Your guide to Consumer Protection

Information for consumers, shops and businesses on the services offered by Consumer Protection
To obtain copies of this publication please call the Consumer Protection Advice Line on 1300 30 40 54 (for the cost of a local call).

It is also available in other formats on request for people with special needs. Call the Consumer Protection Advice Line on 1300 30 40 54 to discuss your requirements.

If you require an interpreter, contact the Translating and Interpreting Service on 13 14 50 and ask for connection to 1300 30 40 54.
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Consumer Protection, a division of the Department of Commerce, promotes fair trading and consumer protection in Western Australia. We are here to help you by:

• providing information and advice to consumers, shops and businesses about their rights and responsibilities;
• helping consumers resolve disputes with shops and businesses;
• investigating complaints about unfair trading practices;
• prosecuting unscrupulous traders;
• regulating and licensing some business activities; and
• developing legislation, codes of practice and guidelines that protect consumers.

If you need information or advice on any consumer protection issue you can contact our Consumer Protection Advice Line on 1300 30 40 54 from anywhere in Western Australia for the cost of a local call, or visit our website at www.commerce.wa.gov.au/consumer-protection

How we can help you

From the simple act of purchasing the weekly groceries at the supermarket to the complexities of signing a contract to buy a house, we are all consumers almost every day. And being a consumer can be a risky business. It’s important that we get what we pay for, that whatever we purchase does what it is supposed to do and that if something goes wrong we know what remedy to seek.

All consumers and traders in Australia have rights and responsibilities under the Australian Consumer Law (ACL) and need to consider those carefully when buying, selling, or agreeing to contracts. Those rights and responsibilities extend to after-sales services such as guarantees, quality issues, maintenance and repairs. Some matters may arise well after a contract has been signed or a purchase has been made, so knowing your rights is important.

Some areas, like residential tenancy or buying real estate, have additional laws in place to further protect your interests.
Young consumers
As a young consumer, it’s important for you to be a smart shopper and be aware of your consumer rights. Consumer Protection can assist with information on shopping, mobile phones, scammers online and on your phone, cyber-security and being money smart. We are developing a new website aimed at youth, which will be launched late in 2012.

Shops and businesses
Consumer Protection also provides information for traders in all industries to help them understand their rights and responsibilities. We can provide advice on the ACL as well as assisting with such specifics as setting up complaint handling procedures and establishing voluntary industry codes of practice.

Better Trading
Consumers, shops and businesses can subscribe to Better Trading, a free electronic newsletter published by Consumer Protection. It informs you about current issues, important events and future trends in consumer protection and fair trading matters.

Publications
Consumer Protection produces and regularly updates a variety of brochures covering just about anything you can think of regarding consumer rights. We also source many relevant brochures from the Australian Competition and Consumer Commission. Many of our brochures are also produced in languages other than English. Throughout this booklet some of the most popular publications are mentioned, however for the full list, check out the Consumer Protection website.
**Consultation**

Consumer Protection deals with consumers, shops and businesses every day, therefore it’s important for us to regularly seek input so we can continue to contribute effectively to the Western Australian community.

**New and revised legislation**

Consumer Protection produces and amends legislation, codes of practice, guidelines and general consumer information. An important part of this process is seeking public and industry opinion via submissions and forums. The latest consultations can be found on the website at www.commerce.wa.gov.au/consultations

**Advisory committees**

Consumer Protection has two industry advisory groups, the Motor Vehicle Industry Advisory Committee and the Property Industry Advisory Committee, so the relevant industries can have timely input into related policy and regulatory issues.

In addition, consumers can have an impact on the direction of Consumer Protection via the Consumer Advisory Committee, which advises the Minister and the Commissioner for Consumer Protection on:

- the activities and policies of Consumer Protection as they affect consumers;
- current and emerging consumer issues;
- research and education projects relating to consumers; and
- any matter referred to the Committee by the Minister or the Commissioner.

The latest consultations can be found on the website at www.commerce.wa.gov.au/consultations
Shopping

It is important to be aware of your rights when shopping, whether at a store, online, door-to-door or by mail or phone.

Consumer Protection can help you understand your rights and provide advice about faulty goods, lay-bys, refunds, warranties, guarantees, after sales service and retail trading hours. Shop owners can also contact us to find out about their legal responsibilities.

