



Publication order form

August 2009

**Building Commission • Consumer Protection • EnergySafety •
Labour Relations • Science, Innovation and Business • WorkSafe •
Commission for Occupational Safety and Health**

Publications are free unless otherwise indicated.

To obtain copies of our publications:

- read and print from our website at www.commerce.wa.gov.au. More publications are available on our website than are listed here;
- send an email to: publications@commerce.wa.gov.au;
- fax this form to 9321 6658 (be sure to include your name and address details);
- post this form (be sure to include your name and address details) to:
Department of Commerce
Publications Officer
Locked Bag 14
Cloisters Square
Western Australia 6850;
- telephone our publications officer on 9327 8721; or
- contact any of our offices - see back for contact details.

Remember, before sending this form:

- 1) complete your mailing details in the space provided on the right;
- 2) on the list, tick the box or write the quantity required next to the title of the publication/s you want; and
- 3) be sure to complete your payment details in the space provided on the right if there is a charge for the publication/s you are requesting.

Delivery address (please print)

Title: _____ Initial: ____ Surname: _____

Job title: _____

Company name: _____

Address: _____

Postcode: _____ Telephone no: _____

Email: _____

Payment details

I enclose a cheque/money order for \$ _____
made payable to Department of Commerce

Please debit my: Master card Visa card
with the amount of \$ _____

Card number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiry date: _____

Cardholder's name: _____

Signature: _____

Important notice

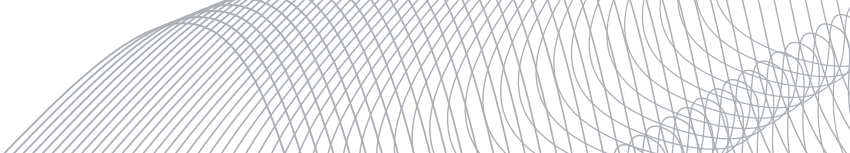
The Department of Commerce was formerly known as the Department of Consumer and Employment Protection. Publications you receive may display the former name. The publications will be updated with the new name when stock is reprinted.

Department of Commerce

Forrest Centre, 219 St Georges Terrace
Perth, Western Australia 6000 (hours: 8.30am - 5.00pm)
Administration: **1300 236 237** Facsimile: 9282 0862
Email: online@commerce.wa.gov.au
Internet: www.commerce.wa.gov.au

Quantity	Title of publication
Corporate	
	Business checklist
	Customer service charter
	Mini guide to the department (DOCEP)
	Publications list
Consumer Protection	
Information for consumers	
	Are you booking short term accommodation?
	Buying a computer
	Carers' guide to consumer protection
	Complaints and conciliation - a guide for consumers
	Contracts – information you need to know
	Exercising your rights - the fitness code
	Indigenous consumers count
	Mini guide to shopping – your rights
	Pyramid schemes
	Real deal - guide for young consumers
	Smart choice 50 plus - a consumer guide
	Shopping tips for travellers
	So you're thinking of moving to a retirement village
	Your guide to Consumer Protection
	Your rights when shopping
Information for businesses	
	Complaints: a guide for businesses
	Damaged goods - information for business
	Disposal of uncollected goods
	The Fair Trading Act - a guide for the trader
	Fitness industry guide to the code of practice
	Our refund policy (shop signs)
	Our refund policy - counter stickers - 2 sizes
	Quoting for repairs
	Retail trading hours
	To the business owner - Making the right decisions
Associations and charitable collections	
	A guide to licensing charitable collections
	Applying for the incorporation of an association
	Altering the rules of your incorporated association
	Complaints about incorporated associations
	House to house collections & telephone marketing
	Introduction to incorporated associations
	Running an incorporated association
	Street collections in the Perth metropolitan area
	Voluntarily winding up an association
Building and property	
	Building your new home – a checklist
	Buying land or property off-the-plan
	Home building: Complaints, disputes and appeals
	Home building: Duty of care and skill
	Home building: Hiring someone
	Home building: Contracts Act 1991
	Home buyers survival guide for WA
	Home indemnity insurance
	Land Valuers
	Roof coating
	Termites and your home
	Understanding the 'Preparation of Plans Agreement' and 'Preliminary Work Contract'

