

ASTRA CODES OF PRACTICE

Attachment B

CONSUMER ADVISORY SERVICES

In most instances, consumers will have rights under both federal and state or territory legislation. The main source of federal consumer protection law is the *Trade Practices Act 1974* (TPA) which is administered by the Australian Competition and Consumer Association (the ACCC). The ACCC has set up an online consumer reference and referral centre at www.consumersonline.gov.au . The website provides resources and assistance on a wide range of consumer issues, including an online Consumer Handbook that contains contact details for federal, state and territory consumer agencies, consumer legal advisory services and consumer dispute resolution and mediation organisations.

The ACCC is unlikely to accept single consumer complaints relating to fault repair, credit or billing. If a person wishes to make a formal complaint about such issues it will usually be more appropriate for them to approach the relevant fair trading or consumer protection agency in their state or territory. Each state and territory has laws that regulate fair trading, consumer claims, credit management and contracts. While some agencies will provide advice over the telephone, in most instances, action will only be taken for written complaints.

If a matter cannot be resolved through direct contact with the business or by the intervention of a government agency, consumers can consider using an independent mediator or dispute resolution body, or pursuing the matter in the court system.

The collection, use, disclosure and storage of subscriber's personal information is protected under the federal *Privacy Act 1988*. The Office of the Privacy Commissioner investigates complaints from individuals about interferences with privacy under the Privacy Act and runs a Hotline that provides general assistance about the legislation and privacy issues.

STATE & TERRITORY GOVERNMENT AGENCIES

Australian Capital Territory

ACT Office of Fair Trading
Ground Floor Shopfront
12 Moore Street
CANBERRA ACT 2600
GPO BOX 158
CANBERRA CITY ACT 2601
Ph: (02) 6207 0400
Fax: (02) 6207 0538
Web site: www.fairtrading.act.gov.au

New South Wales

New South Wales Department of Fair Trading
Head Office
1 Fitzwilliam Street
PARRAMATTA NSW 2150
(PO Box 972, NSW 2124)
Ph: (02) 9895 0111
Fax: (02) 9895 0222
Web site: www.fairtrading.nsw.gov.au

Northern Territory

Northern Territory Office of Consumer and Business Affairs
Department of Justice
GPO Box 1722
DARWIN NT 0801
Ph: (08) 8999 1999
Website: <http://www.nt.gov.au/justice/graphpages/cba/index.shtml>

Queensland

Queensland Office of Fair Trading
21st Floor State Law Building
50 Ann Street
BRISBANE QLD 4000
GPO Box 3111
Brisbane QLD 4001
Ph: (07) 3246 1500
Fax: (07) 3246 1504
Web site: www.fairtrading.qld.gov.au

South Australia

Office of Consumer and Business Affairs
Head Office, Chesser House
9197 Grenfell Street, ADELAIDE
Consumer Affairs Branch
Level 4, Chesser House

Ph: (08) 8204 9777
Fax: (08) 8204 9769
GPO Box 1719
ADELAIDE SA 5001
South Australian country callers telephone 131 882 for the cost of a local call
(excluding mobiles).
Web site: www.ocba.sa.gov.au

Tasmania

Tasmanian Office of Consumer Affairs & Fair Trading
Level 3, 15 Murray St
Hobart TAS 7000
GPO Box 1244J
Hobart TAS 7001
Ph: (03) 6233 4555
Fax: (03) 6233 4882
Web site: www.consumer.tas.gov.au

Victoria

Consumer Affairs Victoria
452 Flinders Street
MELBOURNE VIC 3000
GPO Box 123A
MELBOURNE VIC 3001
Ph: 1300 55 8181
Web site: www.consumer.vic.gov.au

Western Australia

Department of Consumer & Employment Protection
219 St Georges Terrace
PERTH WA 6000
Locked Bag 14
Cloisters Square WA 6850
Ph: (08) 9282 0777
General Information & Advice 1300 136 237
Web site: www.docep.wa.gov.au

FEDERAL GOVERNMENT AGENCIES

Australian Competition and Consumer Commission (ACCC)

Web site: www.accc.gov.au
The information line phone number is 1300 302 502.

Adelaide office

14th floor, ANZ House
13 Grenfell Street
Adelaide SA 5001
GPO Box 922
Adelaide SA 5001

Ph: (08) 8213 3444

Fax: (08) 8410 4155

Brisbane office

Level 3, AAMI Building

500 Queen Street

Brisbane QLD 4000

PO Box 10048

Adelaide Street Post Office

Brisbane QLD 4000

Ph: (07) 3835 4666

Fax: (07) 3832 0372

Canberra office

470 Northbourne Ave

Dickson ACT 2602

PO Box 1199

Dickson ACT 2602

Phone — general: (02) 6243 1111

Phone — reception: (02) 6243 1123

Fax: (02) 6243 1199

Darwin office

Level 8 National Mutual Centre

9-11 Cavenagh St

DARWIN NT 0800

GPO Box 3056

DARWIN NT 0801

Ph - general: (08) 8946 9666

Ph - reception: 08 8946 9610

Fax: (08) 8946 9600

Hobart office

3rd Floor

86 Collins Street

(Cnr Elizabeth & Collins Streets)

Hobart TAS 7000

GPO Box 1210

Hobart TAS 7001

Ph: (03) 6215 9333

Fax: (03) 6234 7796

Melbourne office

Level 35, The Tower

360 Elizabeth Street

Melbourne Central

Melbourne VIC 3000

GPO Box 520

Melbourne VIC 3001

Ph: (03) 9290 1800

Fax: (03) 9663 3699

Perth office

3rd floor, East Point Plaza
233 Adelaide Terrace
Perth WA 6000
PO Box 6381
East Perth WA 6892
Ph: (08) 9325 0600
Fax: (08) 9325 5976

Sydney office

Level 7, Angel Place
123 Pitt Street
(between Hunter Street and Martin Place)
Sydney NSW 2000
GPO Box 3648
Sydney NSW 2001
Ph: (02) 9230 9133
Fax: (02) 9223 1092

Townsville office

Level 6, Commonwealth Bank Building
Flinders Mall
Townsville QLD 4810
PO Box 2016
Townsville QLD 4810
Ph: (07) 4729 2666
Fax: (07) 4721 1538

Office of the Privacy Commissioner

GPO Box 5218
Sydney NSW 2001
Telephone 1300 363 992
(for the cost of a local call anywhere in Australia)
TTY 1800 620 241
(this number is dedicated for the hearing impaired only, no voice calls)
Fax (02) 9284 9666
Website: www.privacy.gov.au