

Australian Consumer Survey 2016

The Australian Consumer Law (ACL) commenced on 1 January 2011. The first Australian Consumer Survey was conducted by EY Sweeney shortly before the commencement of the ACL and repeated in 2016 to identify trends in consumer and business awareness, behaviour, consumer detriment and business burden in terms of compliance costs.

Decrease in consumer problems

Consumers who experienced at least one problem in the last 2 years



Average number of consumer problems per month reported by businesses



Decrease in business compliance costs

Annual business compliance costs down by \$3.5b



Awareness of consumer protection laws remains high



believe the government provides adequate information and advice about consumer rights & responsibilities



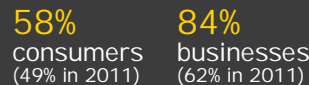
believe the government provides adequate information and advice about consumer rights & responsibilities

Consumers feel more empowered to resolve disputes

Consumers that took action to resolve their problem



problems resolved directly between the consumer and the trader



agree government provides adequate access to dispute resolution services

Consumers believe there is more rigorous enforcement of the law

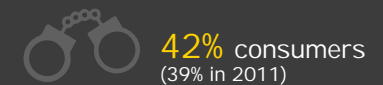
Consumers believe the law adequately protects them



believe the government is proactive in preventing breaches



believe businesses that treat consumers unfairly will be detected



believe business that treat consumers unfairly will be adequately penalised

