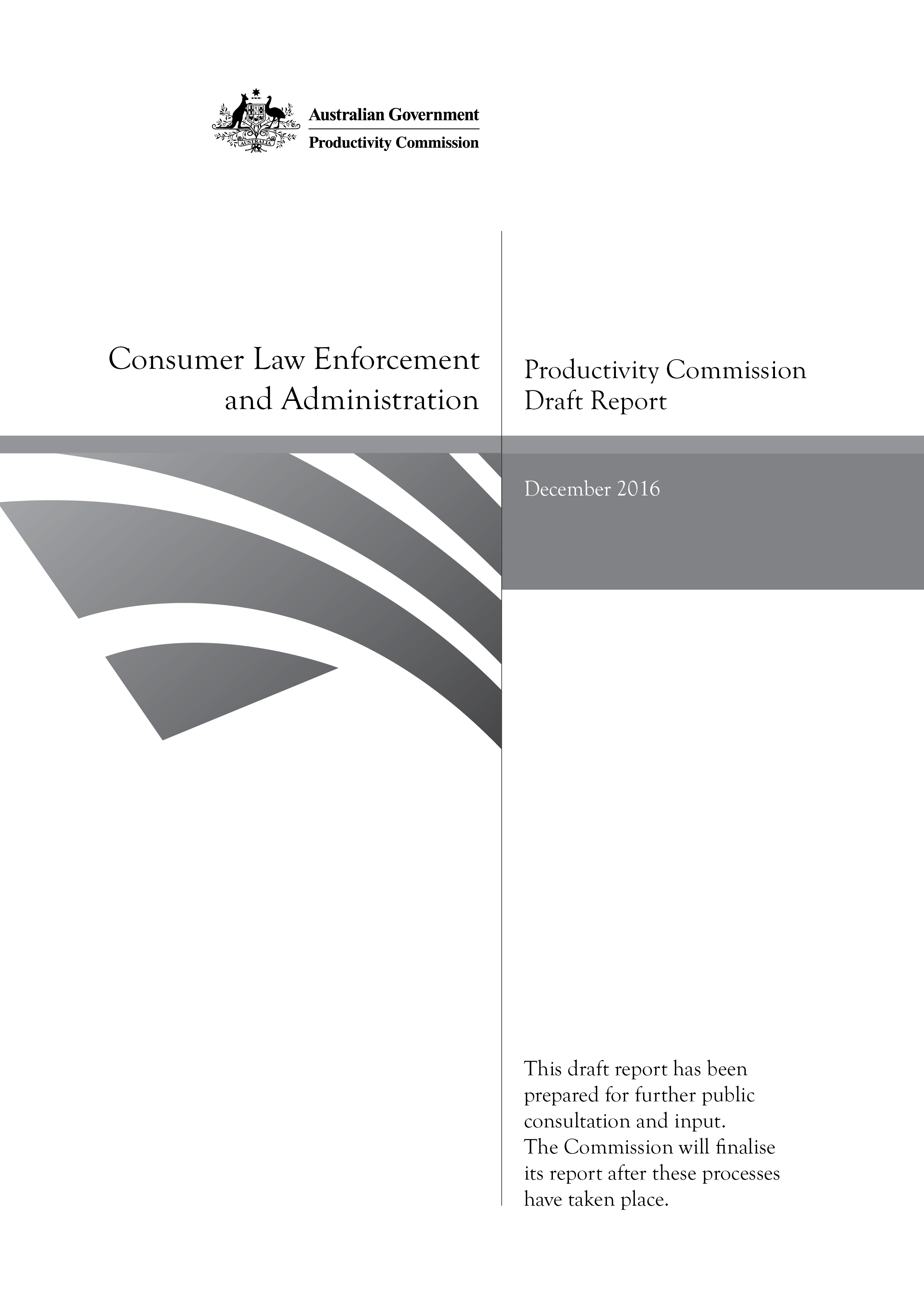
# Consumer Law Enforcement and Administration

Productivity Commission Draft Report

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Commonwealth of Australia 2016



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An appropriate reference for this publication is:

Productivity Commission 2016, *Consumer Law Enforcement and Administration*, Draft Report, Canberra, December.

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# Opportunity for further comment

You are invited to examine this draft and comment on it by written submission to the Productivity Commission, preferably in electronic format, by Monday 23 January 2017.

Further information on how to provide a submission is included on the study website: <http://www.pc.gov.au/inquiries/current/consumer-law/make-submission#lodge>.

The Commission will prepare the final report after further submissions have been received and, as required, it has held further discussions with stakeholders. The Commission will forward the final report to the Commonwealth Government in March 2017.

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# Acknowledgments

The Commission is grateful to everyone who freely gave their time to discuss the matters canvassed in the terms of reference, especially those who met with the Commission and provided written submissions.

The Commission would like to express its appreciation to the staff who worked on the study. The team was led by Tom Nankivell and comprised Catie Bradbear, Pragya Giri, Darren Magennis, Daniel McDonald and Stewart Plain.

## Commissioner

For the purposes of this study the Commissioner is:

Julie Abramson

### Disclosure of interests

The *Productivity Commission Act 1998* specifies that where Commissioners have or acquire interests, pecuniary or otherwise, that could conflict with the proper performance of their functions during an inquiry they must disclose the interests.

Julie Abramson has advised the Commission that she is a member of the independent expert panel — chaired by Professor Ian Ramsay — currently undertaking a *Review of the financial system external dispute resolution and complaints framework*.

# Abbreviations

ACCC Australian Competition and Consumer Commission

ACL Australian Consumer Law

ACLink Australian Consumer Law Intelligence Network Knowledge

ADR alternative dispute resolution

ANAO Australian National Audit Office

ASIC Australian Securities and Investments Commission

CAANZ Consumer Affairs Australia and New Zealand

CAV Consumer Affairs Victoria

CDRAC Compliance and Dispute Resolution Advisory Committee

COAG Council of Australian Governments

DIRD Department of Infrastructure and Regional Development

EDR external dispute resolution

EIAC Education and Information Advisory Committee

ERAC Electrical Regulatory Authorities Council

EESS Electrical Equipment Safety System

ESV Energy Safe Victoria

FOS Financial Ombudsman Service

FTOG Fair Trading Operations Group

GTRC Gas Technical Regulators Committee

IGA intergovernmental agreement

IT information technology

MCCA Ministerial Council on Consumer Affairs

MoU Memorandum of Understanding

NCC National Construction Code

PRAC Policy and Research Advisory Committee

PSOG Product Safety Operations Group