

ERAC Recall Guidelines

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ERAC Recall Guidelines

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1. What are these guidelines?

This guide is intended for general use as an information guide only. It outlines the current minimum common expectations of all electrical safety regulators as to what needs to be achieved to carry out a recall of electrical articles within Australia and New Zealand. Any person or company undertaking a recall should liaise directly with the appropriate Regulator for any additional information and may also wish to consider obtaining independent legal advice to ensure that they comply with their statutory obligations.

The Electrical Regulatory Authorities Council (ERAC) comprises all electrical safety regulators in Australian jurisdictions and New Zealand. ERAC members also include the Australian Media and Communications Authority (ACMA) and the Australian Competition and Consumer Commission (ACCC). ERAC co-ordinates liaison between all the regulators and members in relation to information sharing and education campaigns. ERAC works to develop and promote collective regulatory strategies, policies and ongoing reforms relating to electrical safety between jurisdictions so as to ensure electrical safety matters within Australia and New Zealand are adequately actioned.

These guidelines outline the general requirements which apply to the person or company responsible for conducting a recall of electrical articles within Australia and New Zealand.

That person or company is classified as the “recalling entity” within this document. The recalling entity may be any or all of the following – Importer, manufacturer, responsible supplier, supplier, distributor, wholesaler, retailer (including on-line seller), trader, installer or any other responsible entity who decides to do a recall or is required to do a recall by a regulatory agency. In this document the terms ‘equipment’, ‘article’ or ‘product’ are used interchangeably and mean a reference to any electrical item under recall.

Recalls may be conducted on consumer articles (consumer goods or products, including products that are installed in homes), industrial or commercial equipment and on equipment that is portable or even fixed in installations.

In the interests of electrical safety in the marketplace for consumers, industry and other end users unsafe electrical articles needs to be removed from use. Consumers,

employees or the general public may suffer serious injury or death from such articles and if they do, recalling entities can be liable under electrical safety laws and the article liability provisions of the Competition and Consumer Act, State legislation or at common law.



THIS ERAC RECALL GUIDELINE IS TO BE READ IN CONJUNCTION WITH ANY RECALL GUIDELINES PREPARED BY THE ACCC.

(www.recalls.gov.au) The ACCC guidelines covers the recall of consumer products (goods), including electrical articles that are consumer products, in accordance with the Australian Consumer Law.

[Suppliers of electrical products should also develop an understanding of the consumer guarantee provisions of the Australian Consumer Law, which also cover safety and defective goods.]

And in the case of New Zealand guidelines for product recalls -

<http://www.consumeraffairs.govt.nz/pdf-library/product-safety-pdfs/Guidelines-for-Product-Recalls-December-2013.pdf>

2. What is a recall and when should I do one?

An article recall is an action by a recalling entity to remove an unsafe electrical article from users in order to prevent it from causing harm.

A recall is not merely the removal of the article from the stores but includes removal of the article from warehouses, removal from the end user / repair / rectification / replacement and/or disposal in a manner that ensures electrical safety. A recall will always require a stop sale to be undertaken but this does not by itself constitute a recall.

It is the recalling entity's responsibility to prevent an unsafe article from reaching the marketplace as well as to seek the return of unsafe articles that may have been sold or supplied.

A recall will remain in force until such time that all of the affected articles are removed from the marketplace.

2.1 Who is responsible for the recall?

All entities in the supply chain have a responsibility to participate in the conduct of the recall and to ensure all relevant recalling entities and consumers are identified and advised of the hazard relating to the article. However, ordinarily the recalling entity at the highest level in the supply chain has the lead responsibility to carry out the recall.

Electrical safety legislation and consumer law legislation places obligations or duties on all participants in the supply chain. These obligations can result in mandating certain actions to be taken by a particular recalling entity or more than one recalling entity.

Where there is an unsafe electrical article, it is in the best interests of all concerned that recall action is initiated quickly and voluntarily in all jurisdictions that the articles have been sold in to minimise risk of harm to consumers. In addition to preserving public safety, timely recalls can reduce potential legal exposure, costs and the need for the relevant Regulator to pursue enforcement actions that may have serious financial implications for the recalling entity.

Failure of a company to conduct a mandatory recall (even if the company is placed in liquidation) could result in individual officers of the company facing further legal actions, fines and /or imprisonment in some jurisdictions.