Quantity	Title of publication
Credit and finance	
	A guide to home loans
	Choosing and using your credit card
	Credit and debt
	Dealing with finance brokers
	Interest rates - comparison rates decoded
	Interest rates - comparison rates - FAQs
	Renting goods
	Reverse mortgages for seniors
	Short term lending and cash advances
	When the repo man comes
Motor vehicles and fuel	
	Buying a car - a buyer's checklist
	Do I have to fix it? (a publication for dealers only)
	Inquiry service for motor vehicle traders
	New laws for motor vehicle repairers - what you need to do
	REVS and buying vehicles or boats
Property rental	
	Boarders and lodgers
	Bond administration
	Getting a place in WA - Guide for Indigenous people
	Keeping a place in WA - Guide for Indigenous people
	Leaving a place in WA - Guide for Indigenous people
	Park living - information booklet
	Renting a home in Western Australia - a guide for tenants
	Renting out your property - an owners guide
Product safety	
	Baby bath supports - safety for kids
	Baby walkers - safety for kids
	Basketball ring and backboard safety
	Bunk beds - safety for kids
	Candles & lighters - safety for kids
	Cots - safety for kids
	Curtain & blind cords - safety for kids
	Floatation toys & swimming aids - safety for kids
	Furniture - safety for kids
	Skimmer boxes - safety for kids
	Soccer goalpost safety - safety for kids
	Trampolines - safety for kids
	Unsafe products - complaints guide
Trade measurement	
	Garden & landscape materials - retailer and consumer guide
	Sale of alcohol
	Selling meat: a guide for retailers and consumers
	Trade measurement: pre-packed articles
	Trade measurement: the consumer guide
	Trade measurement: the retailer guide
Real estate and settlement	
These titles are published by the Real Estate and Business Agents Supervisory Board or the Settlement Agents Supervisory Board, with administrative support from the Department of Commerce.	
	Buying a home through an agent
	Buying vacant land
	Choosing a settlement agent
	Home Buyers Assistance Scheme
	Home buyers survival guide for WA



Quantity	Title of publication
	Information for complainants real estate and business broking
	Information for complainants settlement industry
	Licensing of real estate & business agents
	Obligations of property developers
	Property settlement
	Real estate auctions
	Real estate fees - negotiating with an agent
	Sale by offer and acceptance
	Timber pest inspections and reports - guide for homebuyers
	You and your property manager

EnergySafety

Information for electricity consumers

	Guidelines for the management of vegetation near power lines
	New laws Residual Current Devices (RCDs)
	Using electricity safely near water
	Worker safety when cutting trees near power lines

Safe use of gas

	Approval of Type A gas appliances
	Safe use of outdoor gas patio heaters
	Safe locations for using gas barbecues
	Using gas safely in caravans and tents
	Using gas safely in marine craft
	Using LP gas safely

Codes of practice for the electrical industry

	Sale of electrical installation products to the public
--	--

Guidelines for the gas industry

	Approval of industrial gas appliances (type B) in WA
--	--

Other publications for the electrical and gas industry

	About EnergySafety
	Apprentice safety assessment guidelines
	Do you have LP autogas in your vehicle?
	Energy bulletin (issued quarterly)
	Inspection of electrical & gas installations in remote areas
	LP gas pressure regulators in mobile installations
	Safety of electrical appliances in WA
	WA electrical requirements (\$110.00)

Labour Relations

Information for employers and employees

	Carers' leave
	Complaints about wages - an employer's guide
	Creating carer friendly workplaces
	Employing someone - a guide for small business
	Migrants working in WA
	Superannuation choice of fund
	Termination and unfair dismissal
	Time and wages record keeping - employer obligations
	The minimum conditions of employment
	Working in Western Australia II - 1984-2006

Fact sheets

	Buying and selling a business
	Casual or permanent employment
	Electronic surveillance in the workplace
	Employee complaints about pay and conditions

Quantity	Title of publication
	Information for new employers
	Redundancy alternatives
	Sub-contractor or employee
	Long service leave
	Tips for independent contractors
	Types of employment
	Unpaid parental leave

Work life balance

	Mature age employment - options for employees
	Mature age employment - options for employers

WorkSafe

General WorkSafe information

	About WorkSafe
	Overhead powerlines
	Residual current devices (RCDs)
	ThinkSafe Small business assistance program
	First step: managing safety & health hazards in your workplace
	Next step: systematically managing safety & health hazards using WorkSafe Plan
	WorkSafe inspectors
	WorkSafe quicklinks
	Work safety notices

Safety bulletins

	Agents providing workers to clients: managing the safety of workers
	Children at the workplace
	Domestic construction - controlling falling risks while working on roof structures
	Manual handling - cafe and restaurant industry
	Safety and health in bakeries
	Safety and health obligations for owner builders
	Slips, trips and falls - cafe and restaurant industry

All bulletins are available online at www.worksafe.wa.gov.au

SafetyLine newsletter

For an electronic copy of the free quarterly occupational safety and health newsletter, Safetyline. go to www.worksafe.wa.gov.au ⇒ resources ⇒ mailing list to subscribe to this service.

