

## National agencies

### Australian Competition and Consumer Commission (ACCC)

Competition, fair trading and consumer rights information and complaint investigation.

1300 302 502 | [www.accc.gov.au](http://www.accc.gov.au)

### Australian Securities and Investments Commission (ASIC)

Complaints about a financial product or service, such as banking, investment, credit or insurance.

1300 300 630 | [www.asic.gov.au](http://www.asic.gov.au)

### Australian Financial Complaints Authority (AFCA)

Free and independent dispute resolution of financial complaints, including banking, credit, insurance, investments and superannuation.

1300 565 562 | [www.afca.org.au](http://www.afca.org.au)

## Ombudsmen

### Telecommunications Industry Ombudsman

Internet and telecommunications complaints.

1800 062 058 | [www.tio.com.au](http://www.tio.com.au)

### Energy and Water Ombudsman

Investigates and resolves complaints about WA electricity, gas and water providers.

1800 754 004

[www.energyandwater.ombudsman.wa.gov.au](http://www.energyandwater.ombudsman.wa.gov.au)

### Ombudsman Western Australia

Complaints about WA government agencies, local governments or universities.

1800 117 000 | [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

### Commonwealth Ombudsman

Complaints about federal government agencies, postal operators and private health insurers.

1300 362 072 | [www.ombudsman.gov.au](http://www.ombudsman.gov.au)



**WA ScamNet** – provides latest scams information, tips to avoid being scammed, and what to do if you think you've been scammed.  
[www.scamnet.wa.gov.au](http://www.scamnet.wa.gov.au)



**FuelWatch** – where you will find the lowest daily petrol prices in WA.  
[www.fuelwatch.wa.gov.au](http://www.fuelwatch.wa.gov.au)

Government of Western Australia  
**Department of Mines, Industry Regulation and Safety**

[www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au)

#### Regional offices:

Goldfields/Esperance	(08) 9021 9494
Great Southern	(08) 9842 8366
Kimberley	(08) 9191 8400
Mid West	(08) 9920 9800
North West	(08) 9185 0900
South West	(08) 9722 2888

#### Consumer Protection Division

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

Locked Bag 100 East Perth WA 6892

**Call:** 1300 30 40 54

**Email:** [consumer@dmirs.wa.gov.au](mailto:consumer@dmirs.wa.gov.au)

[www.consumerprotection.wa.gov.au](http://www.consumerprotection.wa.gov.au)



**This publication is available on request in other formats.**

National Relay Service: 13 36 77

Translating and Interpreting Service (TIS): 13 14 50



# Consumer Protection WA

Supporting fair and safe trading in Western Australia



## Your consumer rights

If you buy, hire or lease goods, or pay for services, you have rights under the Australian Consumer Law (ACL). Consumer Protection WA administers the ACL in Western Australia (WA) by:

- dealing with complaints about a business;
- providing information to help you before you buy, and;
- referring you to other services for assistance, including other state, territory or the national consumer agency.

## How Consumer Protection WA helps

Our role includes regulating the property and motor vehicle industries, and helping to resolve issues for consumers when purchases of goods and services don't meet what was promised by the seller or provider.

Our areas of responsibilities include:

- buying, selling or renting a home;
- consumer rights and fair trading;
- motor vehicle sales and repairs;
- charities and associations;
- product safety;
- trading hours;
- scams, including unlicensed traders;
- occupational licenses, e.g. real estate industry, motor vehicle sellers and repairers, employment agents, and debt collectors; and
- investigating and prosecuting unscrupulous traders.

The following pages of this guide outline contact details for who you can contact about various matters, if it is not Consumer Protection WA.

For more information about Consumer Protection WA, visit [www.consumerprotection.wa.gov.au](http://www.consumerprotection.wa.gov.au)

## Building, painting, plumbing and energy

### Building and Energy

- oversees the operation of the building, building surveying, electrical, gas, painting and plumbing industries in WA; and
- deals with disputes between consumers and traders about building and plumbing services.

1300 489 099

[www.dmirs.wa.gov.au/building-and-energy](http://www.dmirs.wa.gov.au/building-and-energy)

## Water

### Department of Water and Environmental Regulation

Deals with complaints which cannot be resolved with a water service provider.

(08) 6364 7000 | [www.dwer.wa.gov.au](http://www.dwer.wa.gov.au)

## Public transport

### Public Transport Authority

Handles complaints and feedback about public transport services in WA.

(08) 9326 2000 | [www.pta.wa.gov.au](http://www.pta.wa.gov.au)

## Weights and measures

### National Measurement Institute

Handles queries or complaints where trade measurement determines price, such as buying meat or transporting freight by weight.

1300 686 664 | [www.measurement.gov.au](http://www.measurement.gov.au)

## Legal services

### The Legal Practice Board

Investigates disputes with a legal practitioner.

(08) 6211 3600 | [www.lpbwa.org.au](http://www.lpbwa.org.au)

## Food safety and health services

### Department of Health – Environmental Health Directorate

Manages queries about general food compliance, food recalls and food-borne illnesses; as well as dairy-related complaints.

(08) 9388 4999 | [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au)

### Local government

Handles enquiries about food production for direct sale, food service, registrations of food businesses, food safety programs, inspections and audits; as well as complaints about food or food premises.

[www.mycouncil.wa.gov.au](http://www.mycouncil.wa.gov.au)

### Health and Disability Services Complaints Office (HaDSCO)

Investigates complaints about health, mental health and disability services in Western Australia.

1800 813 583 | [www.hadscow.a.gov.au](http://www.hadscow.a.gov.au)

### Health Consumers' Council

Advocates on behalf of consumers to doctors, other health professionals, hospitals and the wider health system.

(08) 9221 3422 | [www.hconc.org.au](http://www.hconc.org.au)

## Privacy

### Office of the Australian Information Commissioner

Investigates complaints about handling your personal information.

1300 363 992 | [www.oaic.gov.au](http://www.oaic.gov.au)

### Office of the Information Commissioner

Handles complaints about WA Freedom of Information decisions and requests to amend personal information.

1800 621 244 | [www.oic.wa.gov.au](http://www.oic.wa.gov.au)

## Do Not Call Register

1300 792 958 | [www.donotcall.gov.au](http://www.donotcall.gov.au)

For more information about the Australian Consumer Law, visit [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)