2.2 When to undertake a recall.

A recall should be undertaken when the article is known to be, or reasonably suspected to become, unsafe. There is no requirement for any incident or injury to occur to indicate an article is unsafe before a recall is triggered. It can be deemed to be unsafe by reason of its design or a manufacturing fault that could lead to a failure in an unsafe manner causing a shock hazard, fire hazard, mechanical hazard, burn hazard or other hazards to the user.

Compliance to relevant Australian / New Zealand Safety Standards is not always a guarantee that an article is safe. It is possible that the relevant standard may be deficient in relation to the articles and the risk that occurs as it may not address new emerging technology within the article that introduces a previously unforeseen risk. Recalls can result from a manufacturing problem or a batch issue (that cannot be detected by testing of the article at the time of introduction into the market). A safety issue with an article may also arise due to a reliability / robustness problem (one that may only become apparent over time).

Evidence of unsafe articles may come from incidents reported to the recalling entity from end users or from investigations by electrical safety regulators, evidence of non-compliance during quality control testing, independent check-testing by electrical safety regulators showing unsafe or non-compliance to relevant standards, information from electricians who install the equipment, evidence of the equipment involvement in fires, risk analysis after similar articles have caused safety issues, reports of component failure in other articles, and where the component is also within the equipment being reviewed from information supplied by other regulatory agencies.

The decision to conduct a recall should not be dependent on the number of incidents, but rather the risk identified from one or more incidents or assessment of the article or information of non-compliance, etc. and the harm that could occur to persons or property from the articles. There may be many incidents and no clear understanding of their cause. However, even where there is no clear cause or a fully identified fault if incidents are occurring, a recall should still be considered to ensure that risks are mitigated. A 'one-off' event may be sufficient to require a recall. It will require effective examination and investigation of the circumstances of failure to identify if the failure is a true 'one-off' event. For example, adequate sampling of other manufactured article would need to show the fault is not consistently appearing and the event was truly a one off.

Testing or analyses that suggest only a very low proportion of articles are failing out of many thousands or hundreds of thousands of articles sold does not mean that it will not be necessary to conduct a recall. A single sample of an unsafe article can cause electric shock, fire, destruction or death.

2.3 Good business practices

From their experience in overseeing recalls, electrical safety regulators offer the following advice to all importers, manufacturers, responsible suppliers, suppliers, distributors, wholesalers, retailers (including on-line seller), traders and installers as prospective recalling entities:

- It is highly recommended to consider the use of 'recall insurance' to ensure capacity to meet financial obligations to conduct recalls.
- Recalling entities should also have quality control systems;

- I. Ongoing inspection & testing of article batches with a comparison to original tested samples. *Article substitution is common in some industries & importers may be caught unaware & need to recall unsafe articles*
- II. Batch identification & serial numbers. *This can limit the scope of any prospective recall to any identified affected batch / serial number range.*
- III. Effective investigative / recording / reporting process of complaints about unsafe samples; *these details will be asked for by the Home Regulator*
- IV. Technically competent persons within the company or access to such persons for advice on electrical safety matters

3. REGULATORY AGENCIES INVOLVED

3.1 The Australian Competition and Consumer Commission and your obligations.

The Australian Competition & Consumer Commission (ACCC) as a Commonwealth Government agency is the national agency that administers the Australian Consumer Law (ACL) and has certain legislative powers relating to consumer product recalls within Australia.

Electrical safety of articles, however, is regulated within State and Territory legislation and is overseen by electrical safety regulators in the various States and Territories – see section 3.2.

While individual states and territories control electrical product safety, recalling entities in Australia must comply with ACL requirements for reporting to the ACCC any deaths or serious injuries reported as being caused by goods they supplied. For further information, visit the Product Safety Australia website:

www.productsafety.gov.au/content/index.phtml/tag/MandatoryReporting

Once recall action has begun, the supplier must notify the appropriate Commonwealth Minister within two days. This requirement can be met by notifying the ACCC. This notification to the ACCC is independent of any other action with a state based electrical safety regulator. Notification should preferably be made using the on-line notification form provided on the ACCC's Product Safety Recalls Australia website:

