

Australian Competition and Consumer Commission

# 2023 Effectiveness Survey

REPORT ON FINDINGS

FINAL

19 July 2023

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## I. Executive summary

In 2023, the Australian Competition and Consumer Commission (ACCC) invited its key stakeholders to provide feedback on the effectiveness of its strategies and activities in achieving its overall purpose of making markets work for consumers, now and in the future. Out of the 153 invited stakeholders, 76 (50%) responded to an online survey, and 46 then participated in a follow-up interview to provide more detailed feedback.

Overall, the results indicated that the ACCC is performing well in achieving its purpose, with positive ratings on balance recorded across the majority of its strategic objectives and key activities. Stakeholders felt most positive about ACCC's effectiveness in achieving:

- Strategic objective 1: Addressing anti-competitive conduct and promoting competition;
  - In particular, stakeholders generally perceived the ACCC to be very effective in making decisions on authorisation, notification and certification trade mark applications in the public interest.
- Strategic objective 4: Protecting consumers from misleading and deceptive conduct and promoting fair trading; and
  - The highest rated activity under this objective was ACCC's work in initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law (ACL) and industry codes.
- Strategic objective 5: Protecting consumers from unsafe products.

Stakeholders were also generally positive about the ACCC's engagement with them and most agreed that the ACCC adhered to the principles of regulator best practice.

While still positive on balance, ratings for the ACCC's work in the following areas were somewhat lower:

- Strategic objective 2: Preventing anti-competitive mergers;
- Strategic objective 3: Improving competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right (CDR); and
  - Lower ratings in this area were driven by smaller proportions of respondents agreeing the ACCC is effectively delivering the technology solutions that enable the CDR and supporting its participants.
- Strategic objective 6: Regulating monopoly infrastructure and monitoring concentrated markets in the long-term interests of consumers.
  - In particular, the provision of industry monitoring reports to the government relating to highly concentrated or emerging markets were viewed less positively.

Stakeholders from industry associations were generally less positive than other stakeholder groups, particularly in relation to strategic objectives 2 and 3, and perceptions of ACCC-wide outputs and outcomes. Regulated businesses also reported less positive perceptions across a range of ACCC-wide outputs and outcomes, particularly for the ACCC's engagement, core values and principles of regulator best practice. Conversely, consumer groups, government departments, journalists and academics typically viewed the ACCC's performance more favourably.

## II. Introduction

### A. Background and research objectives

In 2023, the Australian Competition and Consumer Commission (ACCC) commissioned ORIMA Research to obtain quantitative and qualitative feedback from the ACCC's key stakeholders in relation to its effectiveness in achieving its purpose and delivering on its strategic objectives. As a better practice approach, the ACCC wanted the opinions of stakeholders who they regularly engage with when delivering key activities identified in the 2021-22 and 2022-23 Corporate Plans.

In July 2021, the ACCC underwent significant changes to both the organisational structure and their ways of working to assist in maximising capability across the whole agency. This included changes to the strategic objectives and key activities.

The ACCC created an updated framework that maps the purpose, strategic objectives, and key activities in its 2021-22 and 2022-23 Corporate Plans to stakeholder survey questions. Calculated composite index measures were then developed by ORIMA. That Framework, which is found in Section C below, highlights that the ACCC's:

- Purpose is **making markets work for consumers, now and in the future**; and
- Six strategic objectives are:
  - Address anti-competitive conduct and promote competition;
  - Prevent anti-competitive mergers;
  - Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right;
  - Protect consumers from misleading and deceptive conduct and promote fair trading;
  - Protect consumers from unsafe products; and
  - Regulate monopoly infrastructure and monitor concentrated markets in the long-term interest of consumers.

This report presents the findings from the 2023 research and draws on comparisons with the 2019 survey results where appropriate. It is important to note that comparisons with the 2019 survey results should be made with caution due to changes in the stakeholder group and questionnaire. Both changes could have contributed to differences between the 2023 and 2019 survey results (in addition to changes in stakeholder perceptions of the ACCC's performance).

The 2023 survey included a broader range of stakeholders, who may have had different interactions and priorities compared to the 2019 group. The questionnaire was also revised to capture feedback on the strategic objectives which had been revised since the 2019 survey. Please see the questionnaire concordance in Appendix C for the full list of comparable questions between the 2023 and 2019 survey.

### B. Research methodology

Consistent with the approach taken in 2019, a mixed methodology approach incorporating both quantitative and qualitative data collection was used. The first stage involved an online survey (census) of the key stakeholders (see survey questionnaire in Appendix A), followed by in-depth telephone/ Microsoft Teams interviews for some participants.

The online survey was developed by ORIMA Research in consultation with the ACCC, and was comprised of questions that related to ACCC’s work in general, as well as specifically to each of the ACCC’s key activities as set out in its Corporate Plan. The online survey was conducted between Thursday 9 February 2023 and Wednesday 8 March 2023. In total, 76 out of 153 key stakeholders provided a response to the survey, representing an overall response rate of 50% (compared to 78% in 2019, based on 35 out of 45 stakeholders responding).

Stakeholders were also invited to participate in a follow-up interview with a consultant from ORIMA Research, in order to provide further in-depth information on the ACCC’s performance and understand rationales behind survey ratings.

## Online survey

**Table 1: Summary of survey responses**

Stakeholder group	Number of stakeholders invited (N=)	Number of stakeholders responded (n=)	Response rate
Consumer groups	14	7	50%
Government departments	26	10	38%
Industry associations	28	14	50%
Journalists and academics	13	4	31%
Legal and economic experts	19	16	84%
Regulated businesses	34	16	47%
Regulators and ombudsmen	19	9	47%
<b>TOTAL</b>	<b>153</b>	<b>76</b>	<b>50%</b>

## Follow-up interviews

ORIMA Research conducted 46 follow-up telephone/ online interviews with stakeholders to provide further in-depth information on the ACCC’s performance (see interview discussion guide in Appendix D). The interviews were conducted between 21 February and 17 March 2023. The spread of interviews by stakeholder group roughly reflected the proportion of groups in the sample overall.

**Table 2: Summary of follow-up interviews**

Stakeholder group	Number of interviews conducted (n=)	Proportion of interviews	Proportion of sample
Consumer groups	2	4%	9%
Government departments	9	20%	17%
Industry associations	11	24%	18%
Journalists and academics	2	4%	9%
Legal and economic experts	8	17%	13%
Regulated businesses	8	17%	22%
Regulators and ombudsmen	6	13%	13%
<b>TOTAL</b>	<b>46</b>		

To ensure objectivity in the selection of stakeholders to participate in a follow-up interview, in the initial phases of fieldwork, stakeholders were randomly selected and invited to participate in a follow-up interview (up to n=60 interviews were allowed for in the project budget) before the survey was launched. These participants were randomly selected by assigning random numbers to each stakeholder in the sample list using the Excel RAND() function, and sorting each stakeholder group

from largest to smallest. A target number of interviews to be conducted with each stakeholder group was set, proportional to the number of contacts in the sample list that belonged to each stakeholder group.

After initially contacting the randomly selected group and recording call outcomes (i.e. booked an interview, no outcome or declined to participate in interview), other stakeholders in each group were invited to participate in descending order based on the randomly assigned numbers. By the end of data collection (due to the availability of interview slots exceeding the take-up of interview invitations), all participants who had completed the survey had been invited to participate in a follow up interview.

## C. Evaluation framework

The evaluation framework below outlines the ACCC's agency-wide outputs / outcomes, strategic objectives and key activities under each strategic objective. The framework maps individual survey questions against each key activity, and which questions are included in calculations for each index score throughout this report. Please refer to the survey questionnaire in Appendix A for individual question text.

ACCC EFFECTIVENESS SURVEY						
Indices results overview						
PURPOSE	Making markets work for consumers, now and in the future					
ACCC-WIDE OUTPUTS / OUTCOMES	(1) Making markets work, now and in the future (q2a); (2) Markets are more competitive (q2b); (3) Consumers are better off (q2c); (4) Effective partner liaison (q2d & q2g); (5) Effective advocacy for regulatory change (q2e); (6) Effective communications (q2f); (7) Responsive to changes (q2h) (8) Achieving the ACCC's core values (average of q25a to q25e); (9) Effective Engagement (average of q26a – 26e) (10) Achieving regulator best practice (average of q28a to q28f)					
STRATEGIC OBJECTIVES	1. Address anti-competitive conduct and promote competition	2. Prevent anti-competitive mergers	3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	4. Protect consumers from misleading and deceptive conduct and promote fair trading	5. Protect consumers from unsafe products	6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers
	Strategy index score (Average of KA 1.1-1.3 index scores)	Strategy index score (KA 2.1 index score)	Strategy index score (Average of KA 3.1-3.4 index scores)	Strategy index score (Average of KA 4.1-4.3 index scores)	Strategy index score (Average of KA 5.1-5.2 index scores)	Strategy index score (Average of KA 6.1-6.3 index scores)
KEY ACTIVITIES	Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	Assess mergers to prevent changes in market structures that substantially lessen competition	Deliver the enabling technology solutions for Consumer Data Right	Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	Formulate regulatory decisions that promote the long-term interests of end users and consumers
Key Activity (KA) index score = [(average of the question items specified, on a scale of 1-5) minus 1] x 25; Range [0,100]	▪ KA1.1 (q3a-3c) (q3c) <sup>Δ</sup>	▪ KA2.1 (q7a) (q7a) <sup>Δ</sup>	▪ KA3.1 (q9a-9c) (q9c) <sup>Δ</sup>	▪ KA4.1 (q14a-14c) (q14c) <sup>Δ</sup>	▪ KA5.1 (q18a) (q18a) <sup>Δ</sup>	▪ KA6.1 (q21a-21b) (q21b) <sup>Δ</sup>
Δ Individual question index scores that will be reported in ACCC's annual report	Make decisions on authorisation, notification and certification trademark applications in the public interest		Support Consumer Data Right participants, including through assistance with testing and onboarding	Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	Provide industry monitoring reports to government in relation to highly concentrated or emerging markets
	▪ KA1.2 (q4a) (q4a) <sup>Δ</sup>		▪ KA3.2 (q10a-10c) (q10c) <sup>Δ</sup>	▪ KA4.2 (q15a-15d) (q15d) <sup>Δ</sup>	▪ KA5.2 (q19-a-f) (q19e, q19f) <sup>Δ</sup>	▪ KA6.2 (q22a-22b) (q22b) <sup>Δ</sup>
	Undertake market studies and inquiries to contribute to improved market outcomes		Accredit Consumer Data Right data recipients	Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams		Improve the efficient operation of markets by enforcing industry-specific competition and market rules
	▪ KA1.3 (q5a-5d) (q5d) <sup>Δ</sup>		▪ KA3.3 (q11a-11e) (q11e) <sup>Δ</sup>	▪ KA4.3 (q16a-16c) (q16c) <sup>Δ</sup>		▪ KA6.3 (q23a) (q23a) <sup>Δ</sup>
			Promote compliance with and enforce the Consumer Data Right rules and standards			
			▪ KA3.4 (q12a-12d) (q12d) <sup>Δ</sup>			

Footnote: The ACCC has a 7<sup>th</sup> strategic objective, 'improve our own systems, capabilities and ways of working', which is an internally focussed strategic objective and has not been included as part of this survey



## D. Profile of stakeholders

The ACCC identified stakeholders for invitation to the online survey and interviews based on the following criteria:

- Those who participate should have had substantial interaction with the work of the ACCC over a sustained period; and
  - ‘Sustained period’ defined as over the past 12-18 months.
  - ‘Substantial’ defined as a stakeholder who interacts with the ACCC on a regular basis (e.g. monthly), or interacted with the ACCC for a continuous period (e.g. 4 weeks or more on a project/ report).
- Those who participate should be able to provide an informed view about the ACCC’s effectiveness.
  - ‘Able to provide an informed view’ defined as a stakeholder in a senior position who has directly interacted with the ACCC (i.e. not solely support teams), or was directly responsible for information exchange/ development (e.g. an external representative on one of the ACCC’s consultative or advisory committees).

The steps to collate the relevant stakeholders who met these criteria involved an internal request, review by the ACCC’s Executive Office team to ensure a fair selection of stakeholders across all areas of the ACCC work, assurance checks by the ACCC Executive Management Board and ACCC Commission, and final approval by the ACCC CEO.

Out of the 153 key stakeholders identified by the ACCC who met these criteria, 76 participated in the survey. The stakeholders were classified into 7 groups, namely:

- Consumer groups (n=7 respondents);
- Government departments (n=10);
- Industry associations (n=14);
- Journalists and academics (n=4);
- Legal and economic experts (n=16);
- Regulated businesses (n=16); and
- Regulators and ombudsmen (n=9).

The key activities with which stakeholders indicated they were familiar with is shown in Figure 1 overleaf.

