Natasha Fyles
Attorney-General and Minister for Justice

Indigenous consumers to put out the ‘Not Welcome’ mat

8 December 2016

NT Consumer Affairs is launching an Indigenous consumer awareness campaign as part of the “It’s Ok to Walk Away” National Indigenous Consumer Strategy project.

The campaign is designed to help protect Indigenous people in remote and regional communities from unscrupulous dealers and high pressure sales tactics.

The Attorney-General and Minister for Justice, Natasha Fyles, said the project informs Indigenous people about their consumer rights.

“This is an important initiative to protect Indigenous Territorians in the major centres and remote communities,” Natasha Fyles said.

“Unscrupulous traders are cold calling people at home and approaching people in public areas like car parks and shopping centres.

“Traders are locking Indigenous Territorians into high-priced contracts for sub-standard services, or tricking people into handing over bank details or cash for prizes and products that never arrive,” Ms Fyles said.

The Arnhem Land Progress Aboriginal Corporation has joined with NT Consumer Affairs to address this, producing eight short videos in English and Yolngu Martha as part of a social media campaign.

“The videos explain that it’s OK to walk away from sales people, to ask them to leave their property or hang up their phones,” NT Consumer Affairs Commissioner Gary Clements said.

The campaign also encourages Indigenous Territorians to display a ‘Do Not Knock’ sticker on the front and rear of their homes to protect their families against door to door sales people.

“Any sales person ignoring the sign will be breaking the law and may face a range of severe penalties,” he said.

Commissioner Gary Clements said many consumers in Indigenous communities sign consumer contracts when they don’t realise what they are signing up for.

“This campaign will empower them to make better informed decisions.”
Territorians who may have fallen victim to these practices should contact NT Consumer Affairs to lodge a complaint so appropriate action can be taken.

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