

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



56% of businesses believe the ACL has had a positive impact on their compliance with the law (42% in 2011)

Awareness of consumer protection laws remains high

90% consumers **98%** businesses aware consumer protection laws exist

57% businesses believe the ACL has had a positive impact on their understanding of their obligations & responsibilities

54% consumers (38% in 2011) 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



84% consumers problems resolved directly between the consumer and the trader

58% consumers (49% in 2011) **84%** businesses (62% in 2011) agree government provides adequate access to dispute resolution services

70% of businesses agree most disputes end up with a fair outcome (50% in 2011)

Consumers believe there is more rigorous enforcement of the law

Consumers believe the law adequately protects them



45% consumers (40% in 2011) believe the government is proactive in preventing breaches

51% consumers (47% in 2011) believe businesses that treat consumers unfairly will be detected

42% consumers (39% in 2011) believe business that treat consumers unfairly will be adequately penalised