



Matt Kean

Minister for Innovation and Better Regulation

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MEDIA RELEASE

Monday December 4, 2017

NEW CAMPAIGN HELPS PEOPLE WITH A DISABILITY KNOW THEIR CONSUMER RIGHTS

A national public awareness campaign to remind people with a disability about their consumer rights is being launched today, Minister for Better Regulation Matt Kean said.

As the National Disability Insurance Scheme (NDIS) continues to roll out across Australia, the campaign will provide information about protections provided by the Australian Consumer Law (ACL).

Under the NDIS, people with a disability receive individualised funding to buy the products and services they need, where previously these purchases were managed on their behalf by the government.

Mr Kean said this means many people with a disability are entering the marketplace for the first time as consumers.

"It's wonderful that people with a disability have more choice, but some may not yet have the knowledge to make informed purchasing decisions when entering into contracts to buy products or hire services," Mr Kean said.

"This campaign aims to educate people with a disability, along with their families and carers, about their rights under the Australian Consumer Law (ACL), so they can buy with confidence."

The campaign includes videos, fact sheets, industry guidance and an easy English consumer guide, which are available for free at www.accc.gov.au/disabilityresources.

Minister for Disability Services, Ray Williams said the NDIS is empowering people to make choices that suit their individual needs, lifestyle and aspirations.

"The introduction of this campaign will ensure that people in the NDIS understand their rights as consumers when buying products and choosing service providers," Mr Williams said.

Mr Kean said the national campaign will complement a two-year, NSW-based education program, which is being funded by the Department of Family and Community Services and delivered by NSW Fair Trading.

"Through this program, Fair Trading has already reached more than 14,000 people through face-to-face engagement at more than 650 events throughout NSW," he said.

"This is a grassroots education campaign that is teaching people with a disability the skills they need to enter into a contract, hire a service, and make a complaint when things go wrong."

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