Repair, replace or refund

Under the Australian Consumer Law you have the right to ask for a repair, replacement or refund if the items you purchase are faulty, unsafe, look unacceptable and/or do not do what they are supposed to do. You also have certain statutory entitlements including warranties and ‘cooling-off’ periods for particular transactions.

More information can be found on both the Consumer Protection website at www.commerce.wa.gov.au/consumerprotection and the Australian Competition and Consumer Commission website at www.accc.gov.au

Price scanning

Shopping for your family can be an expensive business, and we know you don’t always have time to check your docket – that’s why Consumer Protection goes shopping for you!

Throughout the year our mystery shoppers will buy a basket of goods from different stores, such as pharmacies, supermarkets, service stations and variety stores, in metropolitan and regional areas. We will then check our docket against the goods’ advertised prices. If the prices don’t tally, we let the retailers know. We will also visit them again to make sure they have lifted their game. If not, they risk being issued with an infringement notice or prosecuted.

Advertising

Who wants to pay a premium for a so-called ‘eco-friendly’ product that turns out to be no better for the environment than a similar product half its price? And why make a snap decision for a ‘limited time offer’ when the offer may still be around months later?

Misleading advertising costs consumers and also hinders market competition. Consumer Protection is determined to stamp out this unfair practice. That’s why our mystery shoppers also scrutinise discount claims and look for misleading advertising. We take unscrupulous traders to court for false and misleading claims about products and services.

iShopWA

If you have a smartphone you can download the free Consumer Protection iShopWA app. iShopWA has all the information you need on refunds and warranties. The app allows you to set reminders for warranties, gift vouchers, online coupon expiry dates and pick up dates for lay-bys, and helps you to keep photos of your receipts. You can even use the app to email photos of illegal ‘no refund’ shop signs to Consumer Protection so that we can deal with it. Go to www.commerce.wa.gov.au/iShopWA or scan the QR code on your smartphone to download iShopWA.
Product safety

As a consumer you have a right to expect that products you buy work properly without any risk of causing illness or injury. Consumer Protection enforces the safety standards for a wide range of products that you purchase such as cots, children’s toys, blind cords, furniture, skimmer boxes and candles.

Each year our officers visit hundreds of retailers and inspect thousands of products to make sure any banned or unsafe items are removed from sale. Infringement notices and formal warnings are issued to retailers and suppliers who fail to comply with product safety standards.

Product Safety Australia’s website at www.productsafety.gov.au provides valuable information on standards, recalls and bans and you can register to be notified about all the latest product safety news.

Service industries

Consumer Protection can supply advice and assistance when you deal with service providers such as debt collectors; drycleaners; employment agents; furniture removalists; motor vehicle repairers; pest control operators; and travel agents.

One such area is the fitness industry. The Fitness Industry Code of Practice gives consumers significant rights when dealing with fitness centres and other fitness providers. The Code includes:

• a 48 hour cooling-off period for all membership agreements;
• requirements for truth in advertising;
• the selling of membership agreements;
• full disclosure of fees and services; and
• a limit of 12 months’ payment in advance.

Other brochures to check out:

Your rights when shopping
The Australian Consumer Law and your safety
Exercise your rights – the fitness code
The Australian Consumer Law and your business
Renting a home
If you rent a house, flat, unit, park home or on-site caravan, or if you are an owner or managing agent of a rental property, make sure you are aware of your rights and responsibilities. We can help by providing information on:
• starting and ending a tenancy;
• lodging a bond;
• rent increases; and
• the notice required to vacate.

The Residential Tenancies Act 1987 substantially changed existing tenancy obligations from mid 2013. To stay on top of how this affects renters, owners and managers, go to www.commerce.wa.gov.au/iRentWA or scan the QR code on your smartphone to download iRentWA.

Buying or selling a home
Buying or selling a house is a complicated and expensive business. Consumer Protection can provide you with advice on all aspects of buying and selling a property, from dealing with real estate agents and contracts of sale to transfer duty and termite inspections.

If you are buying your first home, you may be entitled to a subsidy under the Home Buyers Assistance Account. Please note that this grant can be provided in addition to the federal First Home Owner Grant. We can also assist you with information about the fees and charges involved in buying a home.

Home building
Building a home can be a complex process. We can provide handy advice so you can avoid many of the hassles you could encounter, and offer information and assistance on home building contracts, roof restoration, tiling, plastering, landscaping, pools and driveways.

