



consumer.vic.gov.au

1300 55 81 81 (local call charge)



How we can help you

Services from Consumer Affairs Victoria are available regionally. Visit consumer.vic.gov.au for more information.

Online services

Visit consumer.vic.gov.au to:

- find information on renting
- learn about the Australian Consumer Law and consumer guarantees
- look up licensed and registered businesses
- report a scam or an unlicensed motor car trader
- raise your concerns about a rooming house
- manage your incorporated association with a myCAV account
- download forms and publications
- find out about our regional mobile service
- keep up to date with our news and events page.

TIS

Translating and Interpreting Service **131 450**

TTY

Textphone or modem users only, ring the National Relay Service (NRS) on **133 677**, then quote **1300 55 81 81**.

Callers who use Speech to Speech Relay dial **1300 555 727**, then quote **1300 55 81 81**.

July 2018

Published by Consumer Affairs Victoria
121 Exhibition Street Melbourne 3000

Printed by RA Printing, Carrum Downs





We help business and consumers by:

- **informing** the community about consumer and business rights and responsibilities
- **helping to resolve** disputes about building, renting and real estate
- **registering and licensing** businesses and occupations
- **enforcing and ensuring compliance** with Victorian and national consumer laws.

Visit [consumer.vic.gov.au](https://www.consumer.vic.gov.au) for advice on:

Building and renovating

Building, renovating, contracts, domestic building insurance, owner builders

Business licensing and regulation

Conveyancers, debt collectors, estate agents, funeral providers, introduction agents, motor car traders, owners corporation managers, second-hand dealers and pawnbrokers, sex work service providers

Buying and selling property

Preparing to buy or sell, estate agents, auctions, private sales, contracts, inspections, conveyancing, settlement

Clubs and not-for-profits

Incorporated associations, fundraisers, patriotic funds

Motor cars

Buying a new or used car, cooling-off periods, licensed motor car traders, warranties, repairs

Owners corporations

Owners corporation managers, committees, meetings, maintenance, rules, complaints

Product safety

Banned products, safety standards, product recalls

Renting

Leases, bonds, repairs, inspections, rent increases, property management, rooming houses, caravan parks, movable dwellings

Retirement villages

Choosing a retirement village, contracts, fees and charges, rules, disputes, governance and committees

Scams

Online scams, small business scams, travelling con men, report a scam

Shopping

Refunds, warranties, lay-bys, contracts, door-to-door sales, telemarketing, online shopping

Small business

Consumer protection for small business