<https://www.recalls.gov.au/content/index.phtml/itemId/1000103>

Alternatively your notification can be emailed to: recalls@recalls.gov.au, or it can be made via letter to the Federal Minister for Small Business and Assistant Treasurer (the Minister) to:-

C/o Consumer Product Safety Branch
Australian Competition & Consumer Commission
GPO Box 3131
CANBERRA ACT 2301

For more information visit: <http://www.recalls.gov.au/content/index.phtml/itemId/952488>

3.2 Australian electrical safety regulators and your obligations

Within Australia, each State and Territory regulator administers separate electrical safety legislation and enforceable powers independently. This means that there may be some slight differences between each of the regulators concerning what actions they may require for a recall. Each jurisdiction is bound to apply their own respective legislation and may require other certain actions/information. Each State and Territory has the same desired outcome – that unsafe electrical articles are removed from the marketplace before injury to persons or damage to property occurs.

This guide has been produced to support a uniform approach to requirements for a recall so as to assist recalling entities in meeting the requirements of all jurisdictions when conducting a recall.

All States and Territories require that action be taken to remove all articles and stipulate that a recall is not completed until all articles are accounted for.

While each State and Territory may have different legislative requirements, the conduct of a voluntary recall for all of Australia (or for all the jurisdictions where the article was sold) is encouraged. This will help reduce the likelihood of additional actions being taken against a company by each State and Territory to ensure safety within their jurisdiction.

Many State and Territory electrical safety regulators have legislative powers to mandate a recall. The electrical safety regulators also work co-operatively with the ACCC and State and Territory ACL regulators who have additional mandatory recall powers. This combination of actions ensures that where a voluntary recall of unsafe articles is unsatisfactory there are appropriate powers that can be exercised to mandate a recall of the unsafe articles.

To assist companies in dealing with the State and Territory regulators (to reduce reporting requirements, 'approvals' process work, etc.), the regulators have agreed that one regulator can act on behalf of all regulators when a company is conducting a voluntary recall and taking action in accordance with the recall guide – see the section on **Home Regulator** for more information.



A recalling entity will need to contact the Home Regulator to inform it of the recall and discuss the proposed actions

3.3 New Zealand electrical safety regulator and obligations

Australian electrical safety regulators and the New Zealand electrical safety regulator work co-operatively to ensure the effective recall of unsafe articles that may have been sold in both jurisdictions. To this end, the New Zealand regulator subscribes to the ERAC agreement of 'Home Regulator' for articles sold in New Zealand and in Australian jurisdictions.

Under the New Zealand Fair Trading Act 1986 (FTA) suppliers (importers, manufacturers, distributors, and retailers) are responsible for the safety for their products and mitigating the risks and hazards posed by their products. Section 31A of the FTA requires suppliers undertaking a recall in New Zealand to notify the Ministry of Business, Innovation and Employment (MBIE) and provide the required information within 48 hours of publically initiating a recall. Trading Standards, an operation unit within MIBE, has oversight responsibility for recalls and manages recall notification and reporting. For unsafe electrical articles MBIE – Trading Standards works with the New Zealand electrical safety regulator, Worksafe's Energy Safety, to ensure the appropriateness and adequacy of recall actions in New Zealand.

While recalls in New Zealand only need to be notified post initiation, suppliers are encouraged to notify recalls prior to public initiation. This enables the Ministry to provide advice and recommendations on the intended recall action and to ensure efficacy and the need to repeat. Failure to notify a recall is a breach of the legislation and may result in compliance action.

Periodic progress reporting is also required to evidence the effectiveness of the recall action taken. Where a recall is undertaken in both Australian and New Zealand reporting periods can be aligned with that specified by the ACCC.

Downloads for New Zealand specific recalls:

- Guidelines for product recalls - <http://www.consumeraffairs.govt.nz/pdf-library/product-safety-pdfs/Guidelines-for-Product-Recalls-December-2013.pdf>
- Notification form - <http://www.consumeraffairs.govt.nz/pdf-library/product-safety-pdfs/Recall-Notification-Form.docx>
- Recall notice template - <http://www.consumeraffairs.govt.nz/pdf-library/product-safety-pdfs/Product-recall-template.doc>
- Progress report form - <http://www.consumeraffairs.govt.nz/pdf-library/product-safety-pdfs/Guidelines-for-Product-Recalls-December-2013.pdf>
- www.consumeraffairs.govt.nz/for-business/compliance/product-safety/product-recalls/product-recall-templates-examples-forms

If suppliers have questions about a particular New Zealand recall or the recall process in general, please email recalls@mbie.govt.nz.

