



Australian Competition & Consumer Commission

ACCC publications of interest to consumers

Publications can be obtained from the ACCC Infocentre on 1300 302 502 and are also available from the ACCC website at www.accc.gov.au/fs-pubs.htm.

- » ACCC consumer express—a free monthly newsletter about recent ACCC activities
- » Fair call guide for consumers: advertising guide for businesses providing telecommunications services. May 2004
- » If it sounds too good to be true ... it probably is—spam and scam brochure. March 2004
- » Summary of the *Trade Practices Act 1974*. May 2003
- » Store charter brochure: a service charter for stores serving remote and Indigenous communities. April 2002
- » Fair and square: a guide to the Trade Practices Act for the real estate industry. September 2002
- » Real estate agents and the Trade Practices Act. August 2002
- » Advertising and selling. November 2001
- » Warranties & refunds—a brochure of rights and obligations for consumers and businesses. June 2004
- » Warranties & refunds checklist. May 2004
- » Fair.com: advertising and internet access promotions. January 2001
- » Internet auctions: what you should know before you bid or sell. August 2000
- » Debt collection and the Trade Practices Act. June 1999 (photocopy only)
- » ACCC update—
 - No. 14—Product safety. November 2003
 - No. 13—All about the ACCC. June 2003
 - No. 10—The small business issue. February 2002
 - No. 9—Consumers and market reform. August 2001
- » Unconscionable conduct brochures. March 2001
 - » Are you happy with your retail tenancy lease?
 - » Guaranteed a loan for someone? Lost your house?
 - » Do you supply goods or services to major retail chains?
 - » Bought a franchise without enough information?

Links to other websites

Commonwealth, state and territory consumer affairs/fair trading agencies

Australian Competition and Consumer Commission
1300 302 502 www.accc.gov.au

ACT Office of Fair Trading
(02) 6207 0400 www.fairtrading.act.gov.au

Northern Territory Consumer Affairs
1800 019 319, www.nt.gov.au/justice/graphpages/cba/index.shtml

NSW Office of Fair Trading
13 32 20, www.fairtrading.nsw.gov.au

Queensland Office of Fair Trading
1300 658 030, www.fairtrading.qld.gov.au

South Australian Office of Consumer and Business Affairs
13 18 82 or (08) 8204 9777, www.ocba.sa.gov.au

Tasmania Consumer Affairs and Fair Trading
1300 654 499, www.consumer.tas.gov.au

Consumer Affairs Victoria
1300 558 181, www.consumer.vic.gov.au

Western Australia Department of Consumer and Employment Protection
1300 304 054, www.docep.wa.gov.au

Competition and Consumer Policy Division of the Treasury
www.treasury.gov.au/content/consumer_affairs.asp

Overseas consumer affairs/fair trading agencies

Office of Fair Trading (UK)
www.of.t.gov.uk

US Consumer Product Safety Commission
www.cpsc.gov

Ministry of Consumer Affairs (NZ)
www.consumeraffairs.govt.nz

Commerce Commission (NZ)
www.comcom.govt.nz

Other government regulators of interest

Australian Securities and Investments Commission
www.asic.gov.au

Australian Communications Authority
www.aca.gov.au

Australian Broadcasting Authority
www.aba.gov.au

Food Standards Australia New Zealand (FSANZ)
www.foodstandards.gov.au

Therapeutic Goods Administration
www.health.gov.au/tga

Other related sites of interest

Product safety recalls
www.recalls.gov.au

National Consumer Website
www.consumer.gov.au

Standards Australia
www.standards.com.au