

Department of Commerce – Consumer Protection Division Indigenous Consumers Education Plan – 12 Principles:

The Commitment	What Consumer Protection is doing
<p>Principle 1: Consumer Protection will work in consultation and negotiation with Indigenous Australian consumers, communities and organisations to develop and deliver a range of culturally appropriate service aimed at informing and educating Indigenous Australians about basic consumer protection issues, changes to consumer protection laws, emerging consumer protection issues and issues of special concern to them.</p>	<p>Consulting with Indigenous community organisations and individuals throughout the state since March 2004.</p>
<p>Principle 2: In addition to specific information and education for Indigenous Australian consumers, Consumer Protection will seek to ensure that general consumer protection information and education initiatives do not alienate or ignore Indigenous Australian consumers.</p>	<p>Encouraging the use of Indigenous images in general publications. For example, see the latest publications list.</p>
<p>Principle 3: Consumer Protection will focus on the following issues in providing specific information and education for Indigenous Australian consumers: motor vehicles; general retail; book up and pin numbers; tenancy issues and basic rights.</p>	<p>Developed Indigenous specific low-literacy publications in the areas of tenancy, car purchase and repair.</p>
<p>Principle 4: Consumer Protection will continue to monitor the Western Australian marketplace to better understand which issues are of most relevance to Indigenous Australian consumers and which require the focus of attention from Consumer Protection.</p>	<p>Conducted in its consultations a survey asking people to rank the top ten issues facing Indigenous consumers.</p>
<p>Principle 5: Consumer Protection accepts the responsibility to be able to refer Indigenous Australian consumers to the relevant agency when the consumer has a complaint that covers a matter outside Consumer Protection’s jurisdiction.</p>	<p>Actively refers all customers, including Indigenous consumers, outside our jurisdiction to other relevant agencies.</p>
<p>Principle 6: Consumer Protection will distribute information relevant to Indigenous Australian consumers provided by other agencies and will actively seek out opportunities to work with other agencies in the development and/or distribution of information relevant to</p>	<p>Provided information from the WA Equal Opportunity Commission (WAEOC) to Indigenous Australians and has worked in partnership with the Tenants Advice Service and the Department</p>

Indigenous Australian consumers.	of Housing developing low literacy publications on renting in WA.
Principle 7: Consumer Protection will continue to release new and updated publications as part of its overall community education plan, however, these publications will be reassessed to ensure that in design and content, they meet the needs of Indigenous Australian consumers. In addition, Consumer Protection will continue, subject to budget considerations, to support the joint production and distribution of publications with other government and non-government partners.	Please refer to comments at commitments 2 and 6.
Principle 8: Consumer Protection will continue to develop new means of making its publications available to the community and to Indigenous Australians in particular. These means will include expanding the network of distribution points, particularly in regional Western Australia, and the use of the regional telecentre network.	Is in the process of setting up a network of advocates who will be able to distribute Consumer Protection information.
Principle 9: Subject to budget constraints, Consumer Protection will continue to enhance its presence at community events and will, in particular, look to expand its participation in events of relevance to Indigenous Australian consumers.	Has significantly increased its involvement in Indigenous community events including NAIDOC week celebrations.
Principle 10: Subject to budget constraints, Consumer Protection will continue to explore new ways of utilising the media to get both general and specific messages to Indigenous Australian consumers.	Has produced press and radio capsules, a regional radio campaign aimed at Indigenous community radio stations in the north of WA.
Principle 11: Subject to budget constraints, Consumer Protection will expand the range of community meetings in both metropolitan and regional Western Australia with emphasis being given to four groups – Indigenous Australians, seniors, youth, and small business.	Since March 2004, the Consumer Protection has held community meetings with Indigenous service providers throughout the State.
Principle 12: Where relevant, Consumer Protection will promote the use of its Contact Centre to Indigenous Australian consumers as a convenient and accessible way to obtain information about basic consumer protection rights and responsibilities.	Promotional items and publications have been developed which all promote the use of the Consumer Protection Advice Line.