If you have a problem with a builder or tradesperson for work up to $7,500, we can help you resolve the dispute. The Building Commission (a separate division of the Department of Commerce) which regulates the building industry and provides advice to consumers, can assist with complaints for work over $7,500. For more information phone 1300 48 90 99 or visit www.buildingcommission.wa.gov.au

Holiday accommodation
If you’re booking short-term accommodation then consider choosing an accredited holiday accommodation manager to ensure peace of mind.

There are many types of short-term accommodation, including hotels and motels; caravan parks and chalets; serviced apartments; guest houses; holiday units; resorts and retreats; and private properties. In fact, anywhere that ordinarily offers holiday accommodation for stays less than three consecutive months is considered to be short-term accommodation.

If a problem arises between you and an accredited holiday accommodation manager, and it can’t be resolved even with the help of a Consumer Protection Conciliation Officer, then an
independent Dispute Resolution Panel (DRP) can deal with the matter. The DRP service is free. They have the power to fine, suspend or revoke the accreditation of the accommodation provider.

For a list of accredited holiday accommodation managers or further information, phone (08) 9416 0700 or email accreditation@tourismcouncilwa.com.au

Residential parks

For many Western Australians, moving into a caravan park or lifestyle village is becoming an increasingly popular housing option that offers a unique lifestyle.

The Residential Parks (Long-stay Tenants) Act 2006 and the accompanying regulations outline the responsibilities of park operators and their tenants.

When tenancy issues cannot be resolved, Consumer Protection may be able to assist with further information on what is expected of you and others.

Retirement villages

The housing options available to Western Australian retirees are increasing, and as our population continues to age there’s little doubt that this sector will continue to be one of Western Australia’s growth industries. If you are planning to move into a retirement village, or if you already live in one, Consumer Protection can help you to understand your rights and responsibilities. We can provide advice and support on the many important issues associated with retirement village living. We can even help you to resolve disputes.

Seniors’ Housing Centre

As we get older many of us will look to change our housing arrangements to better suit our lifestyle, particularly as children leave home and full-time work commitments change. The Seniors’ Housing Centre provides free and independent information on the range of housing options open to Western Australians over 55. The centre is intended to give you access, in one service, to information on the many housing options available, such as modifying or re-developing existing homes, renting or moving into a residential park, retirement village or strata titled community housing.

Other brochures to check out:

- Renting a home in WA – a tenant’s guide
- Home buyers survival guide
- Home builders survival guide (parts 1 to 4)
- Park living
- Seniors housing guide
Each year Australians lose over a billion dollars to scammers. Scams target people of all backgrounds, ages and income levels. New varieties of scams appear all the time and it’s important for you to remain vigilant.

Some common types of scams include:

- Advance fee scams
- Bank scams
- Online sales scams
- Charity scams
- Dating and romance scams
- Directory listings and registry schemes
- Employment scams
- Prizes and lotteries

Consumer Protection developed WA ScamNet to help combat this growing problem. On the WA ScamNet website you will find alerts on the latest scams, tips on how to protect yourself and information on the various types of scams.

You can contribute to the fight against scams by sending WA ScamNet suspect emails and letters. We can then identify the most common scams and alert the public. We also provide information to law enforcement agencies here in Australia and overseas.

You can contact the WA ScamNet team by:

**Email**
wascamnet@commerce.wa.gov.au

**Fax**
(08) 9282 0862

**Telephone**
1300 30 40 54

**Post**
WA ScamNet
Consumer Protection
Reply Paid 64772
Locked Bag 14 Cloisters Square
Western Australia 6850

If you want to stay on top of the latest scams, register to receive our free alerts from WA ScamNet at www.commerce.wa.gov.au/wascamnet

Other brochures to check out:
The little black book of scams
Protect your identity
Vehicles

Buying a motor vehicle or recreational boat can be a major expense, but it is possible to avoid potential problems by getting advice from Consumer Protection before you buy. We can provide ideas on what to look out for and give advice on who is responsible for fixing any problems.

Consumer Protection offers information and advice on:
- buying and selling a new or used car or boat;
- buying privately or from a dealer;
- handling disputes and complaints;
- finding licensed dealers and repairers;
- obtaining a dealer’s or repairer’s licence;
- servicing or repairing your vehicle; and
- warranties, quotes and estimates.