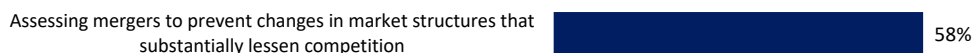
**Figure 1: ACCC key activities with which stakeholders indicated familiarity**

(Base: All respondents, n=76)

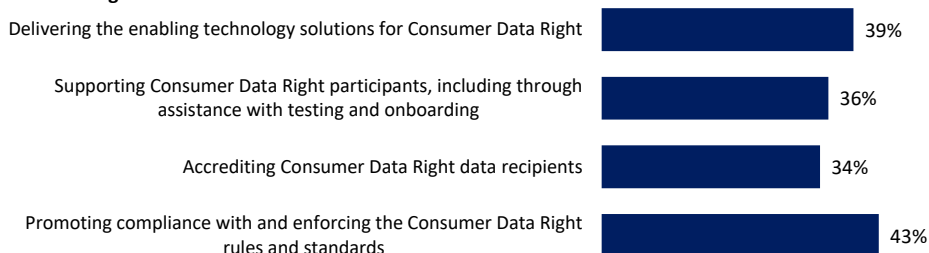
**Strategic objective 1: Address anti-competitive conduct and promote competition**



**Strategic objective 2: Prevent anti-competitive mergers**



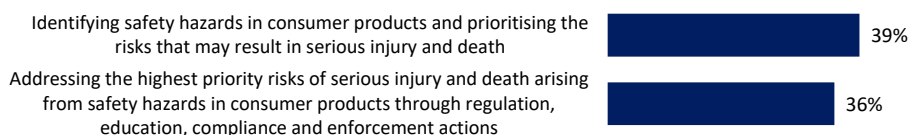
**Strategic objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right**



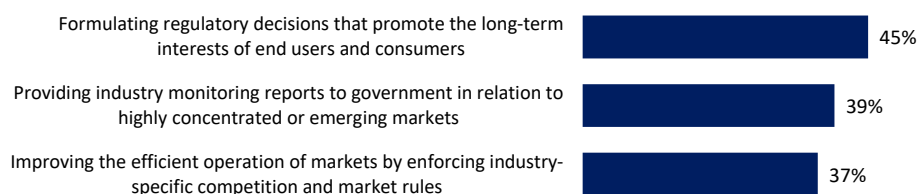
**Strategic objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading**



**Strategic objective 5: Protect consumers from unsafe products**



**Strategic objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers**



## E. Presentation of results

### *Understanding the quantitative research findings*

Reported percentages are based on the total number of valid responses made to the particular question being reported on. This occasionally differs from the total number of completed survey questionnaires because of omissions in the completed questionnaires. The results reflect the responses of people who had a view and for whom the questions were applicable. 'Don't know/unsure' responses have been excluded, so that results only include responses from respondents who had a view on each question.

Percentage results highlighting select differences between stakeholder groups (refer to Appendix B to view all results by stakeholder groups) and index scores for each stakeholder group have been included throughout the report. Please exercise caution when interpreting results between stakeholder groups, as some question and index score results will have low base sizes among some groups (n=1 or 2). Where low base sizes apply, these results have been flagged throughout the report.

Questions are reordered in stacked bar charts from most positive to least positive, based on the cumulative percentage result for the top two most positive response options (e.g. total agreement comprising 'strongly agree' and 'agree'). For charts containing questions about key activities, overall assessment questions are always presented first.

Percentage results in stacked bar charts throughout the report may not add up to 100% due to rounding. Similarly, some cumulative percentage results (e.g. total agreement including strongly agree and agree) do not align with the corresponding charts due to rounding. In these cases, the text has been adjusted to align with percentage results in the charts. Please refer to Appendix B for the full survey frequency results.

### *Understanding the qualitative research findings*

Qualitative research findings have been used to provide depth of understanding on particular issues.

The following terms used in the report provide a qualitative indication of the number of qualitative research participants who held particular views:

- Most – refers to findings that relate to more than three quarters of participants who provided feedback;
- Many – refers to findings that relate to more than half of participants who provided feedback;
- Some – refers to findings that relate to around a third of participants who provided feedback; and
- A few – refers to findings that relate to less than a quarter of participants who provided feedback.

In interpreting these results, please note that not all respondents who indicated familiarity with each key activity opted to provide qualitative feedback. Participant quotes have been provided throughout the report to support the main results or findings under discussion.

## F. Calculation and interpretation of index scores

The survey questionnaire contained groups of questions addressing stakeholder perceptions of the ACCC's performance in each of the key activities specified in the ACCC's Corporate Plan. Composite index measures were constructed for each key activity addressed. Each reported index for a key activity is the average of individual question indices for questions that address the key activity.

2019 index scores were recalculated to align with the 2023 index score calculations to maximise comparability. However, it is important to note that comparisons with the 2019 index score results should be made with caution due to changes in the ACCC's key activities, stakeholder groups and questionnaire. In particular, a number of questions were added in 2023 that are not included in calculating the 2019 index scores. Please see the questionnaire concordance in Appendix C for the full list of comparable questions between the 2023 and 2019 survey.

The index for a question is the mean (average) response for the question across respondents (using the numerical score from the 5-point response scale) transformed into a 0 to 100-point scale. Index score results are reported as index points (ip) throughout this report.

The aggregate indices have the following properties:

- index scores of 0–49 indicate that, on average, respondents have provided an unfavourable assessment (e.g. 'disagree' or 'strongly disagree' with a positive statement) of the ACCC's performance;
- an index score of 50 indicates that, on average, respondents have provided a neutral assessment (e.g. 'neither agree nor disagree' with a statement);
- index scores of 51–100 indicate that, on average, respondents have provided a favourable assessment;
- the higher the index score, the more positive the average respondent's perception of the ACCC's performance;
- if all respondents provided the most positive rating possible to all of the questions covering an area of performance, the index score would be 100; and
- if all respondents provided the least positive rating possible to all of the questions covering an area of performance, the index score would be 0.

## G. Quality standards

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

### III. Index results

#### A. Summary of ACCC-wide outputs/ outcomes index scores

Table 3: Summary of ACCC-wide outputs/ outcomes index scores

Base sizes	2023 Results split by Stakeholder Groups								
	Overall 2023	Overall 2019	Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
	(n=70-76)	(n=32-35)	(n=7)	(n=9-10)	(n=11-14)	(n=3-4)	(n=15-16)	(n=15-16)	(n=9)
1. Making markets work, now and in the future	74.3	80.1	85.7	75.0	71.4	75.0	75.0	70.3	75.0
2. Markets are more competitive	75.4	80.5	78.6	75.0	75.0	87.5	78.3	66.7	77.8
3. Consumers are better off	79.9	85.7	85.7	80.6	72.9	87.5	81.7	73.4	88.9
4. Effective partner liaison	73.4	73.6	76.8	70.0	67.3	87.5	76.7	65.8	86.1
5. Effective advocacy for regulatory change	70.2	71.4	75.0	69.4	50.0	91.7	71.9	68.3	91.7
6. Effective communications	69.2	75.7	78.6	69.4	55.4	87.5	70.0	66.7	77.8
7. Responsive to changes	69.0	-	82.1	61.1	61.5	83.3	70.0	65.0	77.8
8. Achieving the ACCC's core values	79.8	80.0	87.0	78.6	77.4	88.8	79.1	73.8	86.8
9. Effective Engagement	79.6	80.8	85.7	75.6	77.9	96.3	80.8	73.1	83.9
10. Achieving regulator best practice	69.9	-	70.6	68.8	68.6	77.1	73.5	63.2	74.7

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



## B. Summary of strategic objective and key activity index scores

**Table 4: Summary of strategic objective and key activity results<sup>1</sup>**

	Overall 2023	Overall 2019
<b>Strategic objective 1: Address anti-competitive conduct and promote competition</b>	<b>72.6</b> <i>(n=62)</i>	75.9 <i>(n=33)</i>
KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	<b>71.7</b>	76.2
KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	<b>75.0</b>	72.8
KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	<b>70.1</b>	77.4
<b>Strategic objective 2: Prevent anti-competitive mergers</b>	<b>66.7</b> <i>(n=42)</i>	71.3 <i>(n=20)</i>
KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	<b>66.7</b>	71.3
<b>Strategic objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right</b>	<b>65.1</b> <i>(n=33)</i>	-
KA3.1. Deliver the enabling technology solutions for Consumer Data Right	<b>60.7</b>	-
KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	<b>63.4</b>	-
KA3.3. Accredited Consumer Data Right data recipients	<b>73.0</b>	-
KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	<b>67.5</b>	-

<sup>1</sup> Please refer to Figure 3 and the chapters that follow for a breakdown of the strategic objective and key activity indices by stakeholder group

	Overall 2023	Overall 2019
<b>Strategic objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading</b>	<b>72.7</b> <i>(n=56)</i>	75.0 <i>(n=29)</i>
KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	<b>78.2</b>	78.4
KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	<b>65.9</b>	67.7
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	<b>71.9</b>	73.1
<b>Strategic objective 5: Protect consumers from unsafe products</b>	<b>74.3</b> <i>(n=31)</i>	73.3 <i>(n=17)</i>
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	<b>76.7</b>	73.5
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	<b>75.1</b>	73.2
<b>Strategic objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers</b>	<b>66.4</b> <i>(n=39)</i>	71.1 <i>(n=19)</i>
KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	<b>66.7</b>	69.1
KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	<b>62.0</b>	69.4
KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	<b>65.0</b>	75.0

**Table 5: Summary of strategic objective results by stakeholder group**

	2023 Results split by Stakeholder Groups								
	Overall 2023	Overall 2019	Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
	<i>Base sizes</i> (n=31-62)	(n=17-33)	(n=2-6)	(n=3-6)	(n=6-12)	(n=1-4)	(n=3-16)	(n=5-12)	(n=1-8)
Strategic objective 1: Address anti-competitive conduct and promote competition	<b>72.6</b>	75.9	80.1	77.1	66.9	76.6	72.7	68.4	76.7
Strategic objective 2: Prevent anti-competitive mergers	<b>66.7</b>	71.3	75.0	68.8	52.5	87.5*	73.2	62.5	66.7
Strategic objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	<b>65.1</b>	-	81.3*	74.6	52.8	72.5*	59.4	66.4	67.8
Strategic objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading	<b>72.7</b>	75.0	71.6	80.1	66.7	83.3*	78.2	67.0	72.0
Strategic objective 5: Protect consumers from unsafe products	<b>74.3</b>	73.3	77.5	87.5	60.1	84.4*	74.9	76.6	62.5*
Strategic objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	<b>66.4</b>	71.1	72.9	75.0	66.4	79.2*	56.9	67.5	75.0

\*Interpret results with caution due to small base sizes (n=1-2)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points





## C. Summary of individual key activity performance measures

**Table 6: Summary of individual key activity performance measures (index scores)<sup>2</sup>**

	2023	2019
The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct ( <i>Key Activity 1.1 q3c</i> )	69.5	77.1
The ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest ( <i>Key Activity 1.2 q4a</i> )	75.0	72.8
The ACCC's market studies and inquiries are effective in contributing to improved market outcomes ( <i>Key Activity 1.3 q5d</i> )	64.0	-
The ACCC's assessment of mergers is effective in preventing changes in market structures that substantially lessen competition ( <i>Key Activity 2.1 q7a</i> )	66.7	71.3
The ACCC effectively facilitates the enabling technology solutions for the Consumer Data Right ( <i>Key Activity 3.1 q9c</i> )	59.4	-
The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding ( <i>Key Activity 3.2 q10c</i> )	65.3	-
The ACCC effectively accredits Consumer Data Right data recipients ( <i>Key Activity 3.3 q11e</i> )	72.1	-
The ACCC effectively promotes compliance with and enforces Consumer Data Right rules and standards ( <i>Key Activity 3.4 q12d</i> )	66.1	-
The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes ( <i>Key Activity 4.1 q14c</i> )	74.5	-
The ACCC effectively empowers small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes ( <i>Key Activity 4.2 q15d</i> )	63.5	-
The ACCC effectively empowers consumers by increasing awareness of their rights under the Australian Consumer Law ( <i>Key Activity 4.3 q16c</i> )	71.3	75.0
The ACCC is effective in identifying and prioritising safety hazards in consumer products ( <i>Key Activity 5.1 q18a</i> )	76.7	-
The ACCC is effective in communicating risks of serious injury and death arising from safety hazards in consumer product ( <i>Key Activity 5.2 q19e</i> )	78.8	-
The ACCC is effective in addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products ( <i>Key Activity 5.2 q19f</i> )	80.1	-
The ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers ( <i>Key Activity 6.1 q21b</i> )	67.7	69.7

<sup>2</sup> These individual question index scores will be included in ACCC's annual report – they are ACCC Corporate Plan performance measures.

