



consumers

2011

Australian consumer policy,
law and practice

Sydney Convention and Exhibition Centre Tuesday, 7 and Wednesday, 8 June 2011

Program Highlights

Hear about:

- the Australian Consumer Law in practice
- the new consumer law enforcement environment
- the new credit and financial services landscape
- reforms affecting the energy and telecommunications sector and developments on the food labelling review
- new developments in consumer policy and economics
- the challenges of e-commerce and m-commerce for consumer policy and enforcement
- the release of Australia's first national survey of consumer and business awareness, understanding and experiences of consumer issues: the Australian Consumer Survey

Keynote Speakers

The Hon **David Bradbury** MP, Parliamentary Secretary to the Treasurer

The Hon **Bill Shorten** MP, Minister for Financial Services and Superannuation

Ross Gittins AM, Economics Editor, The Sydney Morning Herald

Graeme Samuel AC, Chair, Australian Competition and Consumer Commission

Peter Kell, Deputy Chair, Australian Competition and Consumer Commission

Dr **Michael Jenkin**, Chair of the OECD's Committee on Consumer Policy and Director-General, Canadian Office of Consumer Affairs

Erik Heller, CEO Sweeney Research Sydney

Nick Stace, CEO, CHOICE

Simon Edwards, Microsoft Australia

Consumers 2011 is presented by the Australian Treasury, with the support of Australia's consumer agencies through the Standing Committee of Officials of Consumer Affairs.

To register visitor www.consumerlaw.gov.au

Consumers 2011 Program

Monday, 6 June 2011

18.00	<p>Ruby Hutchison Memorial Lecture and Pre-Conference Drinks presented by the Australian Competition and Consumer Commission in conjunction with CHOICE.</p> <p>Time: 6pm for drinks and the lecture commences at 7pm</p> <p>Venue: Australian National Maritime Museum</p> <p>Address: 2 Murray Street, Darling Harbour, Sydney</p>	<p>Ross Gittins AM, Economics Editor, The Sydney Morning Herald</p> <p><i>"Consumer Sovereignty In An Age of Republicanism. Why the economic model isn't working as it's supposed to, why the political model isn't working as it's supposed to and what we can do about it."</i></p>
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Tuesday, 7 June 2011 – Morning Session

8:30	Registration	
SESSION 1	A NEW CONSUMER POLICY LANDSCAPE	Session chaired by Brett Phillips , Executive Director, ACT Office of Regulatory Services and Chair of the Standing Committee of Officials of Consumer Affairs
9:00	RECEPTION AND WELCOME	The Hon Anthony Roberts MP , Minister for Fair Trading, New South Wales
9:15	Keynote Address: Australian Consumer Law	The Hon David Bradbury MP , Parliamentary Secretary to the Treasurer
9:45	Keynote Address: Consumer protection in modern markets	Graeme Samuel AC , Chair, Australian Competition and Consumer Commission
10:15	MORNING TEA BREAK	
10:50	Presentation: Consumer policy in the world today: Observations from the international arena	Dr Michael Jenkin , Chair of the OECD Committee on Consumer Policy and Director-General, Office of Consumer Affairs, Industry Canada
11:20	Presentation: The Australian Consumer Law in practice — a new national enforcement approach	Dr Claire Noone , Director, Consumer Affairs Victoria and a senior representative of NSW Fair Trading
11:50	Perspectives on the Australian Consumer Law: Views on the ACL from key stakeholders on how it's working in practice	A discussion led by Peter Kell , Deputy Chair of the ACCC with Carolyn Bond , Co-Chief Executive Officer of the Consumer Action Law Centre (Victoria), Jackie Mortenson , Senior Associate, Minter Ellison and Margy Osmond , CEO, Australian National Retail Association.
12.30	LUNCH BREAK	

Tuesday, 7 June 2011 — Afternoon Session

SESSION 2 The changing consumer environment

13:45 CONCURRENT SEMINAR SESSIONS:

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| Session 2A | Enforcement Workshop
How can the new ACL tools and remedies address emerging market issues and problems? | Chaired by Peter Kell , Deputy Chair of the ACCC and featuring
Scott Gregson , Group General Manager, Enforcement, ACCC,
Matt Crowley , General Counsel, WA Department of Commerce — Consumer Protection and Brian Bauer , Executive Director, Fair Trading Operations, Queensland Fair Trading |
| Session 2B | Food Labelling: future reform and issues
Discussing a national response to the recommendations of the Food Labelling Review and the process for developing a national response | A discussion led by Kathy Dennis , Assistant Secretary, Research, Regulation and Food Branch, Department of Health and Ageing |
| Session 2C | Consumers and telecommunications
Current telecommunications consumer changes | A discussion led by Duncan McIntyre , Assistant Secretary, Consumer Policy and Post Branch, Department of Broadband, Communications and the Digital Economy |
| Session 2D | Unfair contract terms so far
Discussing the impact on the new unfair contract terms law, enforcement actions and the implications for business and consumers | Chaired by Deborah Healey , University of New South Wales and featuring Nick Heys , Director, Unfair Contract Terms Team, ACCC and Peter Hiland , Special Counsel, Consumer Affairs Victoria |