Motor vehicle repairers are required to be licensed with Consumer Protection. The licensing process includes aspects such as qualifications, experience, membership of professional organisations and references. The business must also employ certified repair staff for each class of repair work that they carry out. You can check if a motor vehicle repairer is licensed on the Consumer Protection website, or you can look for the licence sticker (shown here), or ask to see the certificate. For further information contact the Motor Vehicles Branch on (08) 9282 4361 or motorvehicles@commerce.wa.gov.au

PPSR

If you are buying a new or used car or boat or other valuable goods you should access the national Personal Property Securities Register (PPSR). The PPSR is an online database that shows all items that have been used as security for a loan and can be accessed at www.ppsr.gov.au

FuelWatch

Thanks to Western Australia’s unique laws you can benefit from being a day ahead of any fuel price hikes and consistent prices throughout the day.

Western Australian fuel retailers are required to notify FuelWatch of their fuel prices for the following day by 2.00 pm and to sell at these prices for a fixed 24 hour period.

FuelWatch helps you to find the cheapest fuel in Perth and most country areas (we cover 80 per cent of Western Australia).

The next day’s fuel prices are available from FuelWatch after 2.30 pm, and if you subscribe you will receive a personalised daily FuelWatch update. To find out the lowest prices on any given day and to save money you can visit the FuelWatch website at www.fuelwatch.wa.gov.au, or call 1300 55 08 08 (available 24 hours a day for the cost of a local call).

Other brochures to check out:
Buying a car – a buyer’s checklist
Repairs to your motor vehicle
Commercial tenancy

Landlords of small businesses, particularly those in larger shopping centres, are not allowed to use their power to intimidate, place undue pressure on or use unfair tactics against shop owners. That kind of behaviour falls under the category of unconscionable conduct and is much more than just hard bargaining in the cut and thrust of day-to-day business. Unconscionable conduct includes harsh, oppressive and unreasonable behaviour.

*The Commercial Tenancy (Retail Shops) Agreements Act 1985* regulates commercial tenancy. The Act provides a balanced negotiating base between owners and tenants and outlaws unconscionable conduct in retail shop tenancies and in business-to-business transactions. This Act also protects sole traders and partnerships.

Small retail businesses can freely form or join tenants’ associations to protect themselves and their rights. A retail shop lease will be void if it prevents or restricts tenants from forming or joining a tenants’ association.

To find out more or for advice on the policy, content and review aspects of the retail/commercial shop tenancy laws, contact the Small Business Development Corporation (SBDC) on 131 246. The SBDC provides a specialist small business guidance, awareness and education service on all aspects of commercial and retail tenancy lease negotiations and operations.

The State Administrative Tribunal on 1300 30 60 17 is responsible for providing a mediation service and determining disputes in relation to retail and commercial shop lease matters.

Licensing and registration

People working in the following industries must be licensed or registered with Consumer Protection:

- debt collectors;
- employment agents;
- land valuers;
- motor vehicle dealers;
- motor vehicle repairers;
- car salespeople and yard managers;
- settlement agents;
- real estate and business agents; and
- travel agents.

By requiring certain occupations to be registered or licensed, Consumer Protection ensures only fit and proper persons, with appropriate qualifications and skill levels, can operate in Western Australia.

Licensing and registration also helps protect consumers from suffering financial loss as a result of defective workmanship, non-completion of work, or the insolvency of the trader by providing a structured dispute resolution system, which helps resolve consumer complaints without the need to go before the courts.

If you want to know how to become licensed or registered in any of these occupations, we can help you. Consumer Protection may also be of assistance if you have a question or complaint about a person or business operating in one of these industries.
Associations, charities, co-ops and partnerships

Many social, sporting and community groups incorporate under the Associations Incorporation Act 1987. This Act provides an inexpensive and simple way to set up a legal entity with the capacity to carry on business in its own right.

We can help your organisation or club become incorporated. It is not compulsory, but there are important benefits for members, including the protection of limited liability. To find out more give us a call or visit the Consumer Protection website.

Any organisation or club collecting money or goods from the public for charitable purposes must be registered with Consumer Protection. There is no cost to register and you can check our website to see if a charity is registered. Visit the Consumer Protection website, click ‘Not for profit’ then ‘Charities’ and use the link to the ‘Licensed Charities Register’. We also offer information and advice about organising collections.

