



18 March 2008

By email: [consumer@pc.gov.au](mailto:consumer@pc.gov.au)

Consumer Policy Framework Inquiry  
Productivity Commission  
GPO Box 1428  
Canberra City ACT 2601

Dear Commissioners

**Additional submission to Review of Australia's Consumer Policy Framework**

The Consumers' Federation of Australia (**CFA**) welcomes the opportunity to provide this additional submission to the Productivity Commission's (the **Commission**) *Review of Australia's Consumer Policy Framework* (the **Review**).

The CFA has contributed to and endorses the joint consumer submission to the Review's Draft Report. In addition to the comments that were made in that submission, we would like to submit to the Commission an updated version of the ACCC enforcement analysis provided to the Commission in 2007 (attached). In summary the additional analysis demonstrates the following variations between 05/06 figures and 06/07 figures:

- A very slight increase in Part V litigation (from 4 to 6) and a decline in number of undertakings obtained (from 32 to 24).
- The taking of one unconscionable conduct case involving consumers (up from 0 the previous year) but no enforceable undertakings (down from 1 in the previous year).
- Consistency in the amount of product safety litigation (3 matters) and a decline in the number of enforceable undertakings obtained (from 14 to 11).

- A significant increase in competition litigation (from 5 to 11) and enforceable undertakings (from 3 to 12).
- A slight decline in the percentage of enforceable undertakings obtained that include refunds to consumers or other methods of compensation for consumers, to 19.2%

Overall the figures demonstrate a significant decline in both the number of consumer protection litigation matters taken and the percentage of enforceable undertakings obtained that include refunds or compensation for consumers.

Please do not hesitate to contact me on (03) 9670 5088 if you have any queries or require further information.

Yours sincerely

Catriona Lowe  
Chair