

MEDIA RELEASE

2 December 2016

Consumers with Disability Education Campaign

To mark the International Day of People with Disability on 3 December, consumer protection agencies have today launched a campaign to educate and empower consumers with disability when they buy goods and services under the new National Disability Insurance Scheme (NDIS).

Australian Consumer Law (ACL) regulators have produced a series of guides, fact sheets and videos to inform consumers with disability about their rights under the ACL. The resources have been developed in consultation with disability support organisations, the National Disability Insurance Agency, disability advocates and disability complaint bodies. During this campaign ACL regulators will encourage consumers with disability to use their consumer rights and speak up when things wrong.

“With the roll out of the NDIS and the significant changes in the disability sector, it is important that consumers do their research, understand their rights and use them if things go wrong. The guides and videos will assist consumers with disability to understand their key consumer rights, and provide tips about making purchasing decisions.” said Gary Clements, Commissioner of Consumer Affairs.

The resources will also assist community organisations, carers and support networks to understand the consumer law and where to go for help. ACL regulators have also released a guide for businesses that supply goods and service to consumers with disability to ensure they are aware of their legal obligations.

“Like any business that supplies goods or services to consumers, businesses supplying goods and services under the NDIS must comply with the consumer law.” said Gary Clements. These educational resources are available at no cost from www.accc.gov.au/disabilityresources or in hard copy from local, state and territory consumer protection agencies.

Background

On 1 July 2016, the Australia wide roll-out of the National Disability Insurance Scheme (NDIS) commenced. This roll-out will take place gradually over the next three years and once complete, more than 460,000 Australians will be eligible to receive funding under the NDIS. The NDIS is bringing about a fundamental change in the way the needs of consumers with disability are met. Under the NDIS, participants will receive the funding they need to purchase necessary goods or services. They will then be free to choose who they purchase those goods or services from. This is a significant change from the previous model of bulk purchasing by the state.

For more information about Northern Territory Consumer Affairs go to the Consumer Affairs website www.consumeraffairs.nt.gov.au or contact Consumer Affairs on 1800 019 319.