Co-operative organisations are registered entities formed to promote co-operative philosophies, principles, practices and objectives. The organisations encourage and facilitate self-management basis on the legal structure of one member one vote, regardless of the member’s individual share holding. To find out more call (08) 6364 3070 or visit www.commerce.wa.gov.au/co-ops.

A limited partnership is one formed by up to 20 people (or, in the case of a partnership carrying on the business of banking, up to 10 people), at least one of whom must be a general partner and at least one a limited partner. The general partner(s) is liable for all of the debts and obligations of the partnership or firm whereas the limited partner(s) contributes a defined amount of capital to the partnership, but is not otherwise liable for its debts or obligations. To find out more call (08) 9282 0764 (or 1300 30 40 74 for country callers) or visit the Consumer Protection website, click ‘Business’ then ‘Limited partnerships’.

If you are looking for programs and services to help you run your small business, The Small Business Development Corporation (SBDC) can help you. The SBDC is a Western Australian Government agency focused on the development of the small business sector. You can contact the SBDC on 131 246 or find more information at www.sbdc.com.au

Other brochures to check out:
Model rules for incorporated associations
Charitable collections
Complaints and conciliation

Consumer Protection can play a key role in helping you to obtain a fair result if you have a dispute with a shop or business. These four steps may help you resolve your problem:

• Know your rights and responsibilities
• Talk to the shop or business involved
• Put it in writing
• Make a formal complaint.

We recommend you attempt to resolve the complaint yourself, however, if this doesn’t work for you, contact us. We may be able to deal with your dispute or, if not, may suggest another course of action, such as taking your dispute to the civil courts, or applying through a relevant tribunal or industry complaint body (such as the Telecommunications Industry Ombudsman).


FAQs

I recently tried to return a faulty purchase but the shop told me they had a ‘no refunds’ policy. What can I do?

Under the Australian Consumer Law (ACL) shops cannot have policies (or in fact signage) that state ‘no refunds’. As a consumer you have the right to a repair, replacement or refund if your goods are faulty, unsafe or do not work or appear as they should. You also have the right to a repair, compensation or refund if the services you received are not right. We have some tips for consumers on how they can deal with complaining to a shop or business on our website. There is also a ‘Repair, replace, refund problem solver’ on the Australian Competition and Consumer Commission website www.accc.gov.au, which can help you understand how to remedy this situation.

I’ve heard Consumer Protection no longer registers business names. Where do I go now for that?

As of 28 May 2012, the Australian Securities and Investments Commission (ASIC) manages and administers a new national business name registration service. You can find all the information on business name registration, including a search for current businesses, on the ASIC website at www.asic.gov.au/business-names or by calling 1300 30 06 30. Charities are still registered by the Department of Commerce and that information is on our website.

Other brochures to check out:

Complaints and conciliation – a guide for consumers
Complaints – a guide for businesses
How can I check if the measured weight of goods I buy is correct or not?

The National Measurement Institute (NMI) is responsible for trade measurement regulation. They have some handy hints for consumers on their website as well as information for shops and businesses. You can contact the NMI on (08) 9368 8400, or go to their website at [www.measurement.gov.au](http://www.measurement.gov.au)

I think I’ve been scammed. Where do I report it?

Different types of scams can be reported to various agencies. Financial and investment scams need to be reported to ASIC or the WA Police; tax scams to the Australian Tax Office; and spam emails to the Australian Communications and Media Authority. If you are not sure where to go, tell us at WA ScamNet and we can assist you.

I’m not happy with the quality of work that was recently carried out on my home, and the tradesman is not returning my calls. What can I do about getting it fixed?

If the cost of the work you had done is more than $7,500, you can contact the Building Commission for assistance with resolving your complaint. If it is under $7,500 Consumer Protection will be able to help you. Either way there is a lot of information about making complaints on the Department of Commerce website at [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au), or you can phone the advice line on 1300 30 40 54.

How can I make a complaint against my credit provider?

ASIC now handles all enquiries, complaints and licensing for credit, credit providers and finance brokers. You can contact ASIC on 1300 30 06 30, or go to their website at [www.asic.gov.au](http://www.asic.gov.au)

If I sign a lease for 12 months can the landlord put the rent up during that time?

