

MEDIA RELEASE

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FAIR TRADING AND ACL AMEP CONSORTIUM ASSISTING NEWLY-ARRIVED MIGRANTS

NSW Fair Trading Commissioner, Lyn Baker, today sealed an agreement between her department and the ACL Adult Migrant English Programme (AMEP) Consortium to assist newly-arrived migrants with their consumer rights.

Ms Baker signed a Memorandum of Understanding (MOU) which signifies Fair Trading's collaborative approach with ACL to help educate newly-arrived migrants on their consumer rights and responsibilities and to inform them of the role of the Office of Fair Trading.

"As part of the project, Fair Trading will develop an educational teaching resource which will be determined through consultations with ACL teachers and students," Ms Baker said.

Andrew Pyke, Manager of the ACL AMEP Consortium, said his organisation was delighted to sign today's MOU with Fair Trading.

"The educational resource will empower newly-arrived migrants when buying goods and services in NSW and build their trust in Government services when in need of consumer protection," Mr Pyke said.

"The teaching resources will be based on consumer issues and will be embedded within ACL's existing AMEP courses. Delivery of the information will occur across our College network, within community classes and our Distance Learning options."

Ms Baker said understanding that everyone has consumer rights is a notion familiar to most Australians but it is an unfamiliar concept for many people new to Australia.

"In some countries access to consumer protection is limited, even non-existent. Initiatives such as this will help people understand that they have consumer rights and can exercise them with confidence especially during their settlement period," Ms Baker said.

The MOU was signed at Fair Trading's annual Multicultural Media and Community Leaders Conference.

Media contact: Christian Fanker on 9338 8916 or 0423 606 394