjara and Yankunyjatjara, as well as English. It has been produced by the Office of Consumer and Business Affairs in collaboration with Service SA.

Speaking at the launch in Coober Pedy Minister Gago said: "This new approach means that many Aboriginal people without English skills will have access to information about shopping and the law in their mother tongue, making the messages clearer and more relevant to them."

"The CD covers many topics, ranging from understanding credit and what you need to think of when buying a car to refund rights and how to make a complaint when things go wrong or when a trader is being unfair.

"For Aboriginal people living in remote South Australia, where consumers can be much more vulnerable, I believe this will be an incredibly important and useful tool.

"As well as being a valuable resource, this project has been the result of excellent collaboration and input from Aboriginal people.

"It features the voices of Aboriginal women, a cover design by a prominent Aboriginal artist from the APY lands and music and lyrics performed by up-and-coming Indulkana group Iwantja Band, thanks to help from APY TAFE.

"Earlier this year a book version of *Talk About Shopping* aimed at people from the APY Lands with low English literacy was launched and it's been well-received by consumers and government agencies distributing the publication.

"This CD reinforces the same sorts of messages in the booklet and, most importantly, it also makes sure Aboriginal people who don't have English skills aren't overlooked when it comes to this awareness and education campaign."

The *Talk About Shopping* CD and booklets will be distributed through Service SA, Families SA and other government agencies through the Lands and at other locations in the north of SA with Aboriginal populations.

OCBA and Service SA are also liaising with several regional and Aboriginal radio stations with the intention of securing air play for the CD so that as many Aboriginal people as possible can benefit from the information.

The following topics are talked about on the CD:

1. What are consumer rights?
2. Receipts when you shop
3. Refunds
4. Lay-by
5. Warranty
6. Advertising
7. Bag searches
8. If you break something in the shop
9. Credit
10. Store credit
11. Bank credit
12. Buying a car
13. Buying a mobile phone
14. Scams
15. Making a complaint
16. Kunpu Ngarma (theme song)

For more information on the *Talk About Shopping* resources or assistance, call 1800 656 279 or visit www.ocba.sa.gov.au