14.35 Changeover

14.45 CONCURRENT SEMINAR SESSIONS:

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| Session 2E | Effective engagement with consumer policy
Discussing the new policy environment and how stakeholders can better engage in policy development | A discussion led by Elizabeth Lanyon , Director, Policy and Legislation Division, Consumer Affairs Victoria and featuring Catriona Lowe , Co-CEO, Consumer Action Law Centre, Ray Steinwall , General Counsel, Novartis Group (Australia and New Zealand) and Simon Writer , Manager, Consumer Policy Framework Unit, the Treasury. |
| Session 2F | The challenges of the Cyber environment for consumers | Rachel Noble , Deputy National Chief Information Officer and Cyber Policy Coordinator, Department of the Prime Minister and Cabinet |
| Session 2G | Effective consumer dispute resolution
Discussing existing mechanisms for dispute resolution, their effectiveness and possible future reforms | A discussion led by Karen Moore , Assistant Secretary, Justice Policy Branch, Attorney-General's Department with Colin Neave AM , Chief Ombudsman, Financial Ombudsman Service, Mary-Anne Noone , Associate Professor, School of Law, La Trobe University and David Coorey , Senior Lawyer, Consumer Law Team, Civil Litigation Section, Legal Aid Commission of NSW |
| Session 2H | The National Energy Customer Framework
A discussion on the new national rules on energy for consumers, which commence in 2012, and their interactions with the ACL | Chaired by Michelle Groves , Group General Manager, AER and featuring Brendan Morling , First Assistant Secretary, Energy and Environment Branch, Department of Resources, Energy and Tourism, Janine Rayner , Consumer Action Law Centre and Cameron O'Reilly , Energy Retailers Association of Australia |

15.35	AFTERNOON TEA BREAK	
16.05	Reflections from the Seminar Sessions: Consumer policy across government: the challenges of sharing and coordinating best practice	A discussion facilitated by Gordon Renouf, Consultant and Deputy Chair, Consumers Federation of Australia with Bruce Paine, Principal Advisor, Competition and Consumer Law, Infrastructure, Competition and Consumer Division, The Treasury and others.
17:00	Close of Day 1	

18.30 Consumers 2011 Reception

19.00 Consumers 2011 Dinner

Wednesday, 8 June 2011 — Morning session

9:00	RECEPTION	
SESSION 4	NEW WAYS OF THINKING ABOUT CONSUMER POLICY	Session chaired by Colin Neave AM , Chief Ombudsman, Financial Ombudsman Service; Chair, Commonwealth Consumer Affairs Advisory Council
9.15	Keynote Address: Consumer reform and financial Services, superannuation and consumer credit	The Hon Bill Shorten MP , Assistant Treasurer and Minister for Financial Services and Superannuation
9.45	Presentation: Making better consumer policy: The OECD Consumer Policy Toolkit	Dr Michael Jenkin , Chair of the OECD Committee on Consumer Policy and Director-General, Office of Consumer Affairs, Industry Canada
10.15	Questions	
10.30	MORNING TEA BREAK	
11.00	CONCURRENT SEMINAR SESSIONS:	
	Session 4A Consumer Guarantees: The Issue of Durability — Statutory guarantees, express warranties and extended warranties under the Australian Consumer Law with discussion on the practical experience of consumer guarantees in New Zealand	A discussion led by Stephen Corones , Professor of Law, Queensland University of Technology with Anne Darroch , Principal Disputes Referee, NZ Disputes Tribunal
	Session 4B Consumer Economics: new applications and greater relevance The ACL creates a new enforcement environment and brings economic issues to the fore. A discussion of the potential role of consumer economics in practice.	Dr Rhonda Smith , University of Melbourne (with Professor Stephen King , Monash University)
	Session 4C Making it work: Mandatory reporting in practice A discussion on mandatory reporting under the new Product Safety system	Chaired by Ruth Mackay , General Manager, Product Safety Branch, ACCC and featuring Associate Professor Luke Nottage , Faculty of Law, University of Sydney, Annette Hughes , Partner, Allens Arthur Robinson, and John Jamieson , Director, Recalls & Hazard Assessment Section, Product Safety Hazard Response Branch, Australian Competition & Consumer Commission.

	Session 4D The new credit environment Discussion and debate on Australia's new credit regulatory system and future reform	A discussion led by Christian Mikula , Manager, Investor Protection and Credit Unit, the Treasury with Gregory Kirk , Senior Executive Leader, Deposit Takers Credit & Insurers, ASIC; Katherine Lane , Principal Solicitor, Consumer Credit Legal Centre (NSW); Shivanthi Fernando , Manager Regulatory Affairs — Legal & Compliance, ING Bank and David Fodor , Chief Credit Officer, Personal Banking Risk, National Australia Bank
11.50	CHANGEOVER	
12.00	Report Back on Seminar Sessions: Feedback and key issues for future consideration	Session Chairs
12.30	LUNCH	
SESSION 5	WHERE NEXT FOR CONSUMER POLICY?	Session chaired by Dr Claire Noone , Director, Consumer Affairs Victoria
13:30	Keynote Address: The Australian Consumer Survey A presentation on the results of Australia's first national survey on consumer and business awareness and understanding of consumer rights and obligations and their experiences with consumer issues, problems and dispute resolution	Erik Heller , General Manager, Sweeney Research Sydney and Rebecca Lowery , Sweeney Research
14:00	Future consumers: Commentary on the future of consumer law, regulation and policy in Australia	Nick Stace , Chief Executive Officer, CHOICE and Simon Edwards , Director of Corporate Affairs, Australia & New Zealand, Microsoft Australia
14.40	Insights from the floor	An opportunity for delegates to say their piece in a 3-minute contribution from the floor
15:20	AFTERNOON TEA BREAK	
15.50	Closing address: The challenges of consumer policy — regulating for effective consumer decision-making	Jim Murphy PSM , Executive Director, Markets Group, The Treasury
16.20	Conclusions and Thanks	The Hon David Bradbury MP , Parliamentary Secretary to the Treasurer
16:30	CLOSE	