



Better Trading

Issue 23: December 2011



Consumer Protection in your pocket

Minister for Commerce, Simon O'Brien, launched a free smartphone app this month. Called iShopWA, the new app will let consumers take information on their consumer rights with them when they are out shopping.

With the new Australian Consumer Law in force for its first Christmas, many consumers may be unaware of the consumer guarantees that now apply to their purchases. Consumer Protection has developed the new app to help get the word out.

"Many people still don't know where they stand when it comes to getting problems with products fixed, or what the different types of warranties mean, but now it's possible to always have this information at hand," Minister O'Brien said at the time.

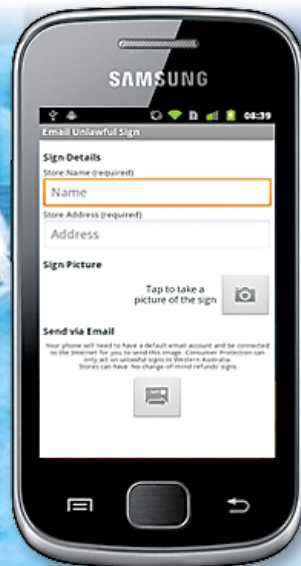
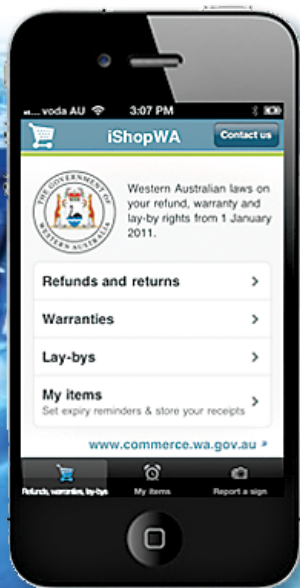


Users can also use iShopWA to store photos of receipts, and set reminders for warranty, gift voucher or online coupon expiry dates, or pick-up dates for something on lay-by.

With the app users can email photos of illegal 'no refund' shop signs directly to Consumer Protection for further action – the only one of its kind in Australia with such a capability.

The app is available for free download from both the iPhone app store and the Android market.

More information about the iShopWA app and its download links is available at www.commerce.wa.gov.au/iShopWA.





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As we enter the gift-buying season of Christmas, there are some extra protections in place for WA consumers.

For the first time, Christmas shoppers are covered by the protections of the Australian Consumer Law (ACL) that came into effect on 1 January 2011. The ACL provisions strengthen consumer rights for a refund, replacement or repair if the gift turns out to be faulty or not as advertised. There is a guarantee that goods sold in the Australian marketplace are safe, durable, free from defects and fit for their intended purpose.

The ACL clearly states that it is the retailer's responsibility to offer a remedy and consumers should not be automatically or routinely referred to the manufacturer to sort out any problems.

The ACL also applies to services. A business that sells a service must automatically guarantee to use an acceptable level of skill or technical knowledge. A service must also be carried out in a reasonable time in cases where there is no fixed time set out in the contract.

Consumer Protection will be taking part in a national campaign to ensure retailers are honouring these guarantees. The campaign will be targeting electronics, whitegoods stores and mobile phone sellers in particular. Consumers, who are having problems resolving their dispute with a retailer in the post-Christmas period, can contact us for assistance on 1300 30 40 54.

Paying large deposits for goods and services can be a risky business. This is proven by the latest data from our Contact Centre which shows that we have received more than 400 enquiries and 113 complaints so far this year from consumers who had paid deposits, but the trader then failed to supply the goods or services.

A large majority of the calls and complaints involved consumers paying a deposit of more than \$5,000 with one consumer paying \$60,000 up front. These are large amounts to put at risk if the trader fails to deliver or faces financial difficulties that prevent the provision of the service or goods.

Generally our advice is to pay no more than 10 per cent deposit, and only if it's required to secure the sale. Certainly never pay the full amount upfront until the item has been delivered, or the work carried out. In the case of a product being custom-built for a customer, the trader may have

a valid reason to demand a higher deposit, but those circumstances would be rare.