4 The Home Regulator

As previously mentioned, within Australia, each State and Territory administers separate electrical safety legislation and enforceable powers independently; however, all jurisdictions have the same common goal of ensuring unsafe electrical articles are removed and to that end, this recall guide is produced to ensure recalling entities understand the common requirements when a recall is conducted.

To assist recalling entities conducting a recall in accordance with these guidelines the State and Territory electrical safety regulators have agreed that one regulator can act on behalf of all regulators in relation to reporting of recall actions and consideration of any further actions that may be necessary for the recalling entity to conduct.

A Home Regulator is the State or Territory regulator that is designated as the single point of contact for all State and Territory electrical safety regulators for a supplier who is undertaking a recall after its notification to the ACCC. The Home Regulator will liaise and negotiate with the other State and Territory regulators relating to a recall.

In this guide the Home Regulator is best defined as the being the state regulator who the recalling entity will liaise with when undertaking an electrical safety recall. While a recalling entity may contact any regulator initially, electrical safety regulators will determine who the best regulator is to be the Home Regulator and this will be determined by agreement of regulators. The Home Regulator may be determined by any of the following:

- a) *where the article has been issued with a certificate by a state based electrical safety regulator, then the regulator who issued that certificate may request to be the Home Regulator; or*
- b) *where no such certificate has been issued, then the regulator in the state in which the electrical safety incident occurred may request to be the Home Regulator; or*
- c) *where no incident has occurred and a preventative recall is required, then the state where the recalling entity's head office is located may request to be designated as the Home Regulator; or*
- d) *where the article has been sold in a particular jurisdiction, or several jurisdictions, a regulator of a jurisdiction where the article has been sold, and chosen by the recalling entity to liaise with for the conducting of the recall, may be designated as the Home Regulator.*

A list containing the electrical safety regulators for each State and Territory along with their contact details can be found at section [6. Australian State and Territory regulators](#).

5. A recall is required – What do I do now?

Once the decision is made to undertake a recall, the ACCC has been notified, and a Home Regulator identified, there are several important steps that must occur. The Home Regulator is your main point of contact when planning, implementing and monitoring your recall. These following steps are the minimum required by a Home Regulator:

- ▶ Plan the recall and information exchange with the Home Regulator;
- ▶ Prepare the draft recall notice;
- ▶ Prepare proposed advertising of the recall (media schedule);
- ▶ Undertaking the recall actions;
- ▶ Reporting and ongoing reporting requirements;
- ▶ Reviewing the effectiveness of the recall ; and
- ▶ Adjusting actions to improve recall outcomes.

5.1 Planning the recall and information exchange with the Home Regulator and the ACCC.

The ACCC has certain reporting requirements for a recall – see the ACCC Consumer Product Safety Recall Guidelines for more information: www.recalls.gov.au. The electrical safety regulators will also require certain information that will be discussed with the respective Home Regulator with this guide being the expected minimum requirements.

In order for electrical safety regulators to have confidence that the most effective recall is being undertaken, the Home Regulator will require information so that your recall is tailored to best suit the marketplace. Some of the information required will be:

- ▶ Details of the exact type of electrical article including:
 - Brand/trade name/s;
 - Model numbers; and
 - Batches (if relevant) / manufacturing dates / other methods of determining the articles affected
- ▶ The known fault and its expected consequences:
 - How this determination was made
- ▶ How the fault came to notice;
- ▶ Details of known incidents involving the articles;
- ▶ Cause of the fault – e.g. design defect, manufacturing process failure (poor workmanship) or reliability (robustness) problem;
- ▶ The details of the manufacturer and importer / responsible supplier registration details (if any);
- ▶ Number of units manufactured and sold;
- ▶ Number of units identified as having the fault and how this number was determined;
- ▶ Where the article was manufactured or imported;
- ▶ When and where the article was sold to wholesalers and/or retailers;
- ▶ Details of ‘on sellers’ you have supplied with the article;

- ▶ The geographic sales distribution of the article (including breakdown of sales by State and Territory, and New Zealand if applicable);
- ▶ Other known outlets selling the same article or any similar articles that may have the same fault.

