

**Question on Notice
No. 100
Asked on 17 February 2011**

MS O'NEILL ASKED THE MINISTER FOR TOURISM AND FAIR TRADING (MR LAWLOR) —

QUESTION:

Will the Minister advise how the Office of Fair Trading informs the constituents of the electorate of Kallangur about scams and how to protect themselves from the scams?

ANSWER:

While this question was asked of Minister Lawlor, then Minister for Tourism and Fair Trading, due to recent changes in Ministerial responsibility, I am now the Minister responsible for this matter and therefore provide this response.

Scams are becoming more sophisticated and the Queensland Government takes the threat to Queenslanders very seriously.

It is estimated that 1 in 20 Australians will be scammed this year alone, resulting in a loss of around \$1 billion.

The Office of Fair Trading takes action year round to warn Queenslanders about the latest scams and provides avenues to report scams and lodge complaints about dodgy traders.

The Office of Fair Trading provides information to the community about scams using:

- regular media releases;
- website content at www.fairtrading.qld.gov.au
- tailored information for young people on its youth website Get Out There (www.getoutthere.qld.gov.au);
- social media sites such as the Office of Fair Trading Twitter and Facebook accounts;
- tips and features in a bimonthly e-newsletter – Smart Business Bulletin;
- postcards on identity theft and how to spot a scam which provide helpful tips; and
- the Fair Trading series of regional roadshows and general community information sessions.

Consumers are encouraged to report suspected scams to the Office of Fair Trading at <http://www.fairtrading.qld.gov.au/report-a-consumer-scam.htm>

The Office of Fair Trading is also an active member of the Australasian Consumer Fraud Taskforce (ACFT) which incorporates 21 government regulatory agencies in Australia and New Zealand. The taskforce is dedicated

to raising awareness of fraud and providing advice to consumers on how to avoid being victims.

The taskforce organises National Consumer Fraud Week which ran from 7–13 March 2011. Information on how to avoid scams can also be found on the National Consumer Fraud Week website <http://www.scamwatch.gov.au/content/index.phtml/itemId/825189>