A nationally co-ordinated campaign 'Shut the Door on Travelling Conmen' is underway to tackle the problem of travelling con artists who use high pressure sales tactics to take advantage of consumers.

Consumer Protection in WA is working with other state and federal agencies to share information about these itinerant traders who often sell sub-standard products and services at inflated prices. Often we issue warnings about Bitumen Bandits, back of van salespeople, unlicensed roof painters and others who mislead consumers about their qualifications, the quality of their products and work, and those who additionally do not honour the 10 day cooling-off period that is enshrined in law. The consumer is made to believe that they are getting a bargain, but often ends up regretting their decision due to poor workmanship or faults in relation to the goods, and finds it difficult to contact the trader after the sale is made or work is carried out.

Consumers should resist dealing with these people who knock on their door or approach them without an invitation. When major work needs to be carried out around the home, time is needed to get several quotes and check out the credentials of the tradesperson who, in some cases, may require a licence.

A national hotline has been set up to collect information on these itinerant traders and information is shared with government agencies. Many of these traders are constantly on the move and sometimes cross State borders. Many are from overseas and quickly leave the country after making their money dishonestly.

The number is 1300 133 408 and anyone who is approached by these traders should provide information to this national hotline, including descriptions of people involved and licence plate numbers of their vehicles, if possible.

'Don't be a jackass with jacks'

Research undertaken by the Australian Competition and Consumer Commission (ACCC) found that, in less than 10 years, 46 fatalities involving car jacks, vehicle ramps or blocks were reported. Every year many more Australian men are seriously injured while working under their cars.



Because practitioners of do-it-yourself (DIY) vehicle maintenance tend to ignore product warning

labels and disregard the risk of death and serious injury from lifting and suspending vehicles, Consumer Protection collaborated with other Australian government agencies to find innovative ways to get the message to the target audience.

The national safety campaign commenced in September and targets men aged 18–40, aiming to raise awareness about the risks associated with DIY vehicle maintenance and the simple steps to minimise the risks.

Forty thousand free QR-coded postcards have hit stands in cinemas, pubs and cafés around the country encouraging car jack users to enter an online competition to win prizes like six laps in a V8 supercar, with one Western Australian guaranteed to win. Entrants to the competition just have to watch a short video clip made especially for the campaign and answer a simple

question about it. The dedicated website with all you need to know about working under a vehicle is easily viewed on a mobile phone, and the competition runs until the end of January.

People who want copies of the new brochure about working under vehicles, or to find out about the mandatory safety standards for car jacks, stands and ramps can contact Consumer Protection's Product Safety Unit on 1300 30 40 54.

Information about doing DIY work safely under a car, and entry to the competition can be found at: www.productsafety.gov.au/dontbeajackass. The competition closes at 2 pm on Tuesday, 31 January 2012.



Co-operatives a vital part of WA's economy

The importance of co-operatives and other member-based enterprises to WA's economy are set to be highlighted during the United Nations' International Year of Co-operatives in 2012.

The top 20 co-operatives, mutuals and credit unions in WA have a combined annual turnover of \$5.8 billion, represent 1.75 million members and employ almost 5,000 people, making this sector an integral part of the State's business landscape.

The fact that four of the top five of these enterprises in Australia are based in WA is proof that this business model is highly successful here and our enterprising talent has ensured their success. Grain handler and marketer CBH takes first place, followed by HBF Insurance third, automotive business Capricorn Society fourth and RAC WA fifth, based on annual turnover.

Co-operatives generate profits for members or operate for a community purpose and are set apart from other forms of enterprise

by their commitment to democratic member control, community support and education.

Next year there will be international recognition of co-operatives around the world, which will put a spotlight on the massive contribution they make to social and economic development in many countries. In WA, co-operatives were born in rural and remote areas, servicing mostly primary industries. Today they cover a wide range of activities including farming, fishing, meat processing, motoring and automotive services, hardware, irrigation, building and distribution services.