The Home Regulator will supply relevant information to all other electrical safety regulators.



It is critical to identify who might be affected by the unsafe articles. The Home Regulator will expect a formal analysis determining who the end-user of the articles are. The results of this will affect all aspects of the recall in particular the scope and type of advertising required and to determine how to trace the articles and their owners. Examples include – demographics and geographical location, where would they regularly go to shop, what type of newspaper / trade magazine / social media would they be likely to use, are they skilled in the use of the article or not, are they a tradesperson, child, etc.

Once this exchange of information has been carried out, the recalling entity in consultation with the Home Regulator will customise a recall notice.. In further planning of a recall the Home Regulator will ask that the following is canvassed:

- ▶ You should advise any on-sellers (wholesalers/retailers) which can be contacted to immediately stop further sales and quarantine affected stock. Recalling entities should also have in place adequate administrative measures to be able to trace the article, including batch marking, date coding and proper use of model number codes.
- ▶ A recall for electrical articles usually entails a refund of the article but other options are possible including a rework of the article (fixing the problem) or replacement with a similar type. Where replacement or 'rework' of articles cannot be readily identified, replacement or reworked articles should be suitably marked to enable identification. The reworking cure should be verified as an adequate fix to the defect or problem so as to ensure it will not cause a knock-on of safety problems that will need to be addressed in future recalls. If the article requires certification (declared article/ proclaimed / prescribed / level 3 article) the certificate issued for the article should be updated to include the modification/reworks made. If no certificate is required, the recalling entity

should ensure its technical files are updated with adequate reports to show the article is electrically safe after the modification/rework.

- ▶ Declaration or evidence of destruction of recalled electrical articles
- ▶ Talk to your insurance provider. It may be possible to get insurance against the cost of a recall. Check whether your insurance policy covers these costs.

5.2 Preparing a Recall Notice

Preparation of a recall notice is mandatory and should be approved by the Home Regulator before use. The notice itself must be in a prescribed format as set out in this document (a blank template document is available at www.recalls.gov.au/content/index.phtml/itemId/952922 or can be emailed to you by the Home Regulator). Again, your Home Regulator will assist in the construction of the notice.

The recall notice must;

- ▶ Contain the prominent heading 'ELECTRICAL SAFETY RECALL' in red characters with minimum 16 point bold font size
- ▶ Contain a picture of the article
- ▶ Identify the article brand, and model (and batch if relevant)
- ▶ Identify the fault and
 - ▶ identify the risk (e.g. Risk of electric shock or fire)
 - ▶ Identify where and when the article was sold
- ▶ the format should contain headings such as Product Description, Hazard and Action Required.
- ▶ The hazard should be identified as either 'RISK OF ELECTRIC SHOCK' or 'RISK OF FIRE' or 'RISK OF xxx' (where xxx is replaced by the risk – e.g. 'explosion', 'radiation', 'burn', 'mechanical injury,' etc.) with the font to be at least bold 10 point sans serif type font. Other text in the notice to be at least 10 point sans serif type font
- ▶ Advise of the actions to be taken (e.g. cease use immediately and return to place of purchase, etc.)
- ▶ Identify the legal entity responsible for the recalled article (usually includes Pty