The ACCC's industry monitoring reports are effective in informing government and the public about highly concentrated or emerging markets <i>(Key Activity 6.2 q22b)</i>	<b>66.3</b>	73.6
The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets <i>(Key Activity 6.3 q23a)</i>	<b>65.0</b>	75.0
The ACCCs engagement with key stakeholders is effective <i>(ACCC-wide outcome 9, average of q26a-26e)</i>	<b>79.6</b>	80.8
The ACCC is responsive to changes in its operating environment to meet complex challenges and demands <i>(ACCC-wide outcome 7, q2h)</i>	<b>69.0</b>	-

## IV. ACCC-wide outcomes/ outputs and engagement

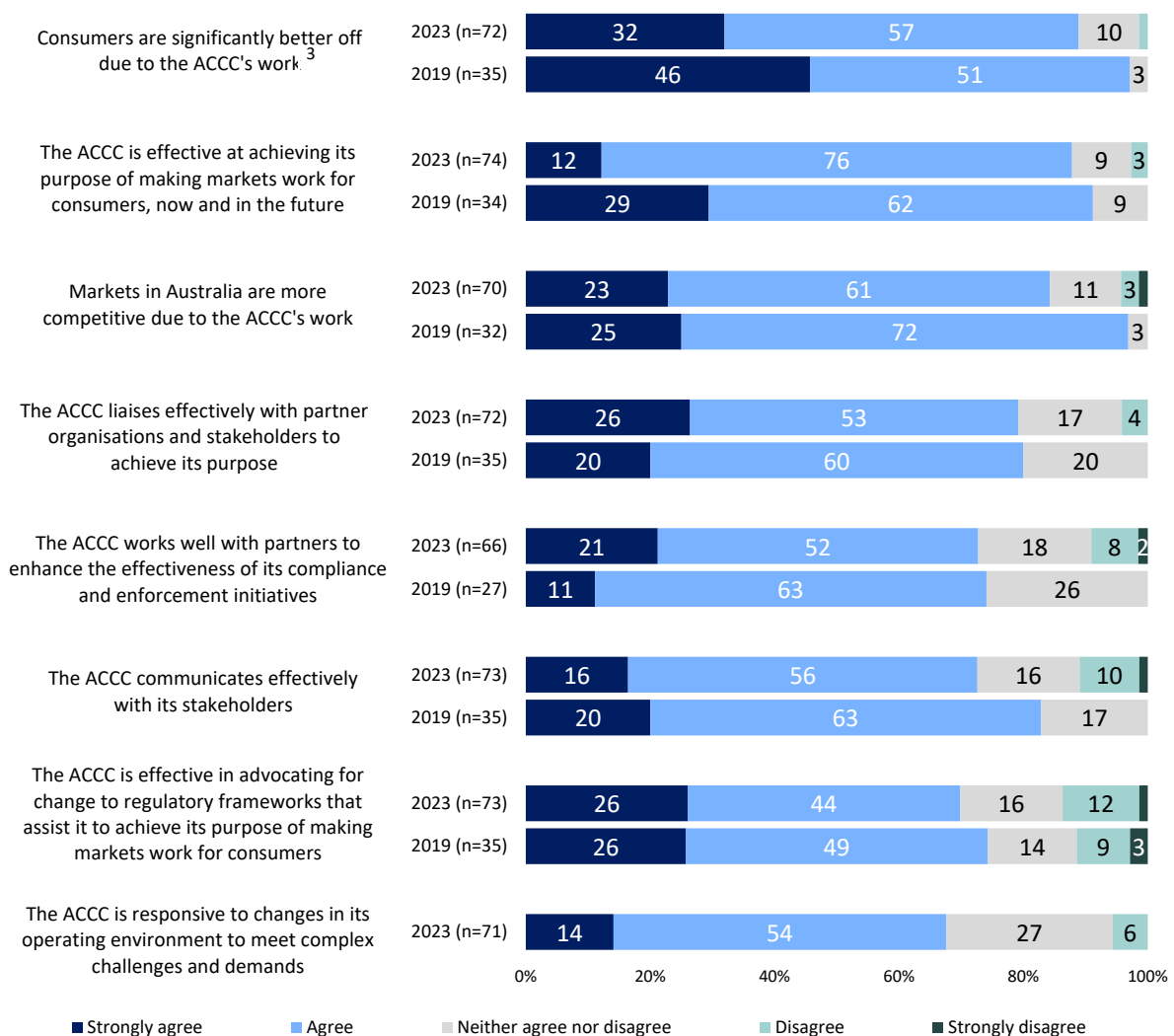
### A. Overall impressions of the ACCC

A large majority of respondents had positive impressions of ACCC overall. They were most likely to agree that consumers are *significantly* better off due to the ACCC’s work (89% agreed, compared to 97% in 2019 who agreed that consumers are *better off*<sup>3</sup>) and that the ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future (88%, similar to 91%). In contrast, a smaller share of respondents felt that the ACCC is responsive to changes in its operating environment (68%).

Stakeholders were somewhat less positive compared to 2019 about the ACCC’s effect on market competitiveness (84%, down from 97%) and communication with stakeholders (72%, down from 83%).

**Figure 2: ACCC-wide Priorities**

(Base: All respondents)



<sup>3</sup>2019 questionnaire wording: “Consumers are better off due to the ACCC’s work”

## Key Strengths

When prompted about the ACCC's key strengths, participants in the qualitative research most commonly reported:

- That the ACCC was well-known and respected as a regulator, particularly in relation to compliance and enforcement;
  - "They are a reasonably assertive and effective regulator, compared with the other regulators."*  
– Industry association
  - "The ACCC operates very effectively across their broad and growing remit, they are one of our most effective and highly visible regulators."* – Government department
- Positive perceptions of ACCC staff – including staff expertise, professionalism, technical knowledge and communication;
  - "Very smart, passionate, dedicated people – good hearts and minds."* – Industry association
  - "They get really good staff, people want to go there. They have a good culture that makes people want to work there."* – Legal and economic expert
  - "ACCC staff do what they say they will. They are also respectful and acknowledge others' expertise."*  
– Government department
- Perceptions that ACCC focused on topical, important issues across its various functions;
  - "The ACCC is proactive in identifying new issues and moves quickly to launch enforcement action where this is appropriate."* – Government department
  - "Persistent focus on submissions to ensure competition and protect consumers in a rapidly changing market landscape driven largely by technology, they've been very responsive in that."*  
– Industry association
- Objectivity and rigour in delivering its key activities; and
  - "Impartiality/ objectivity. Expertise. Reasonableness and balance. Strategic approach."*  
– Government department
  - "Their ability to really dig into complex topics and understand them."* – Industry association
- Stakeholder engagement – including proactive and effective consultation with key stakeholders through formal and informal channels to inform its work.
  - "They do listen and they do facilitate discussion well - their engagement with the relevant parties in industry is effective. The intent is there and we're headed in the right direction with CDR. Our contributions to establish and progress the systems and linkages are recognised and appreciated."*  
– Regulated business
  - "Very strong formal and informal processes with broad range of stakeholders and making sure they understand how stakeholder feedback is used."* – Consumer group

## Opportunities for improvement

In terms of suggestions for improvement, the key themes that emerged from the qualitative research were:

- Improving transparency, including in relation to enforcement and compliance actions;
  - "More transparency about enforcement action that is in the wings would be good as there seems to be a reluctance to because 'that's not how it's done'. I recognise that might be the case historically for other regulators but if we're talking about the CDR, maybe we should be open to adapting our behaviour differently."* – Regulated business

- Improving responsiveness outside formal channels of engagement (e.g. general website enquiries);

*“Hard to engage with – website portal is available but a reply can take months. Don't know how to contact and raise issues, and when a response is provided it is often not very helpful.”*  
– Industry association

*“Need to focus on maintaining ongoing industry engagement. For those stakeholders who participate in committees they are a great opportunity to engage with senior ACCC staff. They are positive and responsive, but otherwise communication is not great.”* – Industry association
- Increasing communication with the general community to raise awareness of the ACCC's role and issues relevant to consumers;

*“Could do more in public communication – particularly through social media. It has improved its social media profile in recent times although it's still not a leader among government in use of social media as an organisation.”* – Consumer group

*“ACCC have a strong standing in the community as a whole, but they could do a better job in communicating with the public to get them to understand the boundaries of what they do, and don't do, as well as their more business as usual operations within these boundaries.”*  
– Legal and economic expert
- Improving timeliness of communication and sharing of information with its stakeholders; and

*“The ACCC could do a better job in supporting the State regulators (which are smaller and do not have the resources of the ACCC) – via more collaboration and more timely sharing of information.”*  
– Government department

*“Consultations need to be better publicised via email alerts or media releases about upcoming processes. Often unaware even though I have registered twice to receive email alerts.”*  
– Industry association
- Refining how the ACCC conducts analysis (including in conducting investigations) and tailoring its recommendations.

*“Become more adept at making actionable recommendations that have a realistic chance of getting taken up. In the end implementation is not under their control, but it nonetheless seems evident better follow-up can be achieved if they consider how to best influence change and what is realistic.”*  
– Industry association

*“Sometimes they have priority areas which are not wrong but they find a case which they think fits into those priority areas and decide that is an egregious example that they're going to pursue but don't look closely enough at the facts of a specific case because they're too focused on their theoretical area of interest. Mainly a historical problem but they're getting much better at focusing on the evidence which is something that I'm noticing in the new leadership. More emphasis on evidence-based decision making.”* – Legal and economic expert

## B. Engagement

Stakeholders held quite favourable perceptions of their engagement with the ACCC, achieving an overall index score of 79.6ip, in line with 80.8ip in 2019. Journalists and academics were most positive about the ACCC’s engagement (index score of 96.3ip, compared with other stakeholder groups), while regulated businesses were least positive (73.1ip).

Respondents were particularly positive about the respectful manner of staff (95% agreed, similar to 97% in 2019). In line with 2019 survey results, the lowest rated aspect of engagement was the timeliness of information provided by the ACCC (76% agreed, similar to 79%). Regulated businesses were less likely to agree that the ACCC provided them adequate opportunity to provide information or feedback (69%<sup>4</sup>) and responded in an appropriate time frame to issues or concerns raised (69%<sup>5</sup>).

**Table 7: Engagement index score**

(Base: All respondents)

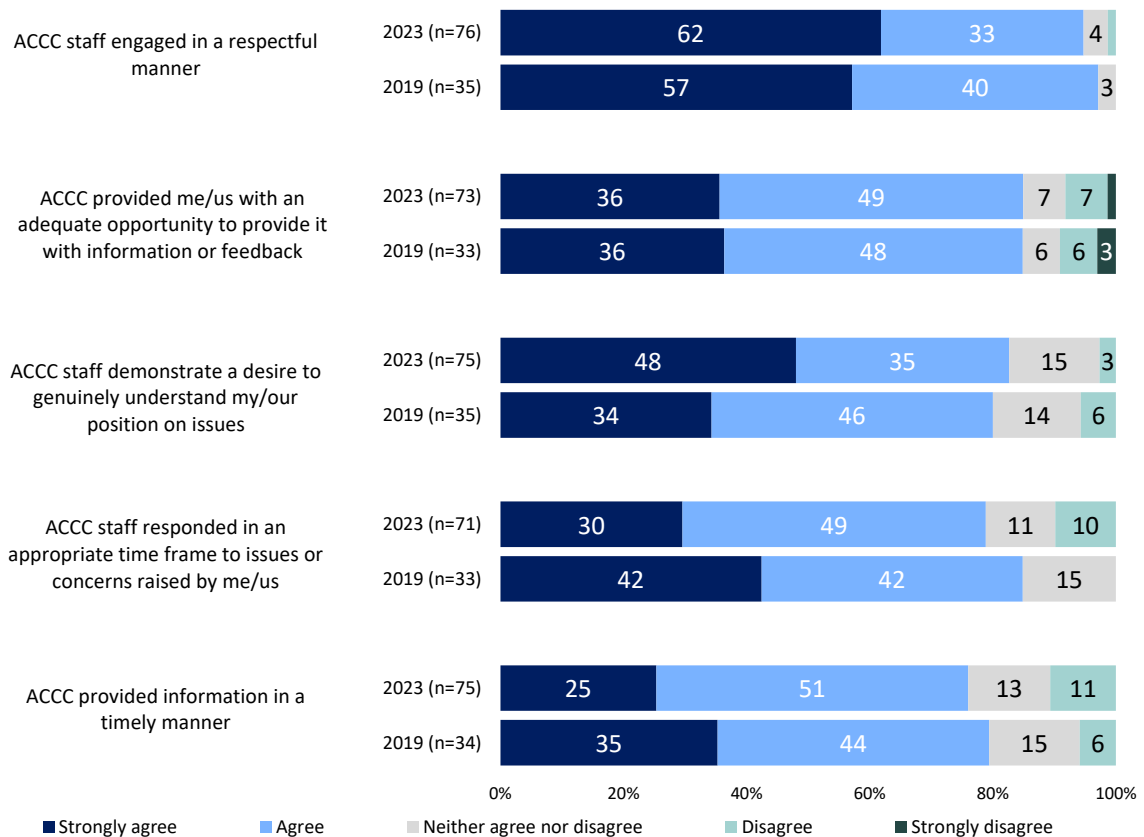
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>79.6</b> <i>(n=76)</i>	80.8 <i>(n=35)</i>	85.7 <i>(n=7)</i>	75.6 <i>(n=10)</i>	77.9 <i>(n=14)</i>	96.3 <i>(n=4)</i>	80.8 <i>(n=16)</i>	73.1 <i>(n=16)</i>	83.9 <i>(n=9)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 3: Engagement with ACCC**

(Base: All respondents)



<sup>4</sup> Please refer to Appendix B for percentage results by stakeholder group.

<sup>5</sup> Please refer to Appendix B for percentage results by stakeholder group.

## Key strengths

Many participants who provided qualitative feedback about the ACCC's engagement with them were positive about their engagement, particularly in relation to staff being professional, helpful and approachable.

*"The ACCC demonstrates a strong and genuine commitment to stakeholder engagement and communication." – Consumer group*

*"The ACCC has always been approachable and available to speak to us and our membership in a timely manner." – Industry association*

## Opportunities for improvement

Among those who provided suggestions for improvement, these primarily related to:

- Timeliness – including in provision of data/ information and timeframes for responding to issues or queries;

*"Timeframes for resolution of complex queries can be lengthy and this has had material impacts on businesses wishing to develop solutions in the absence of clarity about specific requirements in order for those solutions to be compliant." – Regulated business*

*"The timeframes in the enforcement area are often very slow with many months going by between ACCC contacts." – Legal and economic expert*

- Resourcing – some respondents had the perception that the ACCC was currently under-resourced in some areas; and

*"I have mixed experiences in this area and have chosen the middle category (neither agree nor disagree) because sometimes these things are done well and sometimes they're not. We've heard that the ACCC is struggling for resources at the moment so this may be affecting these outcomes."*

*– Regulated business*

*"The Commission's staff are generally quite helpful and professional, although the resourcing for the agency seems too low for effective coverage of their responsibilities." – Legal and economic expert*

- Improving efficiency and reducing the burden of requests for information.

