

Date: 14 April 2010

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Department of the Senate
PO Box 6100
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CANBERRA ACT 2600

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Dear Sir/Madam

Submission – Trade Practices Amendment (Australian Consumer Law) Bill (No 2) 2010

Legal Aid Queensland welcomes the opportunity to make a submission on Trade Practices Amendment (Australian Consumer Law) Bill (No 2) 2010.

LAQ's civil law services seek to make legal rights a reality for disadvantaged people. We provide community legal education, legal information, legal advice, extended assistance and casework services in relation to consumer issues.

We provide advice to approximately 50,000 people each year across all legal areas. Around 30% of those advices are in relation to civil law issues. We also have a specialist Consumer Protection Unit (CPU) with a focus on consumer credit which is staffed by 3 full time lawyers. That unit provides direct advice to over 1000 Queenslanders each year and conducts limited casework to the extent our resources permit. The unit gives priority to matters where there may be a more wide-ranging beneficial effect for all consumers and where clients have been victims of consumer injustices.

We have attached our submission which focuses on the areas of telemarketing and door to door sales. These are two areas of the proposed reforms which are vital to ensuring that consumers and particularly vulnerable consumers are protected from exploitation.

If you have any questions please contact the writers on 1300 65 11 88 or (07) 3227 7124.

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Yours sincerely

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Loretta Kreet and Paul Holmes
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Consumer Protection Unit
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