



Warning for prospective NRAS investors

General Warning

The Department of Social Services (DSS) recommends that you exercise caution when dealing with cold-callers who claim to be speaking on behalf of the government about the National Rental Affordability Scheme. The Department will never cold-call members of the public to discuss investing in NRAS, and individuals who do so may not have any legitimate connection with NRAS.

Background

The Department has been alerted to a number of instances of members of the public being contacted by an individual who claims to be calling on behalf of the government about NRAS. This individual may insist on arranging meetings with people in their homes, or insist that such a meeting has already been arranged. This individual apparently has a considerable amount of personal information about the person he contacts which may include their home address.

The Department recommends that you do **not** agree to individuals coming to your home to discuss NRAS unless you are completely satisfied that their credentials are legitimate. The Department is not involved in the sale of properties with NRAS incentives attached to them and will never call members of the public to discuss investing in NRAS.

What you should do if a cold caller contacts you about NRAS

If you receive a call about investing in NRAS from someone who claims to be working for the government, we advise that you do not agree to meet with them as no government official will ever approach members of the public about investing in NRAS.

If you are concerned that you have been contacted by someone who may be acting fraudulently, there are several government agencies you can contact for advice or to make a report.

Your local consumer protection agency is best placed to consider scams that appear to come from within your own state or territory. Details of the relevant agency in each state and territory are listed below:

- [New South Wales Fair Trading](#)¹ or phone 13 3220
- [Consumer Affairs Victoria](#)² or phone 1300 558 181
- [Queensland Office of Fair Trading](#)³ or phone 13 7468
- [Consumer and Business Services in South Australia](#)⁴ or phone 13 1882
- [Western Australia Department of Commerce](#)⁵ or phone 1300 304 054
- [Australian Capital Territory Office of Regulatory Services](#)⁶ or phone 02 6207 3000
- [Northern Territory Consumer Affairs](#)⁷ 1800 019 319
- [Tasmania Consumer Affairs and Fair Trading](#)⁸ or phone 1300 654 499

You may also wish to contact SCAMwatch – operated by the Australian Competition and Consumer Commission (ACCC) via the [SCAMwatch website](#)⁹ or by phone on 1300 795 995.

If you are extremely concerned – for example if someone comes to your home after you have asked them not to – you may wish to contact police.

¹ www.fairtrading.nsw.gov.au

² www.consumer.vic.gov.au

³ www.fairtrading.qld.gov.au

⁴ www.ocba.sa.gov.au

⁵ www.commerce.wa.gov.au

⁶ www.ors.act.gov.au

⁷ www.consumeraffairs.nt.gov.au

⁸ www.consumer.tas.gov.au

⁹ www.scamwatch.gov.au