

## SECTION 5: HOW DO I GET THIS SORTED?

### ACTIVITY 1: WHERE CAN WE GO TO GET CONSUMER INFORMATION?



# Where can we go to get consumer information?

## Preparation checklist

- Students need access to the Internet to complete this investigation.

## Activity

- a) Ask the students to brainstorm or mind map where consumers can go, or who they can talk to, to find out more information about their rights when things go wrong with goods and services, or if they have other consumer questions.

The list could include

- friends, family, experienced consumers
  - people in business
  - law centres, lawyers
  - Citizens Advice Bureau (CAB)
  - Ministry of Consumer Affairs *Manatū Kaihokohoko* (website, booklets, factsheets)
  - The Consumers' Institute (website, magazine)
  - consumer review sites on the internet
  - resources in libraries and community centres
  - retailers/sellers
  - manufacturers' websites or promotional booklets
  - product manuals and guides
  - warranties.
- b) Ask the students to carry out research into:
- the Ministry of Consumer Affairs
  - the Citizens Advice Bureau (CAB)
  - the Consumers' Institute
  - the Commerce Commission
- to find out who they are and what information and assistance services they provide for consumers.
- c) Discuss ways to get information from each of the organisations. For example, by phone, by writing to them, from the internet using the website, emailing them, using information sheets and brochures.



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- d) Choose a suitable way to find out information about each organisation. For this exercise please do not phone these organisations.

Website addresses:

<http://www.cab.org.nz>

<http://www.consumeraffairs.govt.nz>

<http://www.consumer.org.nz>

<http://www.comcom.govt.nz>

Students could make business cards like this for each of the organisations and display them in class. Include details such as the name, symbol, vision, role and contact details of the group who provides information for consumers.

<b>Vision</b>	<b>LOGO</b>
<b>Name</b> <b>(Maori translation)</b>	
<b>What we do</b>	<b>What we don't do</b>
<b>How to contact us</b>	