### 3.4 - assistance and protection for consumers

**Teachers’ note** - the [ACCC Shopper app](https://www.accc.gov.au/about-us/tools-resources/accc-shopper-app) is a useful tool for students to download and have ready for the lesson in advance.

### Activities:

* Use the main menu of the ACCC Shopper App to investigate the assistance and protection that is available. Examples of independent bodies, organisations and government agencies include the following:
  + Consumer protection agency
  + Small claims tribunal
  + Industry Ombudsman and dispute resolution
  + Australian Competition and Consumer Commission ACCC
  + Legal advice
* Create a brochure targeted for teenagers on assistance and protection for consumers. The brochure can include ‘how to’ guides on refunds, faulty goods, keeping track of receipts, warranties, lay-bys, where to get assistance and how consumers can protect themselves.
* Department of Fair Trading – Contracts
* Airline Customer Advocate
* Telecommunications Industry Ombudsman – Complaints
* Small Business Commissioner NSW