The philosophy of a sustainable business model providing benefit to members and their communities makes co-operatives and other member-based organisations a particularly resilient form of enterprise in the face of financial uncertainty. But their contribution is not just economic; they also provide many social benefits for the communities they serve. For example, the Geraldton Fishermen's



Co-operative funds its own research facility aimed at promoting the long term health and sustainability of WA's rock lobster industry.

The overhaul of the Co-operatives Act in 2009 gave WA the most modern legislation of its type in Australia, and perhaps the world. A dedicated unit has been established at the Department of Commerce to provide advice and support to co-operatives, highlighting their importance and our confidence in the future of this vital sector of our economy.





The State Government has moved to combat property fraud by toughening rules on identifying sellers – action required after owners of a Ballajura property, who were living overseas, became victims of identity theft and had their home sold without their knowledge or permission.

It was the second successful fraudulent sale of a Western Australian property after a home in Karrinyup was sold under similar circumstances last year.

Commerce Minister, Simon O'Brien said the codes of conduct to both

real estate and settlement agents had been strengthened.

"Agents will be required to undertake thorough identity verification checks to ensure they are dealing with the real owner of the property," Mr O'Brien said.

Guidelines issued by the Commissioner for Consumer Protection advise agents to carry out a 100-point client identification verification to certify that they are dealing with the true owner(s) or their authorised representative.

Officers from the Property Industries Directorate of Consumer Protection will conduct regular visits to agents to ensure they have the necessary processes in place to conform to the new requirements in the codes of conduct.

Complying with the codes of conduct is a strict requirement of licences, so it's essential for all real estate and

settlement agents to take immediate steps to establish strong identity verification procedures in their office to avoid future fraud.

The new checks are designed to detect scams at the earliest stage and are complementary to measures put in place by Landgate for transactions involving owners living overseas.

Consumer Protection acknowledges the support of REIWA and the Australian Institute of Conveyancers in working closely with the State Government to develop these changes.



Associations Online

There are almost 17,000 incorporated associations and clubs currently registered in Western Australia covering a broad range of community activities including sporting, recreational, social, cultural, spiritual and professional interests.

In November 2011 the Department of Commerce launched *AssociationsOnline*, a free portal specially designed to provide convenient online services for those involved in associations and clubs. In effect, we are adding to our paper based practice with a modern online system.

AssociationsOnline includes a range of general services that are available to all members of the public making it more convenient to:

- search for incorporated associations and view registration information including legal names, registration numbers and incorporation dates;
- view a list of documents lodged with the Department under the *Associations Incorporation Act 1987*;

- purchase copies of documents online;
- check the availability of a proposed name; and
- submit applications to incorporate new associations.

In February 2012 incorporated associations will be able to enrol to use *MyAssociation* which will allow organisations to:

- submit forms notifying the Department of alterations to the rules, the name or objects;
- update the association's contact information including addresses, telephone contacts and email address;
- submit applications for extensions of time to hold annual general meetings;
- purchase a replacement certificate of incorporation;
- pay application fees online; and
- view the progress of submitted applications.

associationsonline

The hard copy form processes are still available but Consumer Protection will be encouraging everyone to use *AssociationsOnline*. The feedback so far has been very positive with one user commenting that "*the process was very easy to use and seems to be well designed*".

The service is available now, so for more information on enrolling to use *AssociationsOnline* visit www.commerce.wa.gov.au/associationsonline. The Associations Branch of Consumer Protection can also help with any questions and is available on 9282 0764 or 1300 30 40 74 for country callers.



Views canvassed on strata manager licensing



Strata title has become an increasingly popular form of ownership in the Western Australian property market as more people are choosing villas, townhouses and apartments over the old quarter acre block.

Strata titles now make up about one-third of all forms of ownership registered in WA and according to Landgate, an average of 10,000 new strata lots are created every year.

With this increase in popularity, it is even more important that strata title properties are managed efficiently and transparently and that they are properly maintained.

