

Supporting local communities

NSW Fair Trading aims to achieve fairness for everyone in the marketplace by safeguarding your rights, empowering consumers and traders, delivering relevant and timely education campaigns and connecting directly with local communities to raise awareness of fair trading issues.

A range of fair trading services are available from Service NSW locations throughout NSW.

For your nearest centre, please visit
www.service.nsw.gov.au



Like us on Facebook
facebook.com/FairTradingNSW



Follow us on Twitter
twitter.com/NSW_FairTrading



View our videos on YouTube
youtube.com/NSWOFT



Subscribe to our news feeds
www.fairtrading.nsw.gov.au

NSW Fair Trading – What we do

- Shopping and consumer guarantees
- Retirement villages
- Renting, buying, selling a home
- Co-operatives, associations and charitable fundraising
- Home building and renovating
- Product safety
- Strata and community living
- Resolving complaints program
- Loose-fill asbestos insulation

www.fairtrading.nsw.gov.au Enquiries 13 32 20

Language assistance 13 14 50 (ask for an interpreter in your language)

TTY 1300 723 404 for hearing impaired

© State of New South Wales through NSW Fair Trading.
Copyright policy: www.fairtrading.nsw.gov.au/ftw/Copyright.page

This publication must not be relied on as legal advice.
For more information about this topic, refer to the appropriate legislation.

Fair Trading

What we can do for you



Supporting local communities



Fair
Trading

www.fairtrading.nsw.gov.au



Buying goods and services

A national law guarantees your rights to repairs, replacements and refunds when you purchase goods and services, including when you make a purchase using a lay-by or an unsolicited consumer agreement with a door-to-door seller or telemarketer.

You have rights under these consumer guarantees even if you do not have a warranty or extended warranty. We can provide free information to help you if you have a problem with a seller. But remember, traders and retailers have rights too so ensure that you make the right choice and are fully informed.

Online shopping

Do you know your rights when shopping online? We provide practical tips such as dealing with overseas traders, refunds and returns, resolving online disputes and more. For information about online shopping visit our website.

Credit problems

We fund community-based financial counselling services that assist people in financial hardship. To find the service closest to you call the Credit and Debt Hotline on **1800 007 007**.

For information on alternatives to using high cost credit, visit our website.

Buying a car

Buying and maintaining a car can be very costly. Knowing what to look for could mean the difference between an enjoyable motoring experience and an expensive mistake. Visit our website for more information.

Defects and repairs

If you have a complaint about a new or used car bought from a motor dealer, call Fair Trading for assistance on **13 32 20**. We can also help if you have problems with the cost or quality of repairs to your motor vehicle.

Safe products

We provide information on how to reduce household hazards and ensure the products you use are safe. Look for the safety approval mark before buying certain electrical or gas appliances in NSW. Visit our website for more details.

Businesses (including retailers, wholesalers, importers or manufacturers), face penalties if they don't comply with national product safety laws. Additionally, in NSW many electrical and gas appliances need to be approved before they are sold. Visit our website for more information.

For more information on product safety laws, news and alerts, visit the national website at **www.productsafety.gov.au** or view current product recalls at **www.recalls.gov.au**





Strata living

We provide information on all aspects of living in a strata or community scheme, including strata management and administration, and resolving issues.

Renting a home

We support tenants, landlords and real estate agents with their rights and responsibilities. If problems arise, use our free complaint service for tenants, residents, landlords and property managers. We can assist with a range of matters and can contact the other party to help negotiate an agreement. For details, visit our website, call **13 32 20** or watch our *Help with tenancy problems* videos on YouTube.

Buying or selling your home

Become informed before you buy or sell a home at auction or by private sale. Find out what you need to know when buying 'off the plan'. If you are using a real estate agent or conveyancer, check if they are licensed through our website.

Retirement villages and residential land lease communities

If you have any questions about your rights and responsibilities as a current or future resident or operator of a retirement village or land lease community (previously called residential park), visit our website or call **13 32 20**.

Charitable fundraising

Organisations that intend to fundraise for charitable purposes must comply with certain requirements. Visit our website for more details.

Associations and co-operatives

Incorporation as an association or a co-operative creates a legal entity which can give members important legal protection.

We provide free information, assistance, association incorporation packages and co-operative information kits. Call Registry Services on **1800 502 042**.

Home building and renovating

Thinking of building a new home or renovating?

Check your builder or tradesperson is licensed before you hire them. By law, they must be licensed for home building projects over \$5,000 and for all specialist work, regardless of its cost. Specialist work includes electrical wiring, plumbing and drainage, gasfitting or air-conditioning and refrigeration work. You can do a free home building licence check on our website.

We provide consumers, builders and tradespeople with practical information about written contracts, insurance under the Home Building Compensation Fund, payment requirements that principals, contractors, sub-contractors and suppliers must follow, resolving building disputes and more. Visit our website or call **13 32 20** for details.





Starting a business?

Your business may require some government licences and permits before it can start. To find out what licences you need, visit the Australian Business Licence and Information Service (ABLIS) website at ablis.business.gov.au or call Fair Trading on **13 32 20**.

Whatever your business, it is important to keep up-to-date with the laws affecting your industry. As well as covering all the latest reforms, our website provides a wide range of information to help you run your business, including how to provide quality service, how to deal with complaints, and how to protect yourself against scams that target businesses.

Resources for business

Businesses must comply with the requirements of the Australian Consumer Law (ACL). Topic and industry specific ACL resources that explain these requirements are available for businesses, including unfair business practices and consumer guarantees. For more information visit our website.

Subscribe to our enews

Keep-up-to-date and subscribe to our free enews on property, home building, automotive, strata, multicultural and other topics. Visit our website for details.

Free information seminars

Through our popular My Place events, we hold free information seminars across NSW for consumers and traders on a range of topics. We liaise with local retirement villages, libraries, child care centres, Aboriginal groups and other community groups.

To check for a free event in your area, visit events.fairtrading.nsw.gov.au

Request a free speaker to present to your community group, email us at FairTradingSeminars@finance.nsw.gov.au

Online educational resources

We have a number of educational videos on our YouTube channel and information in other languages.

Resolving a complaint

We provide free information about your rights and options to resolve disputes with traders, real estate agents or landlords.

If you believe you have a legitimate complaint, the first step is to make every effort to sort out the problem directly with the trader or service provider.

Be clear, firm and polite and state what the problem is and how you would like it fixed. Keep all relevant documents, such as receipts, warranties and quotes. If you don't reach a satisfactory outcome, lodge a complaint at www.fairtrading.nsw.gov.au or call us on **13 32 20**. Our staff can contact the other party and attempt to negotiate a settlement.

If we are unable to successfully negotiate your matter, you can take your dispute to the NSW Civil and Administrative Tribunal (NCAT). The Tribunal provides independent, low cost and accessible dispute resolution in consumer or tenancy disputes.

For more information, visit www.ncat.nsw.gov.au or call **1300 006 228**.