

Unfair trading practices - Consultation Regulation Impact Statement

I request that my name, email address, and other personal details remain confidential and not be published, as I wish to preserve my privacy.

Submission:

- Unfair trading practices should be made illegal in Australia.
- I support the suggestions of the Consumer Policy Research Centre (CPRC) as to how this should be done, including:
 - Be clear about how the term "unfair" is defined, ensuring it's broad but with enough definition for regulators to effectively enforce against it.
 - Design the law in a way that captures unfair practices that can affect any consumer, especially people experiencing disadvantage or any form of vulnerability.
 - Ensure there are provisions in place that allow the law to evolve over time and for regulators to specifically blacklist certain unfair practices as they emerge.
 - Hold businesses accountable for their actions and ensure penalties, fines and other enforcement actions adequately deter businesses from engaging in or continuing unfair business practices.
 - Provide individuals with meaningful access to redress from the harms they've experienced from unfair practices and ensure regulators consider redress as part of their enforcement initiatives.
 - Enable regulators to insist that practices found to be unfair by a business in other jurisdictions can be quickly addressed by the business in Australia too.
 - Consider the impact on mental health when mapping the spectrum of harms caused by unfair business practices.
- Of the options put forward in the RIS, I most support Option 4 (Introduce a combination of general and specific prohibitions on unfair trading practices), followed by Option 3 (Introduce a general prohibition on unfair trading practices).