While the exact number of strata managers operating in WA is unknown,

the State's peak industry body for strata managers – Strata Community Australia (WA) – estimates that there are approximately 300 practitioners, ranging from people whose full time occupation is strata management, to others (often lawyers, real estate agents or accountants) who provide occasional strata management services.

To make sure the best systems are in place in relation to the management of strata title properties, the State Government has released a discussion paper on the licensing of strata managers in WA.

Currently only New South Wales and the Northern Territory require strata managers to be licensed. In WA, two previous Parliamentary inquiries and an independent review recommended greater regulation of strata managers but there were differing views on whether they should be licensed.

A discussion paper was released on 31 October, 2011, marking the beginning of a four-month consultation period aimed at getting a range of views on the issue.

The options put forward in the discussion paper include licensing strata managers, regulation without licensing and maintaining the status quo.

If a licensing regime is to be introduced, there needs to be consideration of whether all strata managers will require a licence or whether there should be a threshold where smaller, low-risk strata complexes can be managed by a person without a licence.

The Government will consider the views of respondents to the discussion paper when deciding the policy on this issue. The consultation period ends on 29 February next year.



Free business seminars on the Australian Consumer Law

The Australian Consumer Law (ACL) has been in effect for almost a year now, and Consumer Protection has been working to increase understanding of the new laws among the Western Australian business community with a series of free ACL seminars.

Gary Newcombe, Director of Strategic Policy and Development, and David Hillyard, Director of Retail and Services have been collaborating with Siobhán O'Gara from the ACCC to speak to large groups of businesspeople in the CBD, Joondalup and Fremantle, as well as tailoring presentations for specific industry groups upon request.

It has been mutually beneficial for Consumer Protection to work with various chambers of commerce and business associations in organising

these events so that businesses are made aware not only of their obligations under the law, but also of their new entitlements.

Similar seminars are planned for regional centres in 2012. If you would be interested in attending a seminar in future contact your nearest office to register your interest. Dates and venues will be decided based on that interest and future seminars will be listed on www.commerce.wa.gov.au/ACLseminars.

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



David Hillyard addresses members of the Small Business Development Corporation

WA ScamNet mascot Jet has been giving her paws a substantial workout with appearances at various events throughout Western Australia. First stop was the South West Seniors Expo in Bunbury on 6 November where Jet and Consumer protection staff joined representatives from the ACCC to educate consumers about scams.

The Expo was held at the South West Sports Centre and organisers estimate more than 7,000 seniors, their relatives and carers from the Greater Bunbury area attended. CP staff recorded 343 quality contacts and at least 2,000 brochures, booklets, and products were given out on the day. There was strong interest at the event for the information packs put out by CP's Seniors' Housing Centre.

In Karratha, Jet braved a 40 degree day to attend the final market day for 2011 at Millars Well Primary

School on 20 November. The event was organised by Soroptimist International of Karratha and Districts.

Jet proved to be very popular with attendees meeting more than 300 people and handing out WA ScamNet balloons and scam prevention information.

The latest stop on Jet's itinerary was Langley Park as part of the Christmas Pageant. Consumer Protection officers spoke to attendees and distributed scam information to adults present.



Consultation on prepaid funerals

The State Government is considering regulating the prepaid funeral sector and a consultation paper 'Proposals for the Regulation of Prepaid Funerals' has been released for public comment.

It is estimated about \$24 million of consumers' money is being held by funeral directors for prepaid funerals and the amount will only increase as the population ages.

While the vast majority of funeral directors are professional, the Department is concerned that

some businesses may be offering prepaid funeral services that expose consumers to risk. Consumers may pay for their funerals decades in advance so how do we ensure their money is secure and they get the service they paid for?

Among the concerns raised by stakeholders are:

- prepaid funeral payments being invested in the name of the funeral director, rather than the consumer
- contracts which do not include sufficient detail about the funeral services agreed upon
- unfair provisions relating to cancellation of the contract
- the lack of any register to record that a prepaid funeral has been contracted
- Western Australia currently has no formal oversight of this sector and is out of step with other Australian jurisdictions, which have specific legislation for the prepaid funerals sector.