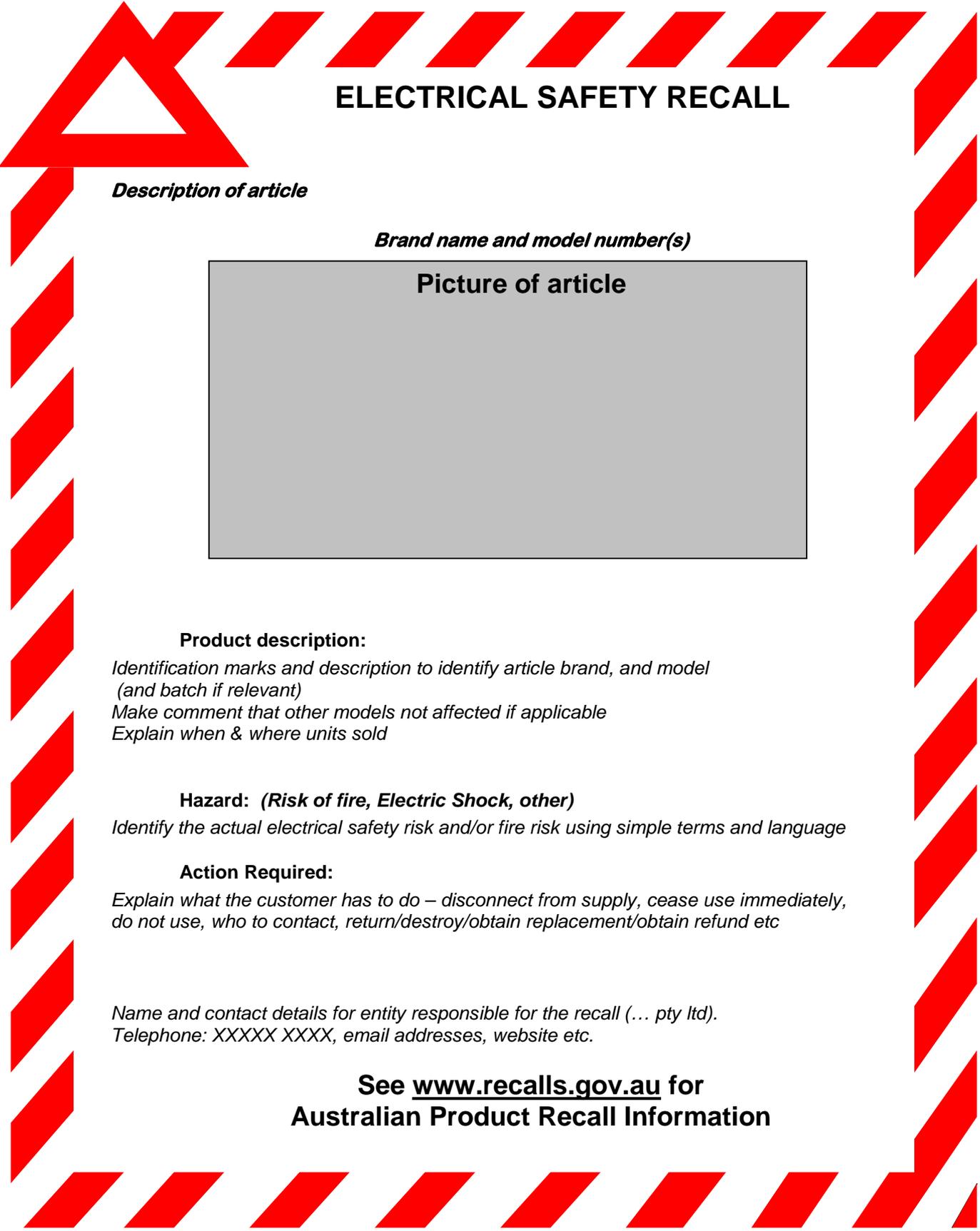
Ltd and / or ABN/ARN)

- ▶ Provide an Australian / New Zealand contact through telephone, email for further information or website form
- ▶ Contain the footnote "See www.recalls.gov.au for Australian article recall information" in bold 14 point font size, for Australian Recalls
- ▶ For New Zealand Recalls, contain the footnote " **See www.consumeraffairs.govt.nz for other New Zealand consumer product recalls** " in bold 14 point font size,.
- ▶ Be in the standard format using a red hatched border with a safety triangle in the upper left-hand corner. (If being published in a newspaper, it should be at least a minimum size of 10 X 12 cm) on the printed page
- ▶ The notice must not include the words “voluntary recall” or use phrases to lessen the importance of the matter such as “on rare occasions” or a “small possibility of”, etc.



