

# Introduction activity



## Introduction to consumer law and fundamental consumer rights

Who/what is a consumer and what do they do?

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What type of consumer are you?

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What sorts of things do you consume?

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Think about yesterday and try and recall what you consumed.

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In 1962, John F Kennedy declared four fundamental consumer rights. In 1985, the United Nations added another four and these eight rights are now recognised internationally. Explain what you think they mean in your own words.

1. The right to safety

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2. The right to be informed

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3. The right to choose

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4. The right to be heard

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5. The right to redress

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6. The right to education

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7. The right to a healthy environment

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8. The right to satisfaction of basic needs

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For each item in the following list, identify which of the eight fundamental consumer rights is not met:

- A raincoat that is not waterproof.
- Canned food that contains foreign material.
- Improper labelling of clothing.
- A school without toilets.

In Queensland, the Office of Fair Trading is responsible for ensuring businesses operate in a fair and safe marketplace and consumers are well educated about their rights and responsibilities.

Why do you think such an agency is necessary?

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Which sections of the community might be the most vulnerable to practices that take unfair advantage of consumers?

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Case study

Read (or role play) this scenario and answer the following questions...

- PERSON 1: Check out my new mobile! I already downloaded heaps of apps. This one helps me with guitar chords, and I can record my songs on this one.
- PERSON 2: Cool. What about streaming?
- PERSON 1: Music, TV, movies. Anywhere I am.
- PERSON 2: So jealous. What is it, a cap or a plan?
- PERSON 1: I think it's a cap. The parents have me on this one where I get \$450 value for just \$50 a month.

The next day...

- PERSON 2: Oi, come here a minute. I'm trying to work out E-flat diminished 9 on my guitar. Can I use your phone?
- PERSON 1: No can do. Parents took my phone. I kind of went \$200 over my limit. I have to repay Mum before I get it back.
- PERSON 2: Seriously, why didn't you read the terms and conditions? You've got nobody to blame but yourself.

Now answer these questions.

Why is it important to read and understand the terms and conditions?

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List at least three mistakes made.

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