

# Gippsland Newsletter

## March 2011



### Consumer Affairs Victoria staff in the Gippsland Region

**Debbie Saliba**  
Regional Manager

**Chris Childs**  
Regional Coordinator

**Peter Ruyters**  
Regional Compliance Officer &  
Residential Tenancy Inspector

**Sharee Paterson**  
Regional Officer

**Sharon Kearns**  
Regional Officer

### MoneyHelp Helping you deal with money and debt

MoneyHelp is a Victorian Government Initiative providing free, confidential and independent financial information for Victorians experiencing job loss or reduced working hours.

MoneyHelp can be contacted on 1800 149 689 from 9.30am-5pm, Monday to Friday.

You can also visit [moneyhelp.org.au](http://moneyhelp.org.au) where many situations are covered with advice, budget plans and more.

### Latrobe Valley Community Service Providers Expo

**29 March 2011**  
**Kernot Hall - Morwell**

The Latrobe Valley Community Service Providers expo will run from 10am to 3pm on Tuesday 29 March, with information for the local community on the services and support networks available in the region.

This expo follows the community service providers networking event held in August last year. There's already been great interest in this month's event, with a wide range of service providers agreeing to be involved in information stands and presentations. The list of organisations involved is included in this newsletter.

We will distribute a promotional flyer soon, but please start promoting the expo to your staff and consumers.

If your organisation has not received our email invitation, an electronic invitation is attached to this newsletter.

### Consumer Affairs Victoria Gippsland Regional Office

25 Ann Street Morwell 3840  
tel. (03) 5116 5701  
fax: (03) 5116 5707



## Mobile service

Consumer Affairs Victoria Gippsland is providing an extended mobile service across the region this year.

Staff will be available at Sale (Community Corrections) on Thursday and Friday, and at the Korumburra Court House on Tuesday and Wednesday. All visits are by appointment.

Our mobile service can help you with:

- Renting rights and responsibilities
- Buying and selling property
- Building and renovating
- Refunds, lay-bys and warranties
- Scams
- Travelling con men
- Product safety
- Buying a car
- Retirement villages, and
- Owners corporations.

For appointments or more information, call our regional office on 5116 5701.

Consumer Affairs Victoria and other Department of Justice staff will also be available for advice at the Justice Bus at:

- Wonthaggi - Wednesday 30 March
- Bairnsdale - East Gippsland Field Days  
Friday 29 April & Saturday 30 April
- Foster - Wednesday 4 May
- Moe - Tuesday 7 June

We will also be providing advice at these shopping centres:

**Midvalley Shopping Centre Morwell**  
Thursday 7 April (10am-3pm), Thursday 5 May (10am-3pm), Thursday 2 June (10am-3pm)

**Warragul Link Arcade**  
Friday 13 May (10am-2pm)

**Gippsland Shopping Centre Sale**  
Thursday 9 June, 10am-3pm

**Stockland Plaza Traralgon**  
Thursday 16th June 10am-3pm

Throughout May, Consumer Affairs Victoria is offering free presentations on the following issues (including answering your questions) at the Justice Centre, 25 Ann Street, Morwell.

### Rooming houses

#### Monday 2 May (10am)

This presentation is for property owners and managers who are renting out (or planning to), one or more rooms to four or more people.

The session will provide tips on:

- communicating with residents
- how to deal with issues as they happen
- fire alarms and safety issues
- what we can do to help you.

### Cars

#### Monday 9 May (10am)

Consumers buying a car can get advice on:

- choosing the right car
- doing your research
- shopping around
- what to do before you buy
- cooling-off periods.

### Landlords

#### Friday 13 May (10am)

Owners/landlords renting or planning to rent private properties can get tips on:

- communicating with tenants
- how to deal with issues as they happen
- what we can do to help you.

### Owners corporations

#### (formerly bodies corporate)

#### Monday 16 May (10am)

Consumers who want to learn more about owners corporations can get information on:

- the Owners Corporation Act
- how to deal with issues as they happen
- making your owners corporation work
- how we can help you.

### Real estate agents

#### Monday 30 May (10am)

Real estate agents will be able to get information and advice on how to comply with the law.

You must book to attend any of these free sessions by contacting Consumer Affairs Victoria's Gippsland Regional Office on 5116 5701.