The recalling entity must submit the draft notice and publication schedule to the Home Regulator for approval before it is published. The below template is available on request to your Home Regulator or at:

www.recalls.gov.au/content/index.phtml/itemId/952922

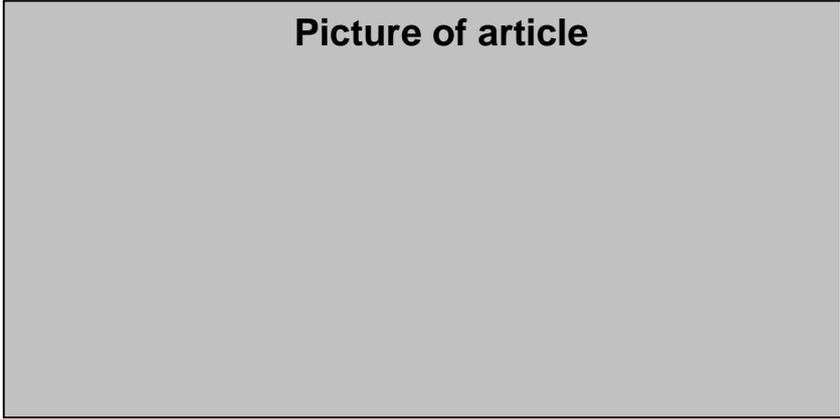


ELECTRICAL SAFETY RECALL

Description of article

Brand name and model number(s)

Picture of article



Product description:

Identification marks and description to identify article brand, and model (and batch if relevant)

Make comment that other models not affected if applicable

Explain when & where units sold

Hazard: (Risk of fire, Electric Shock, other)

Identify the actual electrical safety risk and/or fire risk using simple terms and language

Action Required:

Explain what the customer has to do – disconnect from supply, cease use immediately, do not use, who to contact, return/destroy/obtain replacement/obtain refund etc

Name and contact details for entity responsible for the recall (... pty ltd).

Telephone: XXXXX XXXX, email addresses, website etc.

**See www.recalls.gov.au for
Australian Product Recall Information**

5.3 Prepare advertising (media schedule)

Effective advertising of a recall is the most reliable way in which a recalling entity can alert consumers of a recalled article and remove it from the marketplace. Advertising does not diminish a recalling entity's responsibility to attempt to recover all faulty articles by other means and is not the end of the recall process.

In consultation with the Home Regulator, the recalling entity should determine the most appropriate recall methods.



One key principle is that a recall notice should be advertised in the same publications and in the same way as used in the original promotion of the recalled article.

Other advertising methods that should be used for the recall (where appropriate);

- ▶ Direct mail to consumers using sales records;
- ▶ Letterbox drop to known areas of sales;
- ▶ Sales brochures / customer catalogues;
- ▶ Specialist trade magazines/Industry Organisation Journals ;
- ▶ Demographic group targeted magazines;
- ▶ Point of sale advertising in store;
- ▶ Listing notice on company website;
- ▶ Newspaper advertising;
- ▶ Television advertising;
- ▶ Google adverts / or internet advertising;
- ▶ Social media releases including Twitter, Facebook & YouTube channel advertising;
- ▶ Other internet based community / business network sites;
- ▶ Email to customer lists;
- ▶ Recalls.gov.au - this is automatic upon notifying the ACCC;
- ▶ Notify service and spare part agencies.

5.4 Newspaper advertising

The Home Regulator may require a recall advertisement to be published in a newspaper or similar publication. Such advertising would be required to be prominent and usually within the first five pages of the newspaper. If advertising is required, the advertisement must appear in at least the publications listed below but additional regional or specific advertising may be sought.

The advertisements must be placed prominently (usually within the first five pages) in the newspapers or magazines.

<p>FOR NEW SOUTH WALES</p> <ul style="list-style-type: none"> • Sydney Morning Herald • Telegraph • Illawarra Mercury • Newcastle Herald • Canberra Times. 	<p>FOR VICTORIA</p> <ul style="list-style-type: none"> • Herald Sun and • Age.
<p>FOR QUEENSLAND</p> <ul style="list-style-type: none"> • The Courier Mail • The Sunday Mail • The Sunshine Coast Daily • Townsville Bulletin • Rockhampton Morning Bulletin • The Daily Mercury • Gympie Times • The Toowoomba Chronicle • The Queensland Times • The North West Star • News Mail and • The Gladstone Observer. <p><i>There are also 12 suburban Brisbane newspapers that can also be utilised.</i></p> <p><i>(NOTE: Queensland does not have one paper that effectively covers all regional areas)</i></p>	<p>FOR TASMANIA</p> <ul style="list-style-type: none"> • The Mercury • The Advocate and • The Examiner.
	<p>FOR NORTHERN TERRITORY</p> <ul style="list-style-type: none"> • Northern Territory News and • Centralian Advocate.
	<p>FOR WESTERN AUSTRALIA</p> <ul style="list-style-type: none"> • The West Australian.
<p>For New Zealand Please contact recalls@mbie.govt.nz or Trading Standards, PO Box 1473, Wellington 6140, New Zealand for a list of relevant publications.</p>	<p>FOR SOUTH AUSTRALIA</p> <ul style="list-style-type: none"> • The Advertiser and • The Sunday Mail.