*"ACCC is diligent in its engagement. Can be challenging, however, when 2 parts of the organisation are reaching out on matters as it can create resourcing challenges." – Regulated business*

*"There is a lot more work to be done to sharpening up how the ACCC investigates using s155 powers. We have found in recent times that the ACCC has requested so much information that they probably now have all of the information used by the business to run the business... I think this work would benefit from more focused engagement on what the ACCC is seeking to investigate and listening to the organisations about what data will inform that investigation... While my suggestion may not be perfect, the current approach is inefficient, seriously costly and overwhelming for our people."*

*– Regulated business*

## C. Demonstrating the ACCC's core values

Consistent with the 2019 survey results, stakeholders held quite positive perceptions of ACCC's efforts in demonstrating its core values, recording an overall index score of 79.8ip, in line with 80.0ip in 2019. While still positive, regulated businesses recorded the lowest index score for the ACCC's core values (73.8ip).

Trustworthiness was the top-rated core value, with nearly all respondents (97%) agreeing that the ACCC acts with integrity, honesty and ethically. While still very favourable, perceptions of the ACCC being 'informed' was somewhat lower – 78% agreed that its decisions and actions were based on data, evidence and intelligence, as well as expert knowledge. Regulated businesses reported the lowest agreement that the ACCC demonstrated it was 'informed' (56%<sup>6</sup>).

**Table 8: Achieving the ACCC's core values index score**

(Base: All respondents)

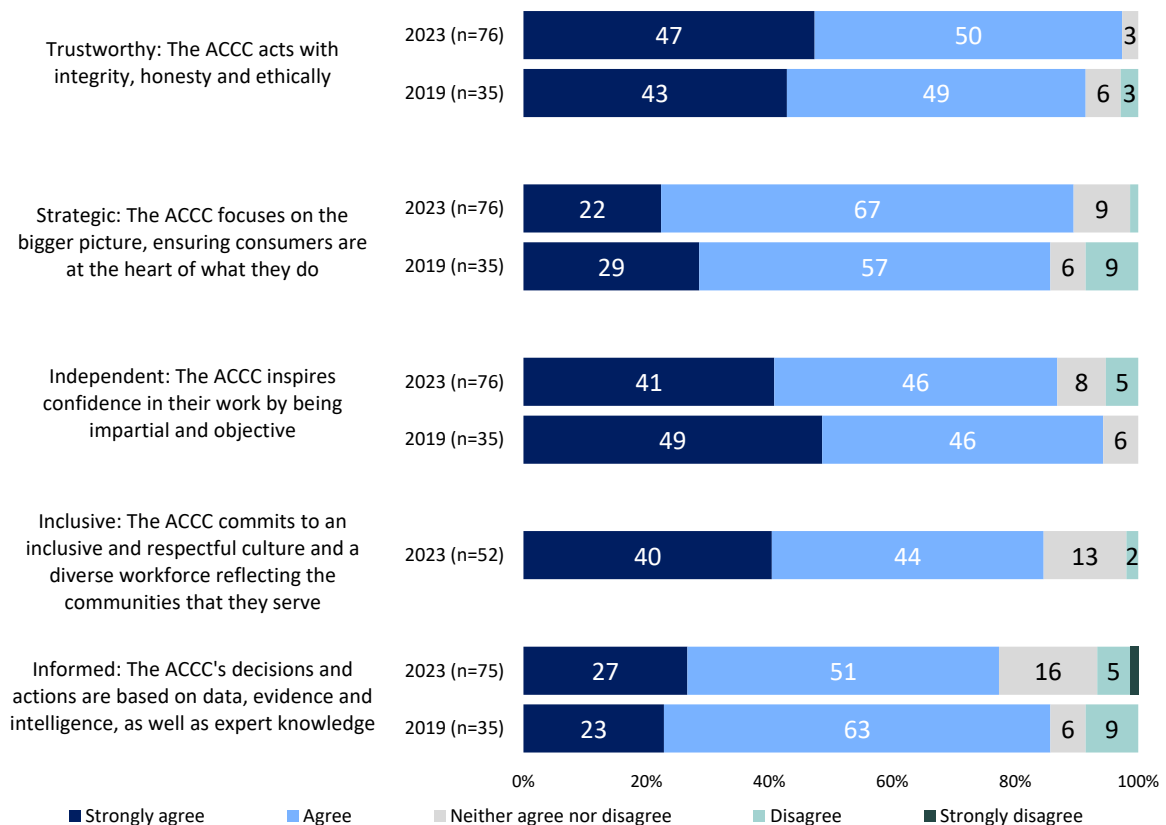
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>79.8</b> (n=76)	80.0 (n=35)	87.0 (n=7)	78.6 (n=10)	77.4 (n=14)	88.8 (n=4)	79.1 (n=16)	73.8 (n=16)	86.8 (n=9)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 4: Perception of the ACCC's core values\***

(Base: All respondents)



\*Please note that the 2019 questionnaire wording was different - please refer to Appendix C to compare the wording differences.

<sup>6</sup> Please refer to Appendix B for percentage results by stakeholder group.



## D. Achieving regulator best practice

The Australian Government has three principles of regulator best practice. Overall, stakeholders reported generally positive perceptions of the ACCC in meeting each of these principles (overall index score of 69.9ip) and overall ratings were similar among all stakeholder groups. Journalists and academics were most positive (77.1ip), while regulated businesses were least positive (63.2ip) overall.

Respondents were most likely to agree that the ACCC adopted a whole-of-system perspective (81%), continuously improved its performance, capability and culture (75%) and communicated transparently and responsively (79%). Regulated businesses were least positive in relation to the ACCC leveraging data and digital technology to support those it regulates (46%<sup>7</sup>), transparency and responsiveness (56%<sup>8</sup>) and minimising regulatory burden in line with risks and safeguards (50%<sup>9</sup>).

**Table 9: Achieving regulator best practice index score**

(Base: All respondents, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>69.9</b> (n=76)	-	70.6 (n=7)	68.8 (n=10)	68.6 (n=13)	77.1 (n=4)	73.5 (n=16)	63.2 (n=16)	74.7 (n=9)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Table 10: Principles of regulator best practice sub-index scores**

(Base: All respondents, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>Principle 1: Continuous improvement and building trust</b>								
<b>71.2</b> (n=65)	-	69.6 (n=7)	69.4 (n=9)	64.8 (n=11)	75.0 (n=3)	75.0 (n=12)	68.8 (n=16)	82.1 (n=7)
<b>Principle 2: Risk based and data driven</b>								
<b>66.4</b> (n=67)	-	71.4 (n=7)	68.1 (n=9)	64.6 (n=12)	75.0 (n=3)	67.9 (n=14)	56.3 (n=16)	81.3 (n=6)
<b>Principle 3: Collaboration and engagement</b>								
<b>70.1</b> (n=74)	-	71.4 (n=7)	67.5 (n=10)	70.2 (n=13)	83.3 (n=3)	75.0 (n=16)	63.3 (n=16)	70.8 (n=9)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



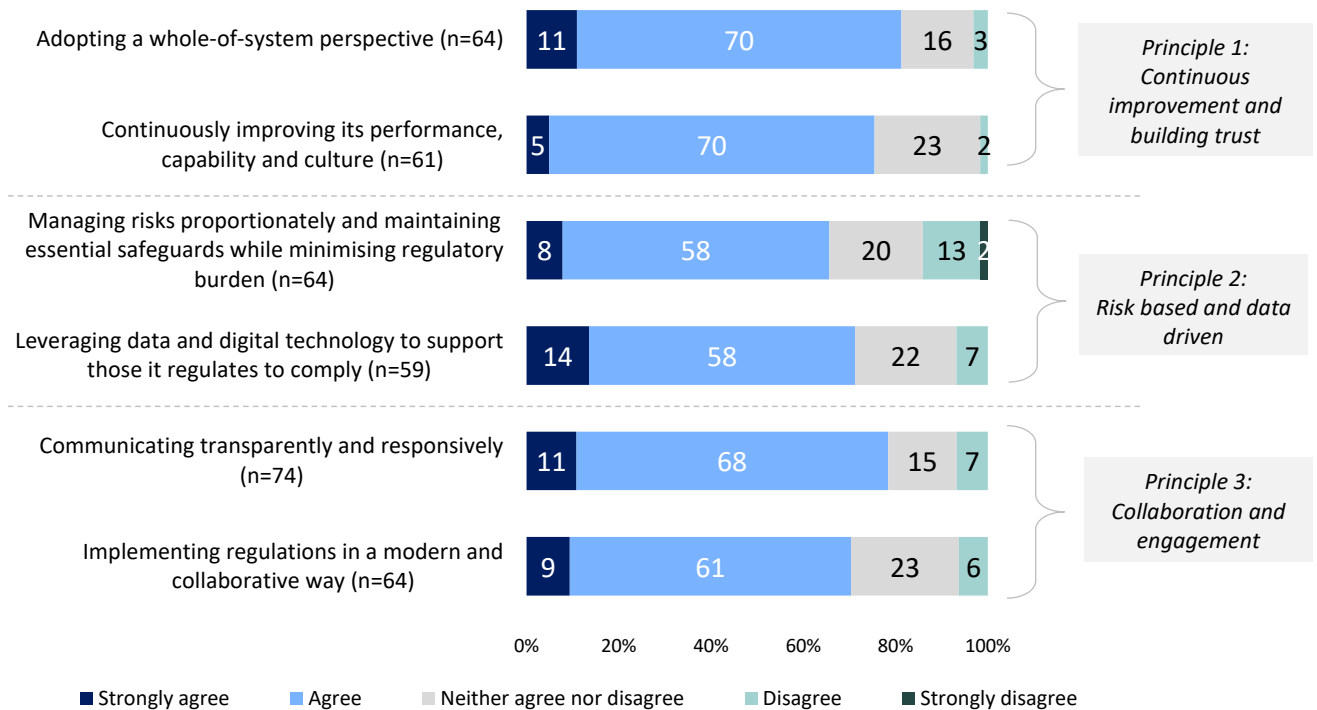
<sup>7</sup> Please refer to Appendix B for percentage results by stakeholder group.

<sup>8</sup> Please refer to Appendix B for percentage results by stakeholder group.

<sup>9</sup> Please refer to Appendix B for percentage results by stakeholder group.

**Figure 5: Perceptions of achieving regulator best practice**

(Base: All respondents, 2023 only)



**Key strengths**

Most qualitative feedback reflected favourable perceptions of the ACCC in meeting the principles of regulator best practice.

*“The ACCC is committed to these principles. ACCC is a regulator that demonstrates better practice and it would help if more Australian regulators (both State and Federal) aligned more closely to these principles.” – Regulated business*

**Opportunities for improvement**

Among those who provided suggestions for improvement, these mainly related to:

- Improving how the ACCC utilises technology, including in implementing the CDR and identifying emerging hazards;

*“I’ve been engaging with ACCC on the Consumer Data Right which is where I think they could have better technologies and processes that are more suited to the way we need to operate (from onboarding through to incident management and the email service desk).” – Regulated business*

*“ACCC could do more to use technology to identify emerging hazards. ACCC has improved its internal processes over the last 18 months, but much more needs to be achieved to gather evidence to support regulatory action.” – Consumer group*

- Minimising regulatory burden; and

*“Regulatory burden for businesses is considerable. ACCC could do more to consider ways to achieve its objectives while minimising burden for business.” – Regulated business*

*“I don’t think many businesses would consider that under the former ACCC Chairman’s tenure that the ACCC struck the right balance between maintaining safeguards while minimising regulatory burden. Maybe with a new Chair and Commissioners that might now change.” – Regulated business*

- Improving transparency around decision making and sharing of data.

*“The ACCC has room to improve with data. It publishes very little about the complaints it receives from consumers. Compared to scams data, the information on ACL consumer issues is infrequent and thin.”*

*– Consumer group*

*“CDR regulation consultation processes exist although while contribution to consultation is welcomed, the collection, consideration and ultimate decision-making processes occur behind closed doors. There is no public debate or exchange between responses and the setting of legislation.”*

*– Regulated business*

## V. Strategic objective 1: Address anti-competitive conduct and promote competition

Overall, stakeholders rated the ACCC’s performance in addressing anti-competitive conduct and promoting competition very favourably, resulting in an overall index score of 72.6ip, similar to 75.9ip in 2019.

**Table 11: Strategic objective 1 index score (average of KA1.1- 1.3)**

(Base: Respondents that were familiar with ACCC’s work in addressing anti-competitive conduct and promoting competition)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>72.6</b> (n=62)	75.9 (n=33)	80.1 (n=5)	77.1 (n=6)	66.9 (n=11)	76.6 (n=4)	72.7 (n=16)	68.4 (n=12)	76.7 (n=8)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA1.1 – Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct

The ACCC’s performance in initiating enforcement and compliance actions to address harm to consumers and business was rated highly by stakeholders (an index score of 71.7ip was achieved, similar to 76.2ip in 2019). Government department stakeholders were particularly positive about the ACCC’s performance on this key activity (81.3ip), while regulated businesses were least positive (65.8ip)

As shown in Figure 6 below, three quarters (75%) of respondents agreed that the ACCC’s compliance enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct, moderately down from 88% reported in 2019.

The majority of respondents also provided positive ratings for the ACCC’s effectiveness in deterring harmful anti-competitive market activity (86%, similar to 83% in 2019) as well as the appropriateness of their enforcement and compliance priorities (78%, similar to 87%).

