

Attachment 1- CEO certification for government advertising campaigns:

Instructions for completion:

This Chief Executive Certification template relates to advertising campaigns above the value of \$250,000 conducted by agencies subject to the *Financial Management and Accountability Act 1997*.

The Certification is to be completed by the agency Chief Executive Officer only after final materials relating to a proposed campaign have been considered by the Independent Communications Committee (ICC). Following this consideration, the ICC provides a report to agency Chief Executives on compliance with Principles 1 to 4 of the Guidelines on *Information and Advertising Campaigns by Australian Government Departments and Agencies* (Guidelines).

The Certification Statement may be expanded to address any additional matters or sources of advice that the Chief Executive relied upon in taking the decision to certify compliance with the Guidelines.

The completed and signed Chief Executive certification document (not including these instructions) is to be placed on the web site of the agency/department responsible for the campaign as soon as practicable after it begins appearing in the media.

Questions on completion of this template should be addressed to the Department of Finance and Deregulation on (02) 6215 2677.

Certification Statement – ACCC Consumer Guarantees Awareness Campaign

I certify that the Consumer Guarantees Awareness Campaign complies with the *Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies* (Guidelines).

This certification takes into consideration the Report of the Independent Communications Committee, which indicates the Consumer Guarantees Awareness Campaign in their view, complies with Principles 1 to 4 of the Guidelines, dated 20 January 2012.

My certification has also been informed by advice and evidence of compliance with the Guidelines provided by officers within the Australian Competition and Consumer Commission with responsibility for the design, development and implementation of the Consumer Guarantees Awareness Campaign.

I certify compliance with relevant legal and procurement matters relating to the presentation and delivery of the Campaign (Principle 5 of the Guidelines).



Brian Cassidy
Chief Executive Officer
Australian Competition and Consumer Commission
Date: 1-2-12

Note: CEO to check boxes below as appropriate.

Principle 1: Campaigns should be relevant to government responsibilities.

The campaign relates to policies or programs underpinned by:

- ☐ legislative authority; or
- ☐ appropriation of the Parliament; or
- ☐ a Cabinet Decision which is intended to be implemented during the current Parliament.

Suitable uses for government campaigns include:

- ☒ To inform the public of new, existing or proposed government policies, or policy revisions;
- ☐ To provide information on government programs or services or revisions to programs or services to which the public are entitled;
- ☐ To disseminate scientific, medical or health and safety information;
- ☐ To inform consideration of issues; and
- ☐ To provide information on the performance of government to facilitate accountability to the public.

Principle 2: Campaign materials should be presented in an objective, fair and accessible manner and be designed to meet the objectives of the campaign.

- ☒ Campaign materials enable the recipients of the information to distinguish between facts, comment, opinion and analysis.
- ☒ Where campaign materials have presented materials as fact, those facts are accurate and verifiable.
- ☒ Campaign materials do not attempt to mislead the recipient about the situation with which any comparisons are made, and the basis for the comparison is stated explicitly.
- ☒ Pre-existing policies, products, services and activities are not presented as new.
- ☒ Special attention has been paid to communicating with any disadvantaged individuals identified as being within the target audience. Particular attention has been paid to people living in rural and remote areas, Indigenous audiences and people from non-English speaking backgrounds.
- ☒ Imagery used in campaign materials reflects the diverse range of Australians. The interests, lifestyles and contributions of women, Indigenous and culturally and linguistically diverse communities are realistically portrayed and their participation and contribution to Australian society is recognised.
- ☒ Campaign materials have been tested with target audiences to indicate they are engaging and perform well against the objectives of the campaign.

Principle 3: Campaign materials should be objective and not directed at promoting party political interests.

- ☒ Campaign materials are presented in objective language and are free of political argument.
- ☒ Campaign materials do not try to foster a positive impression of a particular political party or promote party political interests.
- ☒ Campaign materials:
 - do not mention the party in Government by name;
 - do not directly attack or scorn the views, policies or actions of others such as the policies and opinions of opposition parties or groups;
 - do not include party-political slogans or images;
 - have not been designed to influence public support for a political party, a candidate for election, a Minister or a Member of Parliament; and
 - do not refer or link to the websites of politicians or political parties.

Principle 4: Campaigns should be justified and undertaken in an efficient, effective and relevant manner.

- ☒ The campaign was instigated on the basis of a demonstrated need, target recipients are clearly identified and the campaign has been informed by appropriate research and/or evidence.
- ☒ Campaign information clearly and directly affects the interests of recipients.
- ☒ The medium and volume of the advertising activities is cost effective and justifiable within the budget allocated to the campaign.
- ☒ Distribution of unsolicited materials will be carefully controlled.
- ☒ The campaign will be evaluated to determine effectiveness.

Principle 5: Campaigns must comply with legal requirements and procurement policies and procedures.

- ☒ The manner of presentation and the delivery of the campaign complies with all relevant laws including:
 - laws with respect to broadcasting and media;
 - privacy laws;
 - intellectual property laws;
 - electoral laws;
 - trade practices and consumer protection laws; and
 - workplace relations laws.
- ☒ Procurement policies and procedures for the tendering and commissioning of services and the employment of consultants were followed and there is a clear audit trail regarding decision making.