

## **Consumer Action Law Centre**

**These are free training workshops for the general community and community workers and may be specifically useful to carers also, to support them in having a better understanding of the legal implications and obligations for the topics listed below. This is particularly relevant when carers are trying to understand their rights and responsibilities in relation to the people/person they care for who have contractual commitments with services and agencies.**

## **Consumer Action Law Centre - Education and Training**

Consumer Action lawyers regularly conduct free training workshops for community legal centres, consumer support workers, financial counsellors and other community workers on consumer law topics, including when we visit rural and regional areas and Indigenous communities as part of our [Outreach Project](#). We have also participated in training workshops coordinated by other organisations, for example the [PILCH Homeless Persons Legal Clinic](#), the [Tenants' Union of Victoria](#) and the [Financial and Consumer Rights Council](#).

### **Training workshops are generally free for attendees.**

Training workshops previously conducted include:

- Unfair contract terms;
- Door-to-door sales;
- Telemarketing;
- Unconscionability;
- Vendor terms mortgages;
- Contract law;
- Mobile phone contracts; and
- Dealing with electricity, gas and water debt.

**Please contact us as shown below if you are interested in attending future training workshops. We circulate information about upcoming training sessions as widely as possible.**

We are always happy to discuss further training needs for your community organisation and encourage you to contact us if you think that we may be able to assist.

*(For lawyers, training conducted by us may also earn Continuing Professional Development points.)*

## **Support for Community Workers**

In addition to advising consumers directly, we also regularly assist community legal centres, consumer support workers, financial counsellors and other community workers acting for low-income consumers.

If you are a community or public sector caseworker, contact our Worker Advice Line on 03 9602 3326, or email [advice@consumeraction.org.au](mailto:advice@consumeraction.org.au) to contact one of our specialist consumer lawyers.

We can help you to deal with consumer law problems on behalf of your clients. For example, we can assist by discussing issues and concerns with you, giving legal advice, assisting in the drafting of letters or, if appropriate and subject to the client's instructions, accepting referrals to represent clients in consumer law matters. We also welcome contact from you to inform us of serious or systemic consumer law related issues that you have observed through your casework.

**Consumer Action engages in extensive advocacy and lobbying including through our participation in various governmental and regulatory consultations. We also enjoy a significant media presence. We carry out extensive research through our various Projects to bring about law reform and policy development for the benefit of low-income consumers. The information communicated to us by community workers plays a significant role in informing our advocacy activities.**

## Contact Us

You can contact us in person, in writing, by phone or facsimile:

**Address:** Level 7, 459 Lt Collins St, Melbourne, Victoria, 3000.

**Phone:** 03 9670 5088

**Facsimile:** 03 9629 6898

**Email:** [info@consumeraction.org.au](mailto:info@consumeraction.org.au) (for general or administrative inquiries)

**Legal Advice Line:** 03 9629 6300 or 1300 881 020