**Table 12: KA 1.1 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of initiating enforcement and compliance actions)

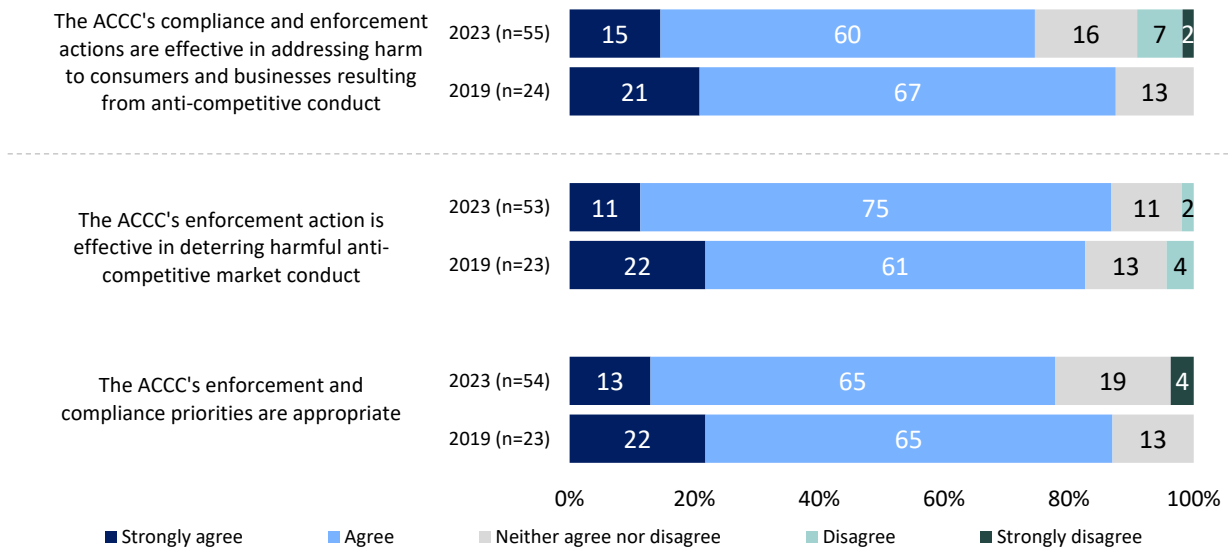
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>71.7</b> (n=55)	76.2 (n=24)	78.3 (n=5)	81.3 (n=4)	68.3 (n=10)	72.9 (n=4)	73.4 (n=16)	65.8 (n=10)	69.4 (n=6)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 6: KA 1.1 – Enforcement and compliance**

(Base: Respondents that were familiar with the ACCC’s key activity of initiating enforcement and compliance actions)



**Key strengths**

Among participants who provided qualitative feedback, many felt the strengths of the ACCC’s compliance and enforcement actions included:

- The public nature of compliance and enforcement actions (e.g. through media releases), which many felt helped to ‘send a message’ and promote compliance; and  
*“They do an effective job as a regulator in taking on cases that raise the most significant levels of consumer harm and egregious conduct. Publicising those results and the publicity that they get from those results has a good deterrent effect.” – Legal and economic expert*
- Judgement in the selection of cases it takes on – in that the ACCC effectively responded to emerging issues and addressed areas that would substantially impact competition.  
*“The ACCC has been highly effective in deterring and addressing harmful anti-competitive conduct partly because it has not just focused on 'sure things'. It has been prepared to take on 'edge cases' and to 'give it a go' notwithstanding sustaining a few losses.” – Government department*

**Opportunities for improvement**

A few participants felt the ACCC was generally more effective in winning cases in the consumer law context compared to the competition space.

*“The ACCC has not been as successful at addressing anti-competitive conduct as it has with enforcing consumer law... I consider that the ACCC could run competition cases more effectively and better explain to consumers what they are about (as has been the case with ACL cases). The focus on seeking a criminal outcome may have meant some easier civil litigation wins have not been obtained.”*  
 – Legal and economic expert

## B. KA1.2 – Making decisions on authorisation, notification and certification trade mark applications in the public interest

The ACCC’s performance in making decisions on authorisation, notification and certification trade mark applications in the public interest was assessed positively by most stakeholders (index score of 75.0ip, similar to 72.8 in 2019). Regulators and ombudsmen were the most positive about this aspect (index score of 87.5ip), while industry associations were least positive (66.7ip).

Over eight in ten respondents agreed that the ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest (86%, higher than 74% in 2019).

**Table 13: KA 1.2 index score**

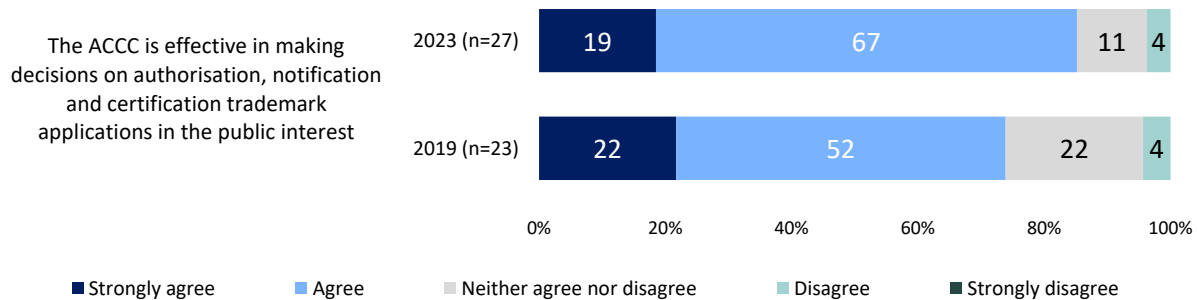
(Base: Respondents that were familiar with the ACCC’s key activity of making decisions on authorisation, notification and certification trade mark applications)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>75.0</b> (n=27)	72.8 (n=23)	75.0 (n=3)	-	66.7 (n=6)	75.0 (n=1)	75.0 (n=8)	75.0 (n=5)	87.5 (n=4)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points

**Figure 7: KA 1.2 – Authorisations reviews**

(Base: Respondents that were familiar with the ACCC’s key activity of making decisions on authorisation, notification and certification trade mark applications)



### Key strengths and opportunities for improvement

Qualitative feedback mainly included positive feedback that the ACCC had good processes for these applications and that ACCC staff involved in this work were easy to engage with. However, one participant felt the ACCC had given them ‘unworkable conditions’ in obtaining an authorisation.

*“We have increased the lines of communication between [our organisation] and the ACCC, which has helped the quality of work that they do and what we do.” – Regulators and ombudsmen*

*“[We] thought that the process would be straightforward, but it turned out to be difficult and costly.” – Industry association*

A few participants also mentioned they were pleased with the timeliness of processing authorisations – particularly during COVID-19 in response to market needs for quick publication of information. In contrast, one participant felt that timeliness in processing trademark applications could be improved, noting that delays would sometimes occur due to the ACCC prioritising processing of authorisations.

*“The speed these [authorisations] are being determined or agreed has increased particularly during COVID where there was a need for quick publication of information to react to the market. I'd like to see that continue although I appreciate there was a lot of resources shifted to accommodate that.”*

– Legal and economic experts

### C. KA1.3 – Undertaking market studies and inquiries to contribute to improved market outcomes

Respondents' perceptions of ACCC's market studies and inquiries were generally favourable (index score of 70.1ip, compared to 77.4ip in 2019). Consumer groups (90.6ip) and journalists and academics (84.4ip) recorded a higher index score for this key activity<sup>10</sup> compared to other stakeholder groups. In contrast, regulated businesses recorded the lowest index score (61.8ip).

Only around half of respondents (57%) agreed that the ACCC's market studies are effective in contributing to improved market outcomes. However, perceptions of individual aspects of the ACCC's market studies and inquiries were notably more positive. Over seven in ten respondents agreed the ACCC's market studies and inquiries supported competition, consumer and regulatory outcomes (76%, moderately lower than 88% in 2019); helped in understanding how well competition and markets are working (73%, down from 90%); identified policy and regulatory opinions that could address competition and consumer issues (72%, similar to 74%).

Regulated businesses were least likely to agree the ACCC's market studies and inquiries support competition, consumer and regulatory outcomes (56%<sup>11</sup>) and were effective in contributing to improved market outcomes (33%<sup>12</sup>), leading to the lower index score among this group.

**Table 14: KA 1.3 index score**

(Base: Respondents that were familiar with the ACCC's key activity of undertaking market studies and inquiries)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>70.1</b> (n=42)	77.4 (n=31)	90.6 (n=4)	68.8 (n=2)	66.9 (n=10)	84.4 (n=2)	65.3 (n=9)	61.8 (n=9)	77.1 (n=6)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



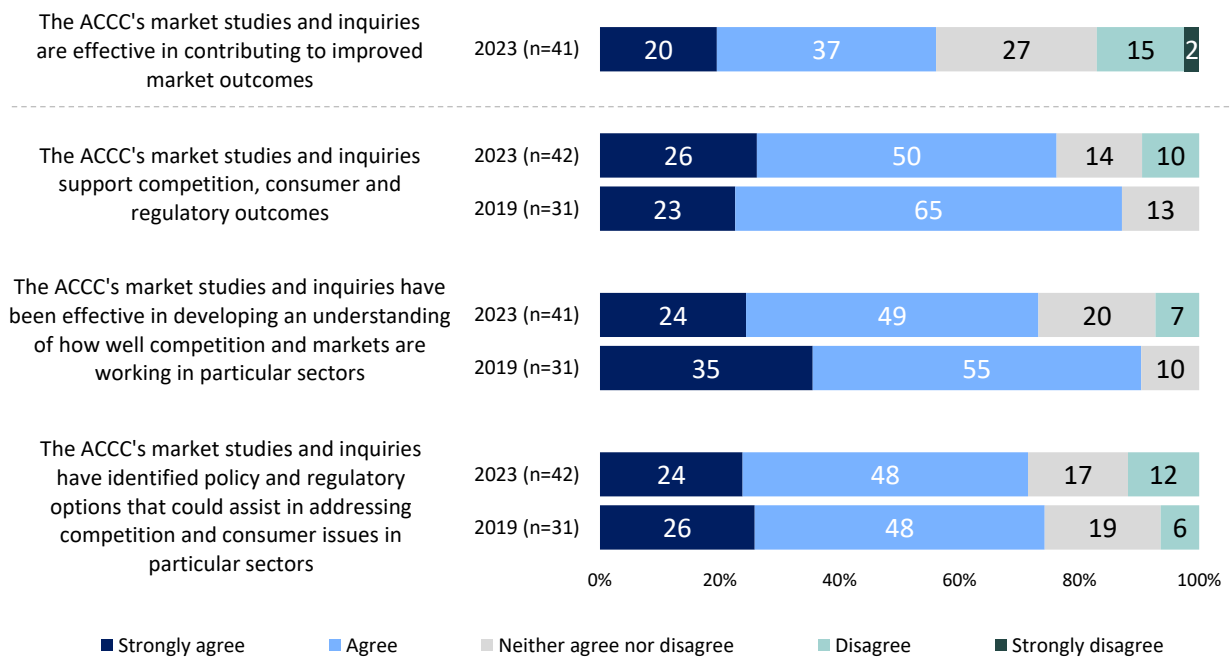
<sup>10</sup> Please exercise caution when interpreting these results due to small base sizes for these groups (n=2-4)

<sup>11</sup> Please refer to Appendix B for percentage results by stakeholder group.

<sup>12</sup> Please refer to Appendix B for percentage results by stakeholder group.

**Figure 8: KA 1.3 – Market studies and inquiries**

(Base: Respondents that were familiar with the ACCC’s key activity of undertaking market studies and inquiries)



### Key strengths

Most participants that provided qualitative feedback acknowledged that the ACCC’s market studies and inquiries were of high quality and were valuable in understanding the topics/ sectors they addressed. In particular, participants were positive about the topics of inquiries, thoroughness of research undertaken, and the objectivity and clarity of reports. The most common example provided of a good practice recent market study was the digital platforms service inquiry.

*“Market studies provide a high level of analysis and gather lots of information which is shared broadly with the sector.” – Industry association*

*“Strongest evidence is their work on digital platforms – nowhere in the world has been able to come up with a regime but the ACCC did.” – Journalists and academics*

### Opportunities for improvement

While most acknowledged the quality of work in undertaking market studies and inquiries, some also felt that they had not seen improvements in market outcomes as a result. Related to this, a few participants felt that:

- Recommendations were not always aligned with the key findings or practical to implement, and so did not result in any significant change;

*“The market studies themselves are well done, thoroughly research and well-presented. The problem is more so that the outcomes stemming from the studies is often quite limited. Recognising that this is outside of the ACCC's direct control, but you wonder sometimes if the significant work that goes into some of them is worthwhile.” – Legal and economic expert*

*“The work is excellent and there is a clear and concise write-up describing quite complicated matters. However, the recommendations sometimes don't seem to align with these (you wonder where they come from) and even the sound ones are taken up at a really low rate (so implementation falls through).” – Industry associations*



- The ACCC could work better with relevant industries to ensure interventions are more targeted and appropriate; and

*"We end up with interventions and reports that don't really help or shed light on things... from being in the industry the outputs don't feel like they've been looking for the right information."*

*– Regulated businesses*

- Resources put into undertaking these studies and inquiries outweighed the perceived benefit in terms of improving market outcomes.

*"Sometimes they use a sledgehammer to crack a nut... Spend a bit more time talking to the business community so that information requests can be more targeted and less burdensome on industry."*

*– Legal and economic expert*

## VI. Strategic objective 2: Prevent anti-competitive mergers

Stakeholders provided favourable assessments of the ACCC’s work in preventing anti-competitive mergers (66.7ip, compared to 71.3 in 2019). Journalists and academics reported the most positive ratings for this function (87.5ip<sup>13</sup>), whereas industry association stakeholders recorded notably lower ratings (52.5ip). However, the lower score among industry associations was mainly due to more neutral ratings, rather than disagreement.

