



Media Release

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Supporting World Consumer Rights Day 2018

Today ACCAN is celebrating [World Consumer Rights Day](#). The theme this year is 'Making digital marketplaces fairer' and Consumers International is calling for access to fair and secure internet for all, action against scams and fraud, and better consumer protection online. As a member of [Consumers International](#), ACCAN supports this initiative.

"Consumers need to be wary of scams and online fraud which can come in different shapes and sizes," ACCAN CEO, Teresa Corbin said. "We urge consumers to sign up to Australian Government scam alerts to stay on top of these issues and report scams when they encounter them."

Consumers can stay informed about scams by following [Scamwatch](#) and [Stay Smart Online](#). They can learn about cybercrime from the [Australian Cybercrime Online Reporting Network](#) (ACORN). Scams can be reported on the [Scamwatch website](#) and cybercrime can be reported on the [ACORN website](#). ACCAN also has a tip sheet to help consumers [avoid phone and internet scams](#).

Consumers International is highlighting how e-commerce has transformed the way that people shop, giving consumers more choice than ever before through online shopping.

"Online shopping is convenient and has opened up markets to consumers, but consumers should also remember that they have rights under the Australian Consumer Law when shopping online that they can exercise if anything goes wrong," added Ms Corbin.

Consumers can learn more about their rights under the Australian Consumer Law from the [Consumer Law website](#).

Last night ACCAN attended the annual Ruby Hutchison Memorial Lecture, which was delivered by Fiona Guthrie AM, Chief Executive Officer of Financial Counselling Australia (FCA). FCA is a long standing member of ACCAN and one which ACCAN has worked closely with on important issues, such as 1800 number call charges from mobile phones.

"ACCAN congratulates Fiona on what was an excellent Ruby Hutchison Lecture," Ms Corbin said. "Fiona's achievements and work representing consumers over the past 30 years have been exemplary."

ACCAN is attending the ACCC's [National Consumer Congress](#) today which brings together stakeholders from across the public, private and community sectors to explore the key issues facing Australian consumers. ACCC Chairman, Rod Sims, announced the Commission's [product safety priorities for 2018](#) at the event.

For more information, contact Luke Sutton on luke.sutton@accan.org.au or 0409 966 931. For the latest updates, follow ACCAN on [Twitter](#) or like us on [Facebook](#).

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The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communications consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.