Commission for Occupational Safety and Health

These titles are published by the Commission for Occupational Safety and Health, with the administrative support of the Department of Commerce.

	Commission for Occupational Safety and Health - what it is and how it works
	Occupational safety and health in the WA Public Sector - code of practice

Codes of practice \$3.30 each

	Abrasive blasting
	Concrete and masonry cutting and drilling
	Control of noise in the music entertainment industry
	Excavation
	Fatigue management for commercial vehicle drivers
	First aid facilities & services, workplace amenities & facilities & personal protective clothing & equipment
	Managing noise at workplaces
	Occupational safety and health in call centres
	Prevention and control of legionnaires disease

Quantity	Title of publication
	Safe design of buildings and structures
	Spray painting
	Styrene
	Tilt-up and precast concrete construction
	Violence, aggression & bullying at work
	Working hours
Guidance notes \$3.30 each	
	Alcohol and other drugs at the workplace
	Electricity: residual current devices
	Formal consultative processes at the workplace
	General duty of care in Western Australian workplaces
	Occupational safety & health management and contaminated site works
Guidance notes - first copy free, then \$1.10 per copy	
	Controlling hazards in the electroplating industry
	Dealing with workplace bullying - guide for workers
	Gas welding safety - flashback arresters
	Isolation of plant
	Plant design
	Plant in the workplace
	Powered mobile plant
	Preparing for emergency evacuations at the workplace
	Provision of information on hazardous substances at workplaces - material safety data sheets (MSDS)
	Reducing the risk of infectious diseases in childcare workplaces
	Safe movement of vehicles at workplaces
	Safe use of chemicals in the woodworking industry
	Safe use of woodworking machinery (guarding)
	Soldering in the workplace: rosin fluxes
	Working safely with forklifts
Science, Innovation and Business	
	State of the Future
	AMC News
Other Science, Innovation and Business publications are available from the website www.commerce.wa.gov.au	
Building Commission	
	Dividing fences a guide
	Having plumbing done?
Building facts	
	European house borer
	Resolving payment disputes in building contracts
	Retrospective building approvals
	Sustaining affordable housing
	Swimming pool and spa requirements
Other Building Commission publications are available from its website www.buildingcommission.wa.gov.au	
\$	Total cost of publications ordered

Contact details

Publication request email

publications@commerce.wa.gov.au

Building Commission

31 Troode Street, West Perth WA 6005
 Telephone: 1300 489 099
 Facsimile: 9476 1333
info@buildingcommission.wa.gov.au

Consumer Protection

Forrest Centre
 219 St Georges Terrace, Perth WA 6000
 Advice Line: 1300 30 40 54
 Admin: 9282 0777 Facsimile: 9282 0850
consumer@commerce.wa.gov.au

Energy Safety

303 Sevenoaks Street, Cannington WA 6107
 Telephone: 9422 5200
 Facsimile: 9422 5244
energysafety@commerce.wa.gov.au

Labour Relations

Dumas House
 2 Havelock Street, West Perth WA 6005
 Wageline: 1300 655 266
 Admin: 9222 7700 Facsimile: 9222 7777
labourrelations@commerce.wa.gov.au

Science, Innovation and Business

Level 7
 1 Adelaide Terrace, East Perth WA 6004
 Telephone: 1300 136 237
 Facsimile: 9263 8100
sib@commerce.wa.gov.au

WorkSafe

Westcentre
 5th Floor 1260 Hay Street, West Perth WA 6005
 Info Line: 1300 30 78 77
 Admin: 9327 8777 Facsimile: 9321 8973
safety@commerce.wa.gov.au

Regional offices

Goldfields/Esperance(08) 9026 3250
 Great Southern(08) 9842 8366
 Mid-West(08) 9964 5644
 North-West(08) 9185 0900
 Kimberley(08) 9169 2811
 South-West(08) 9722 2888

www.commerce.wa.gov.au

National Relay Service: 13 36 77
 Quality of service feedback line: 1800 30 40 59

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