**TEMPLATE FOR CREATING AN ABLIS ADVISORY SERVICE**

**Name of advisory service** – Queensland

**Mandatory section**. Insert the name of the advisory service (Note: The system will populate the name with a ‘- Queensland’ extension to indicate the state jurisdiction.)

*e.g. Door-to-door or telemarketing sales – Queensland*

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**Description**

**Mandatory section.** Describe the object/purpose/scope of the advisory material.

*e.g. Salespeople who make unsolicited contact with consumers in order to sell them goods or*

*services must comply with the unsolicited consumer agreement regulations.*

*An agreement for the supply of goods or services is unsolicited when:*

*• a supplier, their salesperson or dealer telephones or approaches a consumer at a location other than the supplier’s premises, without invitation from that consumer*

*• the total value of the goods or services is more than $100, or the value was not established when the agreement was made.*

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**Other resources**

Optional field. Lists resources (e.g. guidelines, instructions) relevant to the advisory material. Include hyperlinks to all resources.

Task: Choose a category for the type of document you are adding (advisory material, application guidance, code of practice, fact sheet, FAQ, other).

Business structure: Choose the business structure that the advisory material applies to (company, sole trader, partnership, incorporated association, co-operative, trust, other). If the advice is the same for all business types use ‘all’.

Resource: The name of the resource and the URL/Hyperlink to the document.

| **Task** | **Business structure** | **Resources** |
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| ***e.g. Guide*** | *All* | *Sales practices, a guide for business and legal practitioners (PDF link)* |
| ***e.g. Transfer*** | *All* | *Cancellation notice - Unsolicited consumer agreement (PDF link)* |
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**Act(s) and Local Law(s) and Regulations**

**Mandatory field.** List full names of all administering act/s, regulations, or local laws. Provide the URL/hyperlink to the current act, regulation, or local law.

*e.g.* [*Competition and Consumer Act 2010*](https://www.legislation.gov.au/Details/C2013C00620/Html/Volume_3#_Toc368657581) *(link to Act in Federal Register of Legislation)*

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**Additional information**

Optional field. Include any other information the applicant needs to be aware of.

*e.g. A consumer is entitled to a 10-business day cooling off period, where they can cancel their purchase or contract without penalty.*

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**Administering agency**

**Mandatory section**. The name of the team and agency administering the licence.

*e.g. Australian Competition and Consumer Commission (ACCC)*

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**Contact details**

Mandatory section. All relevant contact information including phone numbers, email, fax, website, postal address, and service counter addresses.

If more than one service counter exists, please provide the information for all locations, or a URL to the agency website where the service counters are listed.

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| Please use these contact details for help or more information:  Enquiries | |
| Operating address: |  |
| Mailing address: |  |
| Phone: |  |
| Phone: |  |
| Email: |  |
| Website: |  |

**Supporting information**

Optional section. URL to relevant page on council website, agency website, or Business Queensland goes here.

e.g. [Sales practices rules](https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/selling-your-products-and-services/sales-practices) (Link to Queensland Government information page)

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