Rent in a fixed term tenancy (in this case for 12 months) cannot be increased during the term of the tenancy, unless the lease agreement says so and it is at least six months since the last increase. Dealing with the concerns of tenants and property owners is one of the major areas of Consumer Protection’s work and there is a lot of information and advice on our website. We also recommend that you read through our brochure ‘Renting a home in WA’ which outlines all the rights and responsibilities of a tenant.
### Useful contacts

Where do I go for information on...

| Food quality and health aspects of food | Department of Health Food Unit  
www.public.health.wa.gov.au  
ehinfo@health.wa.gov.au  
(08) 9388 4999 OR  
Your local Government health service |
|---------------------------------------|-----------------------------------------------------------------|
| Product safety                        | Product Safety Australia  
www.productsafety.gov.au  
psa@accc.gov.au  
1300 302 502 |
| Smoke alarms                          | DFES  
www.dfes.wa.gov.au  
9395 9300 |
| Vehicle safety and standards          | Department of Transport  
www.transport.wa.gov.au |
| Disputes with electricity and gas providers | Energy Ombudsman  
www.ombudsman.wa.gov.au/energy  
energy@ombudsman.wa.gov.au  
(08) 9220 7588 |
| Disputes with a telephone/internet provider | The Telecommunications Industry Ombudsman  
www.tio.com.au  
1800 062 058 |
| Disputes with a financial service or product provider  
(banking, insurance, investments, superannuation, etc) | The Financial Ombudsman Service  
www.fos.org.au  
info@fos.org.au  
1300 78 08 08 |
Contact Us

Department of Commerce
Consumer Protection Division
Gordon Stephenson House
Level 2/140 William Street
Perth Western Australia 6000
Locked Bag 14
CLOISTERS SQUARE WA 6850

Consumer Protection Advice Line
Tel: 1300 30 40 54
(for the cost of a local call)

National Relay Service
Tel: 13 36 77

Website

Administration
Tel: (08) 6251 1400
Fax: (08) 6251 1401

Bond Administrator 1300 30 40 54

Motor Vehicles Branch
Level 5 West Centre
1260 Hay Street
West Perth WA 6000
Tel: (08) 6251 2931

Real Estate and Settlement Advice Line 1300 30 40 64

Regional offices
Goldfields/Esperance
Suite 4/37 Brookman Street
Kalgoorlie Western Australia 6430
PO Box 10154 Kalgoorlie WA 6433
Administration (08) 9026 3250
Facsimile (08) 9021 8648

Great Southern
Unit 2/129 Aberdeen Street
Albany Western Australia 6330
PO Box 832 Albany WA 6331
Administration (08) 9842 8366
Facsimile (08) 9842 8377

Kimberley
Woody’s Arcade Office 7/15 Dampier Terrace
Broome Western Australia 6725
PO Box 1449 Broome WA 6725
Administration (08) 9191 8400
Facsimile (08) 9191 8410

Mid West
Post Office Plaza 50-52 Durlacher Street
Geraldton Western Australia 6530
PO Box 1447 Geraldton WA 6531
Administration (08) 9920 9800
Facsimile (08) 9964 5678

North West
12 Hedland Place
Karratha Western Australia 6714
PO Box 5 Karratha WA 6714
Administration (08) 9185 0900
Facsimile (08) 9185 1234

South West
8th Floor 61 Victoria Street
Bunbury Western Australia 6230
PO Box 1747 Bunbury WA 6231
Administration: (08) 9722 2888
Facsimile: (08) 9791 2263

Website

Administration
Tel: (08) 6251 1400
Fax: (08) 6251 1401

Bond Administrator 1300 30 40 54

Motor Vehicles Branch
Level 5 West Centre
1260 Hay Street
West Perth WA 6000
Tel: (08) 6251 2931

Real Estate and Settlement Advice Line 1300 30 40 64
Department of Commerce
Consumer Protection Division
Advice Line 1300 30 40 54
(for the cost of a local call statewide)
8.30 – 5.00pm weekdays

Gordon Stephenson House
Level 2/140 William Street
Perth Western Australia 6000

Locked Bag 14 Cloisters Square
Western Australia 6850
Administration: (08) 6251 1400
Facsimile: (08) 6251 1401
National Relay Service: 13 36 77

Website: www.commerce.wa.gov.au
Email: consumer@commerce.wa.gov.au

Regional offices
Goldfields/Esperance (08) 9026 3250
Great Southern (08) 9842 8366
Kimberley (08) 9191 8400
Mid-West (08) 9920 9800
North-West (08) 9185 0900
South-West (08) 9722 2888

This publication is available on request in other formats to assist people with special needs.