

# The Australian Consumer Law

## What is the Australian Consumer Law?

- The Australian Consumer Law is the uniform Commonwealth, state and territory consumer protection law that commenced on 1 January 2011.
- It forms part of the national consumer policy framework which also includes a national product safety regime and improved enforcement, cooperation and information sharing arrangements between Commonwealth, state and territory consumer protection agencies.
- The national consumer policy framework aims to:

Improve consumer wellbeing through consumer empowerment and protection, to foster effective competition and to enable the confident participation of consumers in markets in which both consumers and suppliers trade fairly.
- It is supported by six operational objectives:
  1. to ensure that consumers are sufficiently well-informed to benefit from and stimulate effective competition;
  2. to ensure that goods and services are safe and fit for the purposes for which they were sold;
  3. to prevent practices that are unfair;
  4. to meet the needs of those consumers who are most vulnerable or are at the greatest disadvantage;
  5. to provide accessible and timely redress where consumer detriment has occurred; and
  6. to promote proportionate, risk-based enforcement.



# Who do I contact if I think my rights under the Australian Consumer Law have been breached?

## National

Australian Competition and Consumer Commission  
1300 302 502  
[www.accc.gov.au](http://www.accc.gov.au)

Australian Securities and Investment Commission  
(for financial products and services)  
1300 300 630  
[www.asic.gov.au](http://www.asic.gov.au)

## States and territories

ACT Government  
Access Canberra – Fair Trading  
13 22 81  
[www.act.gov.au/accessCBR](http://www.act.gov.au/accessCBR)

NSW Fair Trading  
13 32 20  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

NT Consumer Affairs  
1800 019 319  
[www.consumeraffairs.nt.gov.au](http://www.consumeraffairs.nt.gov.au)

Queensland Office of Fair Trading  
13 74 68

[www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

SA Consumer and Business Services  
131 882  
[www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

Tasmania Department of Justice —  
Consumer, Building and Occupational Services  
1300 654 499  
[www.consumer.tas.gov.au](http://www.consumer.tas.gov.au)

Consumer Affairs Victoria  
1300 55 81 81  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

WA Department of Commerce  
1300 304 054  
[www.commerce.wa.gov.au/ConsumerProtection](http://www.commerce.wa.gov.au/ConsumerProtection)

## Where can I find more information?

General information about the Australian Consumer Law can be found at:  
[www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).



Australian Government  
The Treasury



Australian Competition & Consumer Commission



ASIC

Australian Securities & Investments Commission



Fair Trading

CONSUMER AFFAIRS VICTORIA



Queensland Government



Government of Western Australia  
Department of Commerce  
Consumer Protection



Government of South Australia  
Attorney-General's Department



Tasmanian Government



ACT Government

Access Canberra.

NORTHERN TERRITORY

CONSUMER AFFAIRS