

Safety is mandatory

Businesses have two days to notify the ACCC after becoming aware that a product they supplied to consumers caused, or may have caused, serious injury, illness or death, following changes that took effect from the beginning of this year.

This requirement, known as 'mandatory reporting,' is a part of broader consumer law reforms known as the Australian Consumer Law (ACL). This new requirement will allow ACCC officers to identify significant safety issues at an earlier point and become involved in addressing the issue if necessary. It will also improve hazard detection by assisting officers to identify injury trends that would not otherwise be evident.

Business can report online via the Product Safety Australia website: visit www.productsafety.gov.au/mandatoryreporting and click on the link to the mandatory reporting form www.productsafety.gov.au/mandatoryreporting

The ACCC has released draft guidelines to help businesses understand what to report, when and how. The guidelines can be found at www.productsafety.gov.au/mandatoryreporting



National ACL guide
Product safety: A guide for businesses
and legal practitioners