Those interested in contributing to the discussion will have until 6 March, 2012 to make a submission. Consumers, who have already purchased or are thinking about purchasing prepaid funerals, as well as businesses in the prepaid funeral sector, are encouraged to take part in the consultation.

The consultation paper can be downloaded from the Department of Commerce website: www.commerce.wa.gov.au/ConsumerProtection/Content/Resources/Consultations.html#State.

Alternatively, a hard copy can be obtained from Consumer Protection on 1300 30 40 54.



What's your role at Consumer Protection?

Conciliation Team

Consumer Protection plays a key role in helping consumers obtain a fair result when they have a dispute with a trader and the Retail, Building and Services' Conciliation Team works to help consumers resolve their complaints with traders or businesses.

Recently, the Conciliation Team received a number of complaints from consumers regarding an interstate business. The business involved was close to bankruptcy and was not in a position to deliver the goods that had been ordered by WA customers. The trader advised that the business had accepted too many orders that it could not now fulfil and this was causing stress on the business.

The Conciliation Team was able to provide advice and assistance to the trader and the consumers. The team provided the trader with information to help negotiate the financial difficulties they had and kept in constant contact with both



the business and the consumers. Some consumers decided to accept a delay in delivery and wait for the goods to be delivered while others chose to get their money back.

In the end, the business either delivered the missing goods or consumers received refunds. This was a great result for both the consumers and business.

If you need assistance to resolve a complaint with a trader or business in Western Australia contact Consumer Protection on 1300 30 40 54. Or to learn more about your rights and responsibilities visit the Consumer Protection website at www.commerce.wa.gov.au/ConsumerProtection.

Did you know that Consumer Protection licenses key consumer industries?

Why should you care about business licensing? Well, if you are not aware that Consumer Protection licenses various service industries then you may not think to check that you are dealing with a licensed business or individual. Remember the old saying 'knowledge is power'.

The Commissioner for Consumer Protection licenses participants in eight industries that deal with consumers:

- Real estate agents and sales representatives
- Motor vehicle dealerships and sales staff
- Motor vehicle repair businesses and supervising mechanics
- Travel agents
- Debt collectors
- Land valuers
- Settlement agents
- Employment agents

All licensees must confirm that they meet specific skill, education or experience requirements and are assessed in relation to criminal history and in some cases financial matters. By dealing with a licensee, you know you are dealing with an individual or business that has met certain requirements under consumer protection legislation.

All licensed businesses are issued a certificate or identification by Consumer Protection confirming the type of licence held, the period of the approval and any special conditions imposed. Consumer Protection recommends that you request to see the authorisation of the business you intend to use. If the business or individual cannot show you a licence document then they may not be licensed. Dealing with an unlicensed person or business can mean that certain protections in the legislation will not apply, and could put your money at risk.

The State Government is committed to reducing red-tape. With this in mind, five regulatory boards previously operating as licensing authorities have now ceased operation. Responsibility for licensing those occupations was transferred to the Commissioner.



However, the protection for consumers provided by occupational licensing prior to 1 July 2011 remains in place today.

Don't forget, if a business should be licensed, but can't prove to you that it holds a licence, don't use their services.

If you require further information about the licensing process, wish to check the status of a licence for a person or business you are intending to use or have a complaint about a recent transaction within a licensed industry, please call the Consumer Protection Advice Line on 1300 30 40 54. Information about the various licences issued by Consumer Protection is also available at www.commerce.wa.gov.au/ConsumerProtection, head to the 'Licences' section.



Seniors' Housing Centre hits the road for Seniors Week

Now a few months into the service, the Seniors' Housing Centre has quickly become an important port of call for people over 55 looking to research their future housing options. With a steady stream of phone, email and counter inquiries underway, the team took to the community to promote the service further and begin education on the rights of seniors in Western Australia.

The Consumer Protection and Seniors' Housing Centre stand was popular at the Veteran's Health Day held in Rockingham with attendees particularly impressed with the array of publications available. And similar feedback was received after a morning with the seniors of Pinjarra at their annual seniors' week event, as well as at Have a Go Day, and Belrose Care Day in Perth.

