# Consumer Law Enforcement and Administration

Productivity Commission Research Report, March 2017

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Commonwealth of Australia 2017

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| The Productivity Commission |
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### 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 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 | ACL Intelligence Network Knowledge (system) |
| 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 |
| CFA | Consumers’ Federation of Australia |
| 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 |
| MoU | Memorandum of Understanding |
| PRAC | Policy and Research Advisory Committee |
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