

CONSUMER AFFAIRS

Organisation	Contact	Website	Comments
Office of Fair Trading (QLD)	13 QGOV (13 74 68) Monday - Friday - 8am-6pm	http://www.justice.qld.gov.au/	The Department of Fair Trading services are delivered by the Department of Justice and Attorney-General (DJAG)
Consumer rights and responsibilities	13 QGOV (13 74 68) Monday - Friday - 8am-6pm	http://www.fairtrading.qld.gov.au/consumer-rights-responsibilities.htm	
Credit and finance (credit cards, debt, finance)	13 QGOV (13 74 68) Monday - Friday - 8am-6pm	http://www.fairtrading.qld.gov.au/credit-finance.htm	
Shop smart (buying smart, budgeting, shopping tips)		http://www.fairtrading.qld.gov.au/shop-smart.htm	Provides information on smart shopping and tips as well
Consumer groups (youth, low income earners, people of non-English speaking background)		http://www.fairtrading.qld.gov.au/consumer-groups.htm	information and contacts for different groups and about a range of activities - buying a car, shopping, buying property)
Consumer groups		http://www.fairtrading.qld.gov.au/consumer-groups.htm	This site also provides a budget planner in excel
Sales practices		http://www.fairtrading.qld.gov.au/sales-practices.htm	This site provides information about lay-bys, pricing, door to door sales, telemarketing.
Avoiding unfair business practices		http://www.fairtrading.qld.gov.au/unfair-business-practices.htm	This site covers misleading and deceptive activities, unconscionable conduct and dispute resolution.
RESOLVING DISPUTES	Queensland Civil and Administrative Tribunal (QCAT): General Enquiries - 1300 753 228 8.30am - 5pm M - F. E: enquiries@qcat.qld.gov.au	http://www.qcat.qld.gov.au/	
Getting legal advice and legal support information sheet	QCAT - referral information sheet for legal advice	http://www.qcat.qld.gov.au/_data/assets/pdf_file/0010/159706/Where-to-get-legal-advice-v-2.pdf	Helpful information sheet on contact across a range of areas
INSURANCE	Understanding insurance	http://www.business.gov.au/BusinessTopics/Insurance/Typesofinsurance/pages/Insuranceinformationinyourstateorterritory.aspx	Department of Employment, Economic Development & Innovation (DEEDI) provides information about insurance for the public
	Insurance to protect against risks	http://www.business.qld.gov.au/business/starting/starting-a-business/business-insurance/insuring-against-risks	
	Types of insurance	http://www.business.qld.gov.au/business/starting/starting-a-business/business-insurance/insurance-types	
	Getting the right insurance	http://www.business.qld.gov.au/business/starting/starting-a-business/business-insurance/getting-right-insurance	
	Professional insurance advice	http://www.business.qld.gov.au/business/starting/starting-a-business/business-insurance/professional-insurance-advice	