5.5 Reporting and ongoing reporting

The Home Regulator will stipulate the initial reporting requirements of the recall once it has been approved for advertising. The ACCC has reporting requirements in common with the Home Regulator. Reporting of the recall progress may vary depending on the article and also the electrical safety incident. Reporting of the recall progress allows the Home Regulator to monitor the return rate.

Continual reporting will allow the recalling entity and Home Regulator to amend the advertising schedule if required to try and increase the coverage and effectiveness in the marketplace. Further and additional advertising may be required.

Regular reporting should include:

- ▶ The number of unsold units returned by retailers;
- ▶ The number of units sold to consumers by retailers;
- ▶ The number of units returned by consumers as a result of the recall / the number of units remedied or accounted for as disposed.

Information should be given on a state -by- state (and New Zealand if applicable) breakdown basis and supplied in accordance with the format in this guide. Further information may also be requested from time to time.

A regulator may decide no further reporting is required. However, a recall is on-going until all articles are accounted for.

6. Australian State and Territory regulators and New Zealand Regulator

<i>Victoria</i>	
Energy Safe Victoria PO Box 262 Coillins Street West MELBOURNE VIC 8007	Electrical Equipment Safety Phone: 03 9203 9700 Fax: 03 9686 2197 Email: info@esv.vic.gov.au
<i>Queensland</i>	
Office of Industrial Relations Electrical Safety Office LMB 2234 Brisbane QLD 4000	Equipment Safety Phone: 07 3237 0281 Fax: 07 3406 3808 Email: equipmentsafety@justice.qld.gov.au
<i>Western Australia</i>	
Department of Commerce Energy Safety Division 303 Sevenoaks Street CANNINGTON WA 6107	Suman Dewan Phone: 08 9422 5247 Fax: 08 9422 5262 Email: suman.dewan@commerce.wa.gov.au

Tasmania	
Consumer, Building and Occupational Services	Tony Millhouse
Electricity Standards and Safety	Phone: 1300 654 499
PO Box 56	Fax: 03 6173 0206
ROSNY PARK TAS 7018	Email: tony.millhouse@justice.tas.gov.au or cbosinfo@justice.tas.gov.au

South Australia	
Office of the Technical Regulator	Electrical Product Safety
L8 ANZ Building	Phone: 08 8226 5518
11 Waymouth Street	Fax: 08 8226 5529
ADELAIDE SA 5000	Email: otrmail@sa.gov.au

Australian Capital Territory	
Access Canberra	Michael Mosslar
Chief Minister, Treasury and Economic Development Directorate	Phone: 02 6207 7941
Construction, Environment and Workplace Protection	Email: michael.mosslar@act.gov.au
GPO Box 158	General enquiries: 02 6207 7775
Canberra ACT 2601	Email: electrical.inspections@act.gov.au
	Web: http://www.act.gov.au/accesscbr

<i>Northern Territory</i>	
Department of Justice NTWorksafe Electrical Safety Regulator Darwin Plaza Smith Mall Darwin NT 0801	Robin Smith Phone: 08 8999 5038 Fax: 08 8999 5141 Email: robin.smith@nt.gov.au

<i>New South Wales</i>	
NSW Fair Trading Department of Finance, Services & Innovation. PO Box 972 Parramatta NSW 2124	Energy & Utilities Unit Phone: 02 9895 0722 Fax: 02 9895 9917 Email: electricalsafety@finance.nsw.gov.au

<i>New Zealand</i>	
WorkSafe New Zealand – Energy Safety PO Box 165 Wellington	Peter Morfee Phone: 64 4 470 2359 Email: peter.morfee@worksafe.govt.nz Miles Bonfield Phone: 64 3 962 6231 Email: miles.bonfield@worksafe.govt.nz