**Table 15: Strategic objective 2 index score**

(Base: Respondents that were familiar with the ACCC’s work in preventing anti-competitive mergers)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>66.7</b> (n=42)	71.3 (n=20)	75.0 (n=3)	68.8 (n=4)	52.5 (n=10)	87.5 (n=2)	73.2 (n=14)	62.5 (n=6)	66.7 (n=3)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA2.1 – Assessing mergers to prevent changes in market structures that substantially lessen competition

Around two-thirds (64%) of respondents agreed that the ACCC’s assessment of mergers is effective in preventing changes in market structures that substantially lessen competition, somewhat lower than 80% in 2019.

**Table 16: KA2.1 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of assessing mergers)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>66.7</b> (n=42)	71.3 (n=20)	75.0 (n=3)	68.8 (n=4)	52.5 (n=10)	87.5 (n=2)	73.2 (n=14)	62.5 (n=6)	66.7 (n=3)

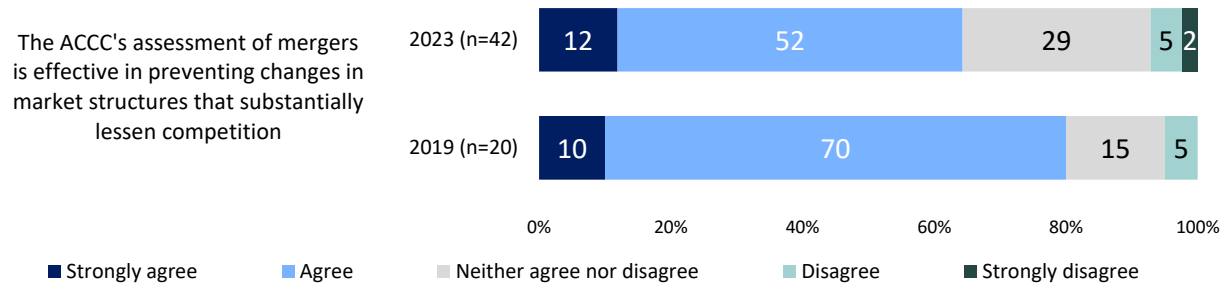
Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



<sup>13</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

**Figure 9: KA 2.1 – Merger reviews**

(Base: Respondents that were familiar with the ACCC’s key activity of assessing mergers)



### Key strengths

Qualitative feedback generally reflected favourable perceptions of the ACCC’s assessment of mergers, including that:

- The ACCC had a thorough and rigorous approach to assessing mergers and their impact on market structures; and

*“Whether the decisions around mergers in our sector go in our favour or not, it’s all very contestable. Stepping back I can understand decisions can fall either way, for us or our competitors. I really can’t fault the approach of the people we’re dealing with directly on these matters.” – Regulated business*  
*“Vast majority of the time they do clear mergers and they test things very closely, so they are effective in that way. They really test whether they will change the market structure.”*

– Legal and economic expert

- The ACCC was successful in stopping or adjusting mergers that would have substantially lessened competition.

*“The ACCC has been an effective ‘hand brake’ on mergers that would substantially lessen competition.”*

– Government department

*“The merger review process where people submit proposed mergers to the ACCC has worked really well. By and large the Commission lets through those mergers that don’t have an anti-competitive effect and if it points out that it will, most will withdraw the merger or make adjustments. It is a pretty good process - informal and flexible, confidential. Better in many ways than more rigorous tribunals or than going to court.” – Legal and economic expert*

### Opportunities for improvement

A few participants felt that the ACCC had been less effective in cases where parties denied mergers sought further legal action and in addressing ‘creeping’ acquisitions.

*“Unfortunately aggrieved parties have been able to take successful legal action after the fact, so the overall impact seems less.” – Industry association*

*“Creeping acquisition, dominant businesses simply adding to their dominance and acquisitions that are clearly intended to amplify a dominant position via vertical and horizontal consolidation and leveraging an existing dominant position into an adjacent market are mergers where the Commission lacks influence and perspicacity.” – Regulators and ombudsmen*

Some participants also felt that, in some cases, the ACCC approached mergers with a particular position already in mind, which resulted in decisions that were inconsistent with evidence presented or previous outcomes of similar mergers.

*“Some of the decisions made on mergers in recent years - most notably in the case of the failed acquisition of Woolworths petrol by BP - appear inconsistent.” – Industry association*

*“Sometimes they come to a transaction with a particular view. They have a view that this shouldn’t happen and yet when you dive into the facts it’s not really as problematic as they fear.” – Legal and economic expert*

Only three industry associations provided qualitative feedback. However, this feedback noted the suggestions for improvement above, reflecting less positive ratings for this key activity among this group.

## VII. Strategic objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

Stakeholders assessed the ACCC’s performance in improving competition and choice by facilitating safe and secure data sharing through the Consumer Data Right (CDR) positively (index score of 65.1ip) on balance. In particular, consumer groups (81.3ip<sup>14</sup>) and government department stakeholders (74.6ip) recorded higher index scores compared to other stakeholder groups. Industry associations (52.8ip) reported the lowest index score for this activity.

Of the key activities under this objective, respondents were the most positive about the ACCC’s work to accredit CDR data recipients (73.0ip) and somewhat less positive regarding the ACCC delivering the enabling technology solutions for the CDR (60.7ip).

**Table 17: Strategic objective 3 index score (average of KA3.1 – KA3.4)**

(Base: Respondents that were familiar with the ACCC’s work in improving competition and choice by facilitating safe and secure data sharing by consumers through the CDR, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>65.1</b> (n=33)	-	81.3 (n=2)	74.6 (n=5)	52.8 (n=8)	72.5 (n=2)	59.4 (n=3)	66.4 (n=10)	67.8 (n=3)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA 3.1 – Delivering the enabling technology solutions for Consumer Data Right

While still positive on balance, delivering the enabling technology solutions for the CDR was lower rated compared to the ACCC’s other key activities. Industry associations (42.9ip) in particular provided less positive ratings for aspects of this key activity. In contrast, government departments (73.3ip) and regulators and ombudsmen (70.8ip<sup>15</sup>) reported more positive perceptions.

As shown in the chart below, the majority (69%) of respondents agreed that the solutions provided for the CDR were secure and allowed for secure disclosure to trusted third parties. However, smaller proportions of respondents felt that the ACCC effectively facilitated the enabling technology solutions for the CDR (50%) and that the solutions provided for the CDR were fit for purpose (44%).

<sup>14</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

<sup>15</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

**Table 18: KA 3.1 index score**

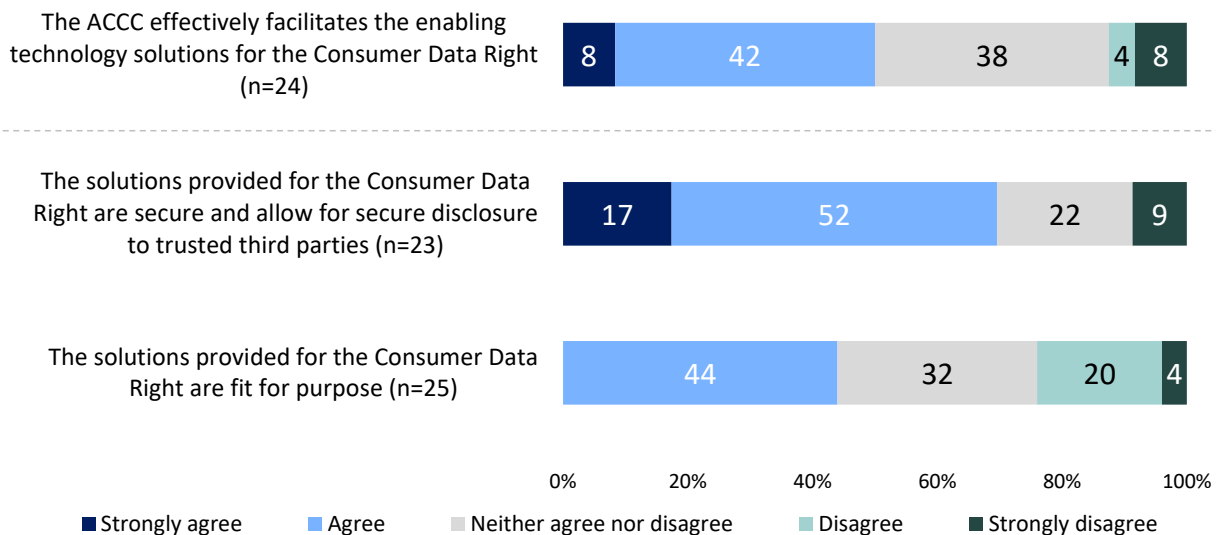
(Base: Respondents that were familiar with the ACCC’s key activity of delivering technology solutions for CDR, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>60.7</b> (n=25)	-	-	73.3 (n=5)	42.9 (n=7)	66.7 (n=2)	50.0 (n=1)	65.6 (n=8)	70.8 (n=2)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points:

**Figure 10: KA 3.1 – Enabling technology**

(Base: Respondents that were familiar with the ACCC’s key activity of delivering technology solutions for CDR, 2023 only)



**Key strengths**

Many participants who provided qualitative feedback acknowledged that facilitating the CDR was very complex and different to what the ACCC has traditionally done, and that the ACCC had done well in delivering the CDR in this context. Many participants who had worked with the ACCC to implement the CDR were also positive about their engagement, including the ACCC’s collaboration and commitment.

*“ACCC’s implementation of the CDR was outside of their core capabilities as a regulator however they have successfully built and implemented the component parts.” – Government department*

*“Their interaction with the data advisory committee is very active and they take their role seriously. They’ve invested a lot of time and effort into it... I see a lot of commitment and drive and resourcing it with people who know what they’re doing.” – Regulated business*

Some participants noted that a strength of the CDR was its security standards.

*“There is an information security profile associated with data transfer under the CDR that is fit for purpose and I’m not aware of any issues or incidents where that has found to be lacking at all.” – Regulated business*

*“At a technical level around security –ACCC has done a wonderful job to ensure security standards are maintained around the register or sandbox environment”. – Industry association*

## Opportunities for improvement

However, many participants (including industry associations) felt the solutions for the CDR could be improved. Specific feedback included:

- Improving the rules and standards – some felt the current standards were too rigid and complex, and would deter users;

*“ACCC and Treasury are setting parameters which are so complicated that it will result in a bad customer experience and customers will not use it.” – Industry association*

- Concerns that the technology solutions implemented would not allow for changes over time; and  
*“What is currently in place does not match the needs of the complex eco system that the ACCC is trying to monitor and regulate.” – Industry association*

- Improving overall functionality of the CDR – including how application programming interfaces (APIs) work.

*“There are millions of APIs that facilitate safe consumer data sharing month by month. While the majority work well in the 3 or 4 years since it's been established there are still up to 15% that fail at times, and much of it goes unexplained or unresolved. It's not a data security issue, rather the utility of the system is undermined where there are significant failure rates in the transfer of the information.”  
– Regulated business*

*“[The conformance test suite] is not a great assessment tool. It's quite a blunt instrument to see if participants are compliant. It works but it's not precise so lots of issues have arisen... It conducts a small number of tests but it's not an extensive series of test and the onus is on participants to provide accurate information.” – Regulated business*

## B. KA 3.2 – Supporting Consumer Data Right participants, including through assistance with testing and onboarding

The ACCC’s work in supporting CDR participants was viewed moderately positively (index score of 63.4ip). Government departments recorded a higher index score for this key activity compared to other stakeholder groups (76.4ip, compared to 57.7ip – 66.7ip for other groups), while regulated businesses recorded a lower index score (57.7ip).

Just over half (56%) agreed the ACCC effectively supported CDR participants, including through assistance with testing and onboarding. While most respondents agreed the onboarding process was clear and easy to follow (64%), agreement was lower that the ACCC was responsive to technical incidents (41%).

**Table 19: KA 3.2 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of supporting CDR participants, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>63.4</b> <i>(n=18)</i>	-	-	<b>76.4</b> <i>(n=3)</i>	63.1 <i>(n=7)</i>	-	-	<b>57.7</b> <i>(n=7)</i>	66.7 <i>(n=1)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



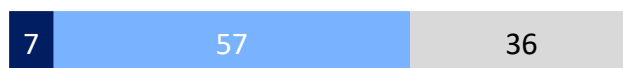
**Figure 11: KA 3.2 - Supporting participants**

(Base: Respondents that were familiar with the ACCC’s key activity of supporting CDR participants, 2023 only)

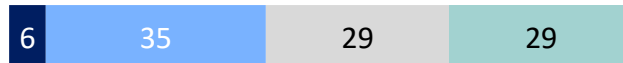
The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding (n=18)



The onboarding process is clear and easy to follow (n=14)



The ACCC is responsive to technical incidents and helps to resolve them in a timely manner (n=17)



0% 20% 40% 60% 80% 100%

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree



## Key strengths and opportunities for improvement

Some participants who provided qualitative feedback acknowledged the onboarding process had improved since its initial development but remained fairly complex and time consuming. These participants felt there was further opportunity to streamline the process and improve visibility of application status once submitted.

*“The onboarding process is ‘as good as it can be’ given the complexity of the CDR system and its iterative development - but work needs to be done to simplify and streamline the process (hence neutral rating).” – Government department*

*“There’s no visibility of application status once one has been made. More feedback would be useful.”  
– Regulated business*

Qualitative feedback underpinning lower ratings for the ACCC’s responsiveness to technical incidents included general dissatisfaction with the timeframes for response, perceived lack of follow up with data holders to address technical issues and over-reliance on accredited data recipients to troubleshoot issues for participants.

