



# PRODUCT SAFETY RECALL SUPPLIER GUIDELINE

Information Session

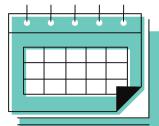


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28 May 2024  
3:30pm - 4:30pm



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**ACCC**AUSTRALIAN  
COMPETITION  
& CONSUMER  
COMMISSION

## WHAT YOU NEED TO KNOW ABOUT THE PRODUCT SAFETY RECALL PROCESS

In April 2024 the ACCC released their updated supplier guideline for conducting a consumer product safety recall.

The Australian Furniture Association provided significant feedback during the consultation process on behalf of its members and the wider community to Grow, Promote and Protect the furniture and furnishing industry.

As a result, the ACCC has offered an exclusive information session for the Australian Furniture Industry to outline the changes to the Product Safety Recall process. The one-hour online information session will be provided on 28th May 2024 to provide an overview of the new guidelines.

## ABOUT THE RECALL GUIDELINE

The guideline informs suppliers of their Australian Consumer Law obligations and the ACCC's role in assessing, monitoring, and escalating recalls.

Guidance and tools have been developed in consultation with industry to make sure suppliers can provide clear and effective communications to consumers.

The product safety recall process involves:

1. Stopping the supply of a product
2. informing the relevant authorities of the problem
3. warning consumers of the hazard the product presents, and
4. offering consumers a remedy in the form of a repair, replacement, or refund.

### Conducting a consumer product safety recall

Reporting any product-related death, serious injury or serious illness

**Australian Businesses responsible for imported product safety - AFA**  
(australianfurniture.org.au)

**PARAGON**  
INSURANCE BROKINGAUSTRALIAN  
FURNITURE  
ASSOCIATION

furniture complaints

## THIS EVENT IS PROUDLY SUPPORTED BY PARAGON INSURANCE

Paragon Insurance Broking is a commercial insurance brokerage that specialises in cost-effective risk management solutions for Australian businesses and commercial landlords. Paragon also specialises in Product Recall Insurance Solutions.

Paragon is a young, dynamic, and ever-evolving insurance brokerage that adapts to the needs of various industries. From white collar consulting to manufacturing and construction, we aim to be an extension of your team, focusing on comprehensive and competitive insurance arrangements for your business.

This expertise, combined with the scale of the Steadfast Broker Network, enables Paragon to deliver superior results to clients in a time-efficient, financially competitive manner and individually tailored to their requirements.



## THIS EVENT IS PROUDLY HOSTED BY THE AFA

The Australian Furniture Association (AFA) is the hub of the furnishing industry ecosystem, which operates locally, nationally, and globally across the supply chain. Buyers can choose AFA Members with confidence.

The AFA represents professionals to grow, promote and protect the industry through access to advocacy, research, skills training, procurement and compliance services, advanced manufacturing knowledge transfer, corporate business services, resources, accredited testing and certification, and connections to local manufacturers, importers and exporters.

Our members are the best in the business. The AFA contributes to worldwide consultation, collaboration, and development on behalf of all members across global regions.



## THIS EVENT IS PROUDLY SUPPORTED BY FURNITURE COMPLAINTS AUSTRALIA

This is Australia's first dedicated complaints handling service for consumer problems related to unsafe, faulty or not fit for purpose furnishing products.

If you are dissatisfied with the response to your claim from the retailer or supplier, or there is an issue with an Australian furnishing product or service, we can help you.

