

ACCC reaches out during Law Week



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Above: Siobhan Ford and Albert Julum at the COSBOA Summit in Brisbane.

Below: NSW Outreach Manager Martino Santi at the Law Week Expo in Sydney.

The ACCC had a strong presence at National Law Week held in May this year, with its Regional Outreach Managers participating in a range of activities across the country.

For the first time in many years, Law Week was held simultaneously across the states and territories rather than at different times of the year. The focus of the ACCC's activities was on mobile phone issues for consumers, such as refunds and warranties, the cost of downloads, and scammers using mobile phones to target people.

The New South Wales office participated in the Law Week Expo in Martin Place in the centre of Sydney. Northern Territory, South Australia and Queensland staff took part in court open days and, in Victoria, students from secondary schools heard presentations from staff.

While activities were aimed at all consumers, Law Week had an educational component that aimed to make legal concepts easy for school-age children to understand.

In the case of mobile phones, this was a particular focus, as teenagers are a large part of the target market for mobile phone download products such as ringtones, games and music. These services are frequently offered through a subscription, and consumers may not actually understand the charges involved until they receive the bill or their credit disappears.

The continual evolution of scams also means that mobile phone users are being targeted, particularly those who use their phone for banking or making purchases. A scammer may pose as a bank representative or another

organisation claiming to need personal details—when in fact they want to use them for scam purposes.

Regional Outreach Managers work in each of the ACCC's state and territory offices and undertake a range of activities, including attending expos and trade shows, giving presentations and seminars to industry and community groups, distributing publications and visiting traders to ensure they are fully informed of any relevant trade practices issues.