*“We’ve had a lot of problems with the onboarding and testing process recently and this may be due to a lack of people in these areas. The processes are very slow and the email follow up has been terrible.”  
– Regulated business*

*“There are lots of issues with data holders (e.g. banks) that take ages to resolve technical issues and this is accepted by ACCC. It takes too long and the penalty ACCC apply is not more than a ‘slap on the wrist’. ACCC is not pushing banks to share information in a timely manner.” – Industry association*

### C. KA 3.3 – Accrediting Consumer Data Right data recipients

Stakeholders rated the ACCC’s activity of accrediting CDR data recipients positively (index score of 73.0ip). This was notably higher than ratings recorded for other key activities under Strategic Objective 3. Industry associations (62.0ip) recorded a lower score compared to other stakeholder groups.

The vast majority (73%-81%) agreed that information relating to the various participation pathways, as well as guidance material relating to accreditation process and requirement was accessible and useful. However, a somewhat lower proportion (64%) felt that the ACCC effectively accredits CDR data recipients overall.

**Table 20: KA 3.3 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of accrediting CDR recipients, 2023 only)

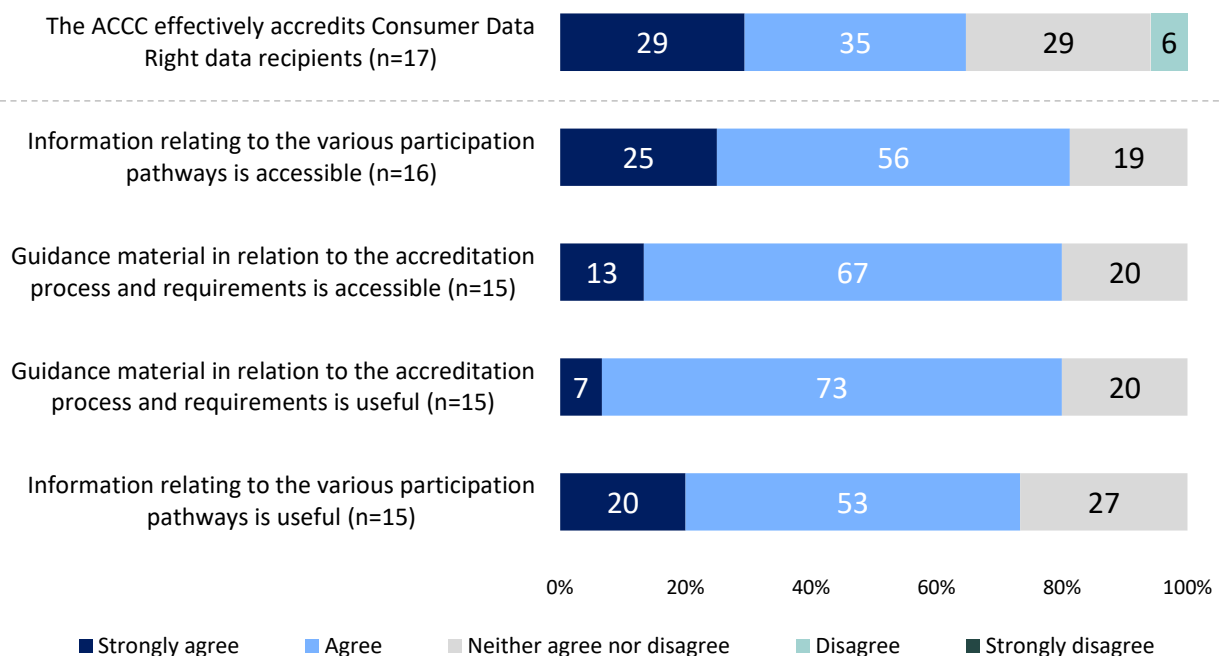
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>73.0</b> <i>(n=19)</i>	-	81.3 <i>(n=2)</i>	78.8 <i>(n=4)</i>	62.0 <i>(n=5)</i>	85.0 <i>(n=1)</i>	-	72.5 <i>(n=6)</i>	80.0 <i>(n=1)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 12: KA 3.3 – Accrediting participants**

(Base: Respondents that were familiar with the ACCC’s key activity of accrediting CDR recipients, 2023 only)



## Key strengths

Qualitative feedback generally included positive feedback about the resources and support available to data recipients in seeking accreditation, including step-by-step guidance tailored to different participation pathways.

*“Generally the ACCC is doing a very good job in supporting accreditation and the pathways we do have in place. There’s a lot of guidance and material to support companies to become accredited.”*

*– Industry association*

*“The documentation’s pretty good for this, it’s complex but there are some quite readable guidance documents that are published. Those are helpful and they certainly explain the different pathways and what you need to do.” – Regulated business*

## Opportunities for improvement

Suggestions for improvement mainly related to reducing complexity of the accreditation process in general and improving timeliness in completing the process.

*“It is very slow as a process and despite the revised pathways it still seems like a barrier that is overly challenging to navigate given the respective risk of participation. At the moment the alternative is screenscoping or some other data sharing method where there is no barrier, so if we’re trying to compete with that we’ve disincentivised people to follow the desired path to be part of. Maybe a little overregulated for the current data sharing arrangement risk.” – Regulated business*

## D. KA 3.4 – Promoting compliance with and enforcing the Consumer Data Right rules and standards

Stakeholders assessed ACCC’s activity of promoting compliance with and enforcing the CDR rules and standards favourably (index score of 67.5ip). Journalists and academics (100.0ip), consumer groups (87.5ip) and regulators and ombudsmen (81.3ip) recorded higher index scores for this activity<sup>16</sup>. In contrast, industry associations (61.6ip) and legal and economic experts (60.4ip) recorded lower index scores.

Around six in ten (61%) agreed the ACCC effectively promotes compliance with and enforces CDR rules and standards.

Respondents were most positive about the accessibility (82%) and usefulness (65%) of education and guidance materials regarding regulatory responsibilities for CDR participants. However, respondents were much less likely to agree that the visibility of the ACCC’s compliance activities was evident through engagement and messaging (39%).

**Table 21: KA 3.4 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of promoting compliance with and enforcing the CDR rules and standards, 2023 only)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>67.5</b> <i>(n=29)</i>	-	87.5 <i>(n=1)</i>	71.3 <i>(n=5)</i>	61.6 <i>(n=7)</i>	100.0 <i>(n=1)</i>	60.4 <i>(n=3)</i>	63.8 <i>(n=10)</i>	81.3 <i>(n=2)</i>

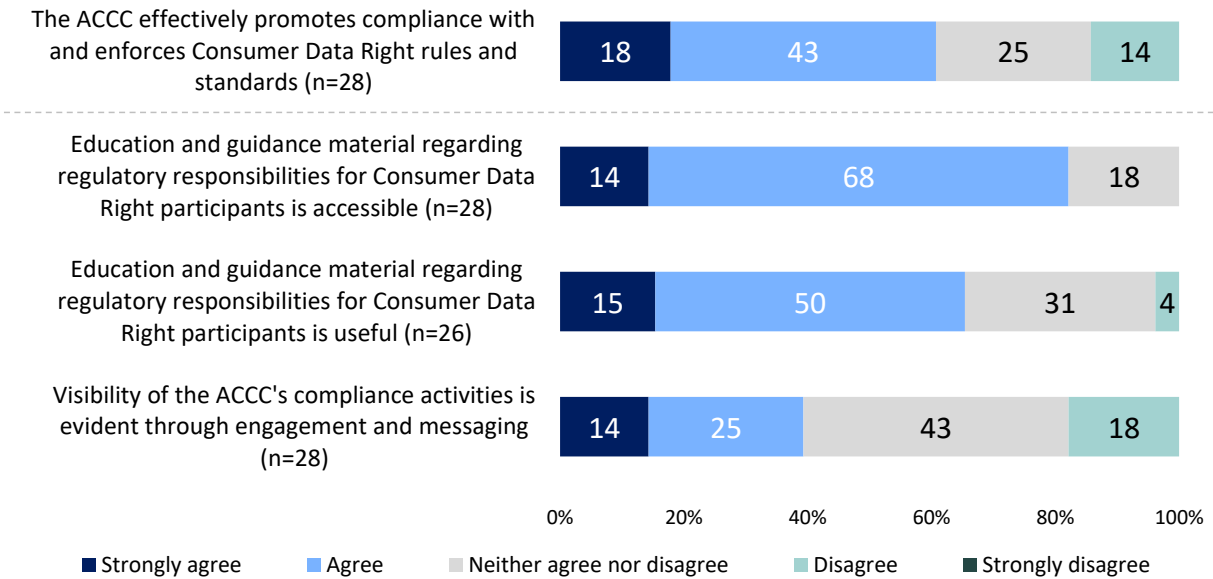
Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



<sup>16</sup> Please exercise caution when interpreting these results due to small base sizes among these groups(n=1-2)

**Figure 13: KA 3.4 – Enforcement and compliance with Consumer Data Right rules and standards**

(Base: Respondents that were familiar with the ACCC’s key activity of promoting compliance with and enforcing the CDR rules and standards, 2023 only)



### Opportunities for improvement

Among those who felt that visibility of the ACCC’s CDR compliance activities was poor, some who provided qualitative feedback felt the ACCC could improve visibility by providing some indication of issues currently under investigation, to give participants feedback about whether action is already being taken or needs to be raised.

*“I recognise that the compliance and enforcement activities are conducted privately but it’s frustrating for participants if a particular data holder (e.g. bank) is not compliant so they lodge an incident or issue, and no visibility of what’s happening in terms of the enquiries relating to that issue. It would even be helpful if a data holder was named as under investigation, the status of inquiry and scope of inquiry, maybe the claimed noncompliance issue. That would allow other recipients to determine if they needed to lodge a separate issue or if already in hand.” – Regulated business*

More generally, a few participants felt that enforcement of CDR rules and standards needed to be strengthened as it was currently insufficient in preventing non-compliance.

*“The lack of engagement by incumbent banks with the consumer data right is a frustration and the absence of genuine penalties for non-compliance makes the compliance regime a mockery especially when the fines for non-compliance are a rounding error. The ACCC needs to ensure that fines for non-compliance are much higher and much more rigidly enforced if it wants to see outcomes from the CDR.” – Regulated business*

*“Enforcement action for non-compliance is insufficient - small infringement notices.”  
– Industry association*

## VIII. Strategic objective 4: Protecting consumers from misleading and deceptive conduct and promoting fair trading

Stakeholders perceived ACCC’s performance in protecting consumers from misleading and deceptive conduct and promoting fair trading positively (overall index score of 72.7, similar to 75.0 recorded in 2019). Journalists and academics were particularly positive about the ACCC’s performance on this objective (83.3ip<sup>17</sup>), while industry associations (66.7ip) and regulated businesses (67.0ip) were less positive.

Of the key activities the ACCC’s undertakes within this objective, initiating compliance and enforcement actions to address harm to consumers and small businesses was rated the highest (78.2ip) whereas empowering small businesses by increasing awareness of their rights was lower rated (65.9ip).

**Table 22: Strategic objective 4 index score (average of KA4.1 – KA4.3)**

(Base: Respondents that were familiar with the ACCC’s work in protecting consumers from misleading and deceptive conduct and promoting fair trading)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>72.7</b> (n=56)	75.0 (n=29)	71.6 (n=6)	80.1 (n=6)	66.7 (n=12)	83.3 (n=2)	78.2 (n=13)	67.0 (n=9)	72.0 (n=8)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA 4.1 – Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law (ACL) and industry codes

Stakeholders provided quite positive assessments of the ACCC’s performance in their enforcement and compliance actions undertaken to protect consumers and small business from harmful conduct (index score of 78.2ip, consistent with 78.4ip in 2019). Journalists and academics (91.7ip<sup>18</sup>) and government department stakeholders (89.6ip) reported the most favourable perceptions of this key activity. While still positive overall, industry associations (71.9ip) and regulated businesses (70.4ip) reported the least positive perceptions of this key activity.

Over eight in ten respondents (83%) agreed that the ACCC’s compliance and enforcement actions were effective in addressing harm to consumers and small business resulting from non-compliance with ACL and industry codes.

Perceptions of the effectiveness of ACCC’s enforcement actions in stopping and deterring breaches of the ACL (88%, similar to 92% in 2019) and the appropriateness of its enforcement and compliance priorities (84%, similar to 89%) were also positive and in line with 2019.

