

Members



Nestlé Health Science
www.optifast.com.au



Fortuity Pty Ltd (trading as Weight Watchers)
www.weightwatchers.com.au



Weight Management Council Australia Ltd

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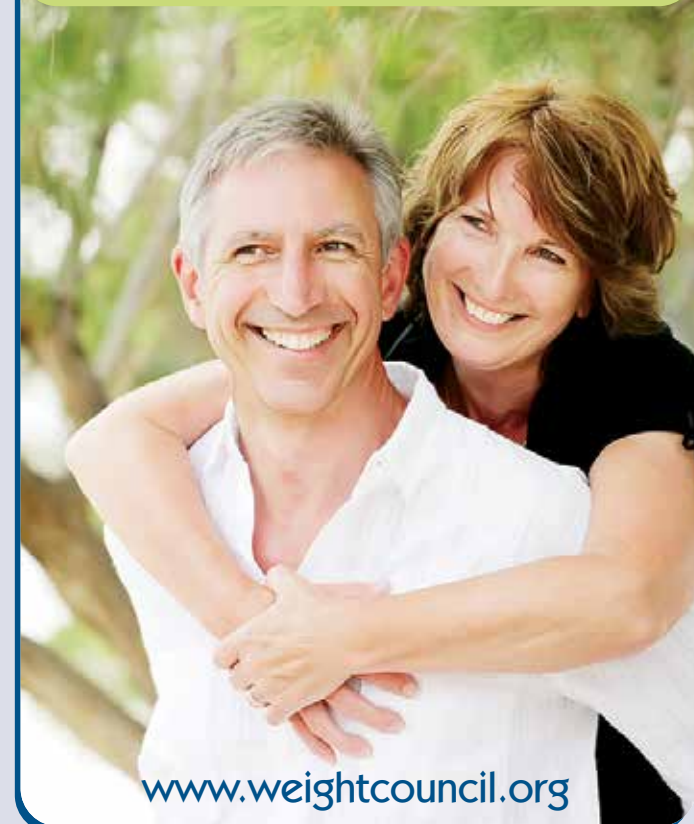
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Weight Management Council Australia Ltd

Information for Consumers



www.weightcouncil.org



Dear Consumer,

On behalf of the Weight Management Council Australia Ltd (WMCA) I am pleased to introduce the Weight Management Code of Practice (the Code).

The Code provides a comprehensive guide for the protection of your rights and the conduct of weight management businesses. It was developed by industry, consumer organisations, health and nutritional professionals and government consumer affairs departments.

The WMCA is a not-for-profit organisation which was established in 1997 to administer the Code. The WMCA also acts as the representative body for its' industry members.

The WMCA is managed by a board of directors consisting of myself as Independent Chairperson, representatives from Nutrition Australia and the Consumers Federation of Australia, and industry representatives.

Please take a few minutes to read the information in this brochure. If you are considering a weight management product or program, look for the WMCA logo. This provides you with the assurance that your rights are protected and that WMCA Accredited Members have been assessed by the WMCA to meet the requirements of the Code and are reviewed on an ongoing basis.

Gary Wittert MBBch, MD, FRACP, FRCP
Independent Chairperson
Weight Management Council Australia Ltd

Weight Management Code of Practice

The Code was originally developed in 1992 as the result of a report on consumer experiences with the weight management industry.

Providers of weight management products and services who have been admitted to membership of the Weight Management Council Australia Ltd are bound by the Code.

WMCA membership requires a rigorous assessment of each weight management provider's weight loss programs, products, advertising material, consumer affairs processes and staff training, as well as corporate integrity and compliance checking.

Code Principles

The agreed standards set out in the Code recognise the following rights for you as a consumer:

- to be informed;
- to choose;
- to be heard;
- to redress;
- to be educated about weight management products and services;
- to be provided with safe and effective weight management products and services;
- to receive products and services that are nutritionally sound;
- to be provided with weight management options that are efficacious.

Code Objectives

- To ensure that member advertising provides accurate information about costs and the likelihood of success of weight management products and services.
- To ensure that members providing weight management products and services deal openly, honestly and fairly with consumers, and represent themselves in accordance with their training and accreditation.
- To enable consumers to make informed choices about the weight management products and services they purchase.
- To achieve standardised and recognised training and qualifications for those providing weight management products and services.
- To ensure that consumers are informed about their legal rights and the Code before they enter into a contract.
- To ensure timely and appropriate resolution of disputes within an established framework of dispute resolution mechanisms.
- To ensure that weight management products and services do not compromise health status and are supported by sound food technology and nutritional science.
- To ensure that members actively promote the Code to their clients and potential clients.

Further Information

Check out our website for more information about the Code and the WMCA including key issues, frequently asked questions, choosing a weight management solution, complaint resolution and membership.

www.weightcouncil.org

