

Consumer Information and Awareness

We provide information for consumers and businesses on their rights and obligations. We run campaigns to help people make informed choices about cars, loans and electricity.

Supporting communities

We support community organisations that help consumers by providing training, hotlines and information resources on consumer rights and laws.

Scamwatch

We alert the public to new scams and provide information you need to protect yourself from scams.

Visit www.scamwatch.govt.nz

Education

We provide resources on our website for teachers and students.

Visit www.consumeraffairs.govt.nz/education/

Consumer representation

We advise businesses and government on the effectiveness of consumer representatives and help them find appropriate representatives.

We support these representatives with networking and training.

Want more information or help?

For more information about your consumer rights visit www.consumeraffairs.govt.nz or contact your local Citizens Advice Bureau.

Contact details of your local Citizen's Advice Bureau are in the White Pages or online at www.cab.org.nz. You can call 0800 FOR CAB (0800 367 222).

You can get free legal advice from a community law centre. Contact details are in the White Pages or online at www.communitylaw.org.nz.

Contact details of a local Budget Advice Service are in the White Pages or online at www.familybudgeting.org.nz. Or call 0508 BUDGETLINE (0508 283438) to talk with a trained budget adviser.

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MINISTRY OF CONSUMER AFFAIRS
MANATŪ KAIHOKOHOKO



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New Zealand Government

THE MINISTRY OF CONSUMER AFFAIRS

WHAT WE DO

Our vision:

confident consumers

Our role is to help create an environment that promotes good and accurate information flows between suppliers and consumers so that consumers can transact with confidence.

We

- › develop consumer policy including product safety and weights and measures
- › administer consumer legislation
- › provide information, education and advice on consumer laws and issues
- › provide advice on consumer representation and a nominations service to government departments and agencies
- › investigate unsafe consumer products
- › enforce the Weights and Measures Act 1987.

What We Do

Policy Advice

We advise the Government on matters that affect consumers when they buy goods and services. We

- › monitor how laws and practices affect consumers
- › promote good business practice
- › provide a consumer's perspective into relevant programmes of other government departments
- › recommend legislative changes, when necessary, to achieve a fair and informed marketplace.

We monitor industry self-regulation including codes such as the Insurance and Savings, and Direct Selling codes of practice and electricity supply contracts for retail customers.

We monitor and review legislation including the Fair Trading Act, Consumer Guarantees Act, and Credit Contracts and Consumer Finance Act.

Product Safety

Only safe goods are allowed to be imported and sold in New Zealand. To ensure products are safe and consumers use them safely, we can:

- › investigate unsafe products
- › suggest modifications to make a product safe
- › request that unsafe products be removed from sale

- › advise companies recalling unsafe products
- › help develop self-regulation options

The Minister of Consumer Affairs can:

- › recall unsafe products
- › ban an unsafe product
- › make mandatory standards.

You can report an unsafe product on our website, or by calling 0508 627 774.

Trade Measurement

We ensure traders are aware of, and obey, the laws on weight and measure. We administer and enforce the Weights and Measures Act by:

- › carrying out spot checks of weighing and measuring equipment
- › checking the weight of packaged goods
- › investigating complaints from the public.

You can make complaints relating to weight or measurement by calling 0508 627 774.