Public presentations will become an important part of the centre and this has been highlighted by the positive response from the first of them completed. Presentations can be made to other organisations and relevant stakeholders to ensure they are fully aware of what is offered and refer appropriate clients. They can also be made directly to seniors on what kind of things they need to consider when looking at different housing options.

To book a presentation by the Seniors' Housing Centre team or for further information on the service, phone 1300 367 057 or email seniorshousing@commerce.wa.gov.au.



Legislation

Residential Tenancies Act

New laws strengthening the rights of tenants and helping to tackle anti-social behaviour by public housing tenants were passed on 2 December 2011.

Under the new law the Department of Housing will be able to apply to the Magistrates Court to terminate a tenancy in cases where the tenant is engaging in ongoing disruptive behaviour or is using the premises for illegal purposes. The changes will come into effect when new regulations are drafted and approved.

Codes of Conduct

Guidelines issued by the Commissioner for Consumer Protection were gazetted on 21 October 2011. The new Guidelines advise real estate and settlement agents to carry out a 100-point client identification verification to certify that they are dealing with the true owner(s) or their authorised representative.



Real estate agent fined \$15,000 over bonds – 12 December 2011

Perth real estate agency, Blackburne Property Group Pty Ltd, has been fined \$15,000 and ordered to pay Court costs of \$272 in the Perth Magistrates Court for delays in lodging tenants' bond money with the Bond Administrator.

On Friday 9 December 2011, the agency pleaded guilty to 51 charges of late lodgement of security bonds on four occasions between January 2010 and March 2011, which continued despite numerous warnings from Consumer Protection. The funds were held in an agency trust account which was not a tenancy bond trust account as defined in the Residential Tenancies Act. In some cases, the delays extended to more than two months.

\$4,000 fine for unlicensed car dealing – 6 December 2011

A Beckenham woman has been fined \$4,000 and ordered to pay costs of \$1,942 by the Perth Magistrates Court after being convicted of unlicensed car dealing.

The woman, who cannot be named because she was granted a spent conviction order by the Court, pleaded guilty to buying and selling cars without a licence between April 2009 and December 2010.

Lawyers for Consumer Protection told the Court that the woman bought a total of 37 vehicles and sold at least 16 during that period by placing advertisements in the Quokka classifieds.

Illegal money lender ordered to pay \$34,000 – 21 October 2011

An illegal money lender who charged Indigenous consumers up to 50 per cent interest has been found guilty of carrying on a business of providing credit without being licensed and ordered by the Kalgoorlie Magistrates' Court to pay almost \$34,000 in penalties and costs.

In a criminal prosecution brought by the Commissioner for Consumer Protection, Salvatore (Sam) Tomarchio, of Laverton, was fined \$9,000 of a maximum penalty of \$10,000 and almost \$25,000 in costs. He was convicted of the criminal offence under the *Credit (Administration) Act 1984* (WA) of carrying on a business of providing credit without a licence after a five-day trial and following an investigation by Consumer Protection.

In handing down the sentence, Magistrate Greg Benn said he couldn't imagine a more serious

case of this type and highlighted the scale of offending in terms of the number of victims and the amount of money and transactions involved over a substantial period of time. He stated that Mr Tomarchio's clients were disadvantaged and powerless in dealing with him.

Aircon salesman (Healy) ordered to refund customers – 14 October 2011

A former air conditioning salesman has undertaken to pay back almost \$127,000 to 50 customers who were misled about the capabilities of air conditioning systems he was selling.

Alwyn Robert Healy, who operated the former business Aircon Factory Direct, agreed on 13 October 2011 to an undertaking endorsed by the Supreme Court to refund the money by the end of next year.

The action was taken by Commissioner for Consumer Protection Anne Driscoll following complaints from consumers who were told by Mr Healy that the air conditioning systems he installed would both cool and heat their homes but, when installed, had no heating function. Complaints also related to the delay or failure to install the air conditioning system within a reasonable time.

