

# Utilities: Advocacy & Consumer Rights

Thursday 22 March 2012 | 9:30am - 4:30pm | Joondalup | [Register](#)

Friday 30 March 2012 | 9:30am - 4:30pm | Mandurah | [Register](#)

Monday 14 May 2012 | 9:30am - 4:30pm | West Perth | [Register](#)

Wednesday 6 June 2012 | 9:30am - 4:30pm | Busselton | [Register](#)

## Who should attend?

The workshop is primarily for frontline staff delivering services to disadvantaged households who often struggle to pay their utility bills.

## What have others said?

*"Very easy to follow and interactive. Good information given" - 2011*

*"It covered situations that I face as a financial counsellor" - 2011*

## What will you learn?

1. Concessions and schemes available to disadvantaged tenants
2. Consumer protection laws & regulations relating to utilities
3. The new the Australian Consumer Law
4. Internal complaints procedures of each utility
5. Other legal remedies for resolving disputes
6. Utility hardship and credit management policies
7. Dispute resolution processes for each utility
8. Other programs and financial assistance for helping utility hardship
9. Continuing and emerging policy issues

## Need more information?

Find out how to best assist tenants who are struggling to manage utility costs through the use of up to date information on:

- Consumer Advocacy Tools
- Hardship Schemes
- Concessions and Rebates

Recent significant increases in electricity, gas and water tariffs have resulted in rapidly increasing utility costs for all tenants. Unfortunately, utilities such as electricity, gas and water are regulated by separate pieces of legislation, often making it difficult to understand the consumer protections afforded to the customers of the utilities.

## Contact Us

Registration/logistics queries:  
Gina Olivieri 9420 7222  
[training@wacoss.org.au](mailto:training@wacoss.org.au)

Workshop content queries:  
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Register online at [www.wacoss.org.au](http://www.wacoss.org.au)

## Cancellation Policy

*Please note that although this course is free, to ensure those on the waiting list don't unnecessarily miss out a \$50 fee may apply to anyone who cancels with less than 3 days' notice, or who does not attend on the day.*

## About WACOSS

WACOSS is the leading peak organisation for the Social Services sector in WA. Our vision is of a just, sustainable and equitable society now and into the future.



This is a free event, however registration is essential.