

# media statement



6 February 2012

## Fair Trading road show rolls into region

Southern Downs residents will have the opportunity to have all their consumer rights questions answered this week when the Office of Fair Trading road show rolls into town.

Fair Trading regional manager for Toowoomba, Richard Nichols, said tailored community information sessions and school visits in Warwick, Stanthorpe and Texas would provide a wealth of information on consumer rights to consumers, traders and incorporated associations.

“Knowledge is power, and consumers and businesses can trade more confidently and fairly when they each know their rights and responsibilities,” Mr Nichols said.

“Fair Trading officers will be giving presentations tailored to each group to help bring people up to speed on every day issues such as refunds, guarantees, unsolicited consumer agreements and scams.

“The officers will also be able to answer any questions people may have about their rights and provide advice on how to resolve any consumer issues they may be experiencing.

“Information sessions will also be held for incorporated associations on topics such as auditing requirements, annual reports and annual general meetings.”

“Everyone is welcome and bookings are not required.

“We want people in regional areas to be able to stand up and have their voices heard when things go wrong. The aim of this road show is to give consumers the information and confidence to do so.”

Mr Nichols said Fair Trading inspectors would conduct spot checks on local businesses to ensure they were complying with fair trading and other relevant legislation.

“A range of industries will be targeted such as real estate agents, motor dealers, security providers, second-hand dealers and travel agents to ensure local traders are playing by the rules,” he said.

“OFT has found many businesses also take the opportunity to ask inspectors as many questions as possible to ensure they are doing the right thing.”

For more information visit [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au) or call 13 QGOV (13 74 68).

The free community presentations, which anyone can attend (no bookings required), will be held at the following times and locations:

### Warwick

Venue: Warwick Town Hall – 72 Palmerin St, Warwick

Date	Time	Topics
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Tuesday 7 February, 2012	9.30am – 10.30am	General consumer information
	10.45am – 11.45am	Incorporated Associations

## Stanthorpe

Venue: Stanthorpe RSL Services Club - Marsh St, Stanthorpe

Date	Time	Topics
Wednesday 8 February, 2012	9.30am – 10.30am	General consumer information
	10.45am – 11.45am	Incorporated Associations

## Texas

Venue: Texas Sports Complex – Middleton St, Texas

Date	Time	Topics
Wednesday 8 February, 2012	6.00pm – 7.00pm	Incorporated Associations

For more information on consumer rights, or the Australian Consumer Law, visit [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au) or call 13 QGOV (13 74 68).

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