Publications

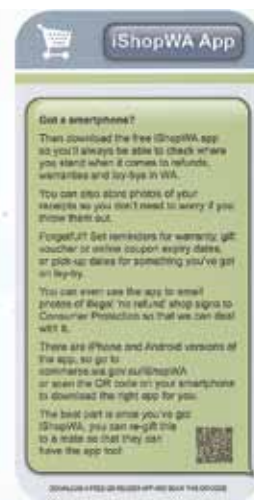
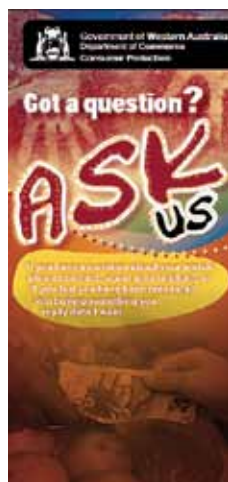
Ask us pamphlet (Online only)

Estimates and quotes factsheet (Online only)

iShopWA phone app and promotional material

Prepaid funerals discussion paper

Strata Managers discussion paper



October

- 31/10/2011 – Partner wanted to manage Seniors' Housing Centre
- 27/10/2011 – Consumer Protection in Kununurra and Wyndham
- 26/10/2011 – Don't be a jackass with car jacks
- 25/10/2011 – Fuel price advice for Perth drivers
- 24/10/2011 – Nominate for Consumer Protection Awards
- 21/10/2011 – Illegal money lender ordered to pay penalties and costs
- 21/10/2011 – Minister O'Brien: New rules to combat real estate fraud
- 19/10/2011 – More Malaysian travel scam brochures target WA

Fuel price pain hits motorists

FUEL PRICE CHANGES

Perth				Dunsborough			
Fuel	Oct 2009	Oct 2011	Change	Perth	Oct 2009	Oct 2011	Change
93 Oct	\$1.75	\$1.87	+0.12	93 Oct	\$1.75	\$1.87	+0.12
95 Oct	\$1.75	\$1.87	+0.12	95 Oct	\$1.75	\$1.87	+0.12
97 Oct	\$1.75	\$1.87	+0.12	97 Oct	\$1.75	\$1.87	+0.12

- 19/10/2011 – Perth's average fuel price hits three year high
- 14/10/2011 – Aircon salesman (Healy) ordered to refund customers
- 12/10/2011 - Consumer Protection in Halls Creek
- 11/10/2011 - Fuel price advice for Perth drivers
- 10/10/2011 - Unregistered painter fined
- 10/10/2011 - Don't flush your holiday savings away

November

- 30/11/2011 – Fuel price advice for Perth drivers
- 29/11/2011 – New laws protect Christmas shoppers
- 23/11/2011 – Fuel price advice for Perth drivers

Stitch a hole in your pocket at the bowser

get smart with Gregor Hayward

- 15/11/2011 – Fuel price advice for Perth drivers
- 15/11/2011 – 'Bitumen Bandits' alert for Perth's hills
- 09/11/2011 – Fuel price advice for Perth drivers
- 02/11/2011 – Fuel price advice for Perth drivers



Contact us

If you need information or advice on any consumer protection issue:

- 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/consumerprotection

Keep up to date

Consumer Protection [website](#) follow us on [Twitter](#), be a fan on [Facebook](#).

December

- 13 Dec 2011 – Kitchen renovator fined
- 12 Dec 2011 – Real estate agent fined \$15,000 over bonds
- 09 Dec 2011 – Proposed regulation of prepaid funerals
- 08 Dec 2011 – Travelling sales team targets Indigenous communities
- 07 Dec 2011 – Fuel price advice for Perth drivers
- 07 Dec 2011 – Company fined over numerous building offences
- 06 Dec 2011 – 'Bitumen Bandits' alert for WA's south-west
- 06 Dec 2011 – \$4,000 fine for unlicensed car dealing

Bad tenants on notice

By ANNE GARTNER

- 02 Dec 2011 – Minister O'Brien: New laws to tackle bad behaviour by tenants