<sup>17</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

<sup>18</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

**Table 23: KA 4.1 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of promoting compliance with and enforcing the ACL and industry codes)

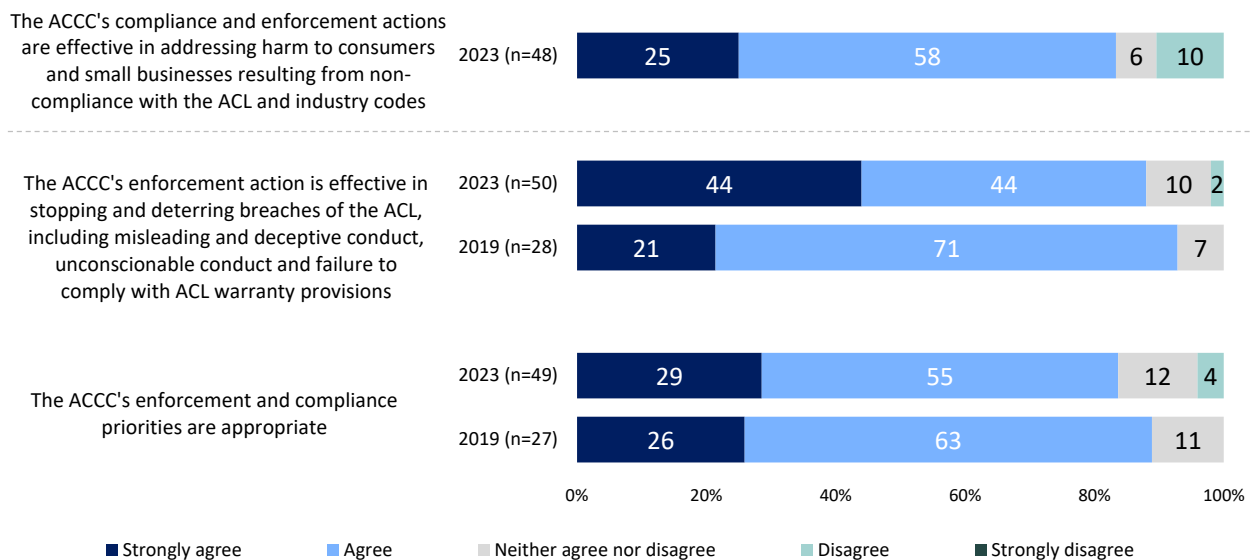
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>78.2</b> (n=50)	78.4 (n=29)	79.2 (n=6)	89.6 (n=4)	71.9 (n=8)	91.7 (n=2)	80.8 (n=13)	70.4 (n=9)	79.2 (n=8)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 14: KA 4.1 – Enforcement and compliance with ACL and industry codes**

(Base: Respondents that were familiar with the ACCC’s key activity of promoting compliance with and enforcing the ACL and industry codes)



**Key strengths**

Many participants who provided qualitative feedback felt that compliance and enforcement actions relating to non-compliance with the ACL and industry codes was a key strength of the ACCC. Many participants felt this was demonstrated by the ACCC’s focus on large, ‘top end’ businesses and that the penalties and outcomes applied were timely and large enough to make an impact. Many felt the ACCC’s work in this space had played an important role in deterring non-compliance among those charged and in industries more broadly. Specific cases and issues that participants provided as examples included greenwashing, Ultratune, Telstra, Trivago, Optus and Medibank.

*"The ACCC's response to the Medibank and Optus data breaches was outstanding. It was highly responsive to developments, provided good advice and made a valuable contribution to the Australian Government's overall response." – Government department*

*"When I started there were lots of crooks (e.g. cancer cures, dodgy solariums) that would go bust when they were found out. But in recent years there's been cases against bigger companies (e.g. Trivago, Telcos) and they've done really well in those cases. They have had some significant penalties imposed and those companies are now very aware of the ACCC." – Legal and economic expert*

When prompted about other substantial consumer protection issues the ACCC should focus on, many participants felt that the ACCC was already targeting the right issues. Other examples participants felt the ACCC should focus more on included greenwashing, online marketplace issues and scams.

*“Greenwashing. This issue extends beyond ACL matters. It is important for regulators to help build public trust in the transition to Net Zero and this will require regulatory coordination and system thinking (e.g. the complexity of supply chains makes it difficult for energy retailers to make claims around environmental sustainability).” – Government department*

*“Online purchasing issues (e.g. dark patterns whereby retailers manipulate consumers via behavioural nudges, like subscription traps).” – Legal and economic experts*



## B. KA 4.2 – Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes

Stakeholders held generally favourable views of the ACCC supporting small businesses by educating them about their rights under the Australian Consumer Law (ACL) and industry codes, although perceived effectiveness of this initiative were somewhat lower than other activities related to Strategic Objective 4. Government departments (75.0ip) and journalists and academics (75.0ip) had the most positive perceptions of the key activity<sup>19</sup>, while consumer groups (57.8ip) had the least positive perceptions.

Just under six in ten respondents agreed that the ACCC was effective in empowering small businesses by increasing their awareness of their rights under the ACL and industry codes (58%). Compared to 2019, respondents also had somewhat less positive perceptions of the ACCC’s effectiveness in supporting fair trading in markets affecting small businesses.

**Table 24: KA 4.2 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of empowering small business by increasing awareness of their rights under ACL and industry codes)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>65.9</b> (n=29)	67.7 (n=12)	57.8 (n=4)	75.0 (n=2)	61.5 (n=6)	75.0 (n=2)	66.4 (n=8)	62.5 (n=3)	72.9 (n=4)

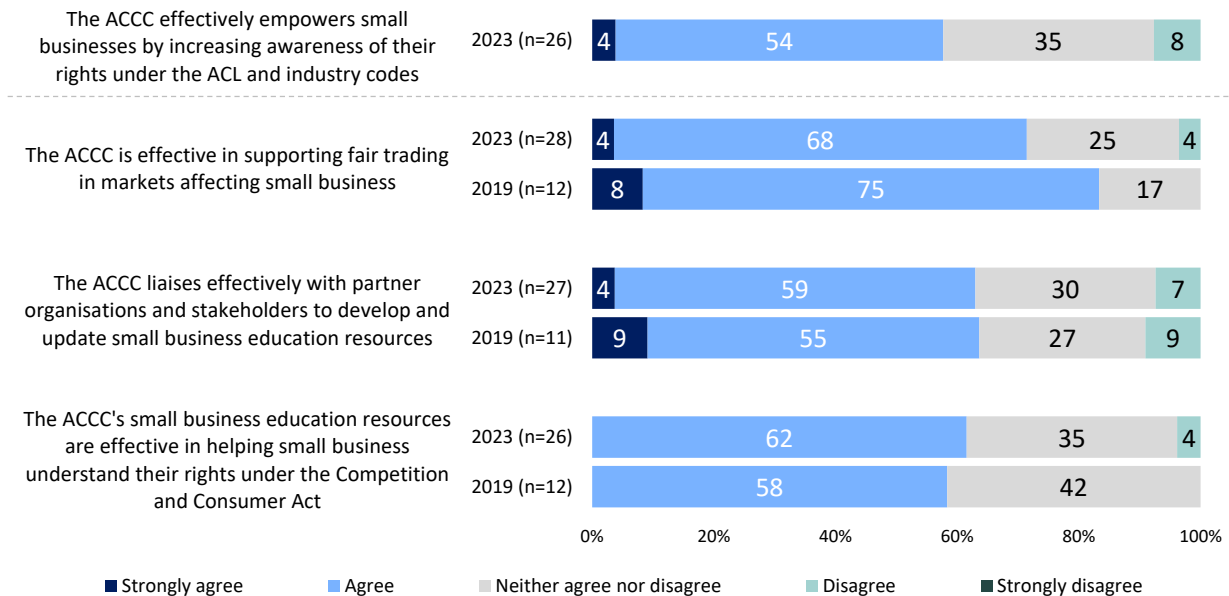
Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



<sup>19</sup> Please exercise caution when interpreting these results due to small base sizes among these groups (n=2)

**Figure 15: KA 4.2 – Empowering small business**

(Base: Respondents that were familiar with the ACCC’s key activity of empowering small business by increasing awareness of their rights under ACL and industry codes)



### Opportunities for improvement

General sentiment among participants who provided qualitative feedback was that there was an opportunity for the ACCC to improve targeted communications to small businesses and better address fair trading issues raised by small businesses. A few participants felt that small businesses were ‘left behind’ as the ACCC’s focused more on consumers and higher-profile issues.

*“I’m not aware of the ACCC providing communications relevant to small businesses - e.g. a short, crisp factsheet to small business owners about anti-competitive issues they may need to be aware of.” – Industry association*

*“Less active in the unfair trading stuff as it relates to small family business... There are real issues about breaches of competition laws and consumer laws that are there to look after the less powerful small business families business in our community. They are infringed upon and nothing happens.” – Regulators and ombudsmen*

*“For lower priority matters for SMEs the ACCC doesn’t typically adjust their external priority settings, while internally these are definitely de-prioritised (so they may expect any request to be met by the business within two weeks, but then sit on the information and not do anything for 3 or 4 months).” – Legal and economic expert*

## C. KA 4.3 – Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams

Stakeholders’ assessments of the ACCC’s effectiveness in empowering consumers by increasing awareness of their rights and alerting them to the risk of scam were positive (index score of 71.9ip). Journalists and academic stakeholders were particularly positive about the ACCC’s performance on this key activity (83.3ip<sup>20</sup>). In contrast, industry associations (65.9ip) and regulators and ombudsmen (63.9ip) were less positive.

Three quarters (75%, unchanged from 2019) agreed that the ACCC effectively empowers consumers by increasing awareness of their rights under the ACL. Similar proportions also felt that the ACCC’s information campaigns (79%, similar to 78% in 2019) and consumer education resources (76%, in line with 79%) were useful.

**Table 25: KA 4.3 index score**

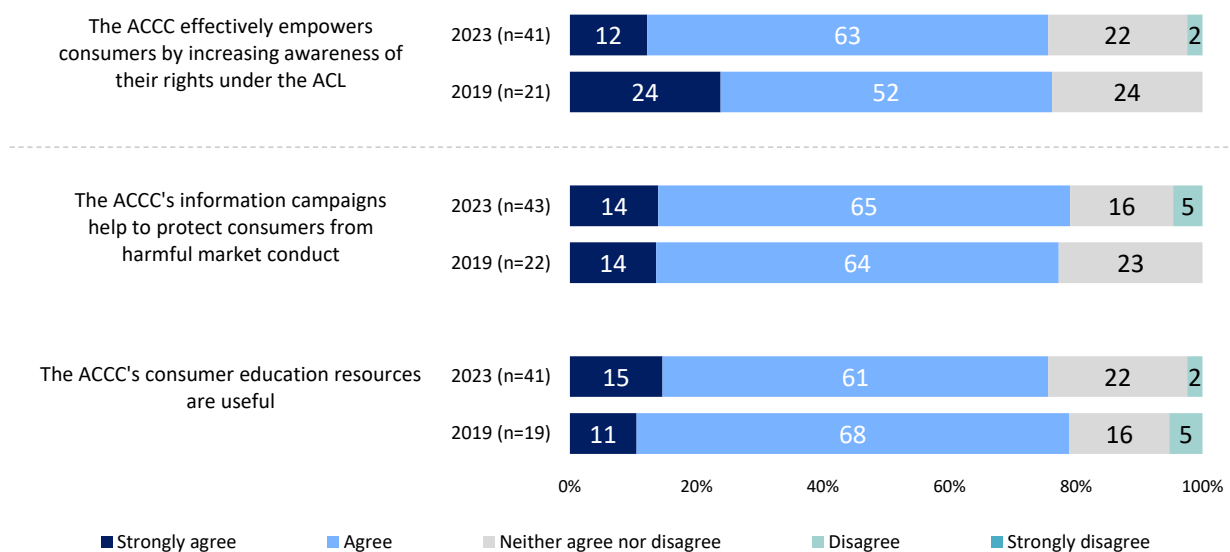
(Base: Respondents that were familiar with the ACCC’s key activity of empowering consumers by increasing awareness of their rights under the ACL and alerting them to the risk of scams)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>71.9</b> (n=43)	73.1 (n=22)	78.3 (n=5)	75.0 (n=4)	65.9 (n=11)	83.3 (n=2)	77.8 (n=9)	70.8 (n=6)	63.9 (n=6)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points

**Figure 16: KA 4.3 – Empowering consumers**

(Base: Respondents that were familiar with the ACCC’s key activity of empowering consumers by increasing awareness of their rights under the ACL and alerting them to the risk of scams)



<sup>20</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

## Opportunities for improvement

Qualitative feedback around this key activity mainly related to scams – reflecting that some participants felt scams were a substantial consumer protection issue that the ACCC should focus more on. While many participants felt the ACCC provided useful information about scams (including data available about types of scams and scam statistics), some felt there was more opportunity to ‘push’ this information to consumers and improve the timeliness of information. Some of these participants noted that consumers were getting information about scams from other channels (such as the media), rather than the ACCC.

*“It’s something the business community and professional community don’t get excited about but now everyone’s realising it’s a serious issue... I admire the ACCC for the focus they’ve brought to this issue because it really affects people.” – Legal and economic expert*

*“More awareness could be raised e.g. ‘Have you heard of this latest scam’, relating to more current scams and bringing them to attention more quickly. Like when it becomes known, get it out immediately. Currently you’re hearing it through the tabloid media first, and if the ACCC is releasing it, it’s not getting seen.” – Legal and economic expert*

## IX. Strategic objective 5: Protect consumers from unsafe products

Stakeholders rated the ACCC’s effectiveness in protecting consumers from unsafe products positively (overall index score of was 74.3ip, consistent with 73.3ip in 2019). Among the stakeholder groups, government departments (87.5ip) and journalists and academics (84.4ip<sup>21</sup>) reported the most favourable assessments of ACCC’s performance in this area, whereas industry associations (60.1ip) and regulators and ombudsmen (62.5ip<sup>22</sup>) had somewhat less favourable perceptions.

**Table 26: Strategic objective 5 index score (average of KA5.1 – KA5.2)**

(Base: Respondents that were familiar with the ACCC’s work in protecting consumers from unsafe products)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>74.3</b> (n=31)	73.3 (n=17)	77.5 (n=5)	87.5 (n=3)	60.1 (n=6)	84.4 (n=2)	74.9 (n=6)	76.6 (n=8)	62.5 (n=1)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA 5.1 – Identifying safety hazards in consumer products and prioritise the risks that may result in serious injury and death

Stakeholders reported favourable perceptions of the ACCC’s work in identifying safety hazards in consumer products and prioritising the risks that may result in injury and death (index score of 76.7ip, similar to 73.5ip in 2019). Consistent with the overall index score for this Strategic Objective (see Table 26), government departments and journalists and academics recorded higher index scores, particularly compared to industry associations and regulators and ombudsmen<sup>23</sup>.

Three quarters (75%) of respondents agreed that the ACCC is effective in identifying and prioritising safety hazards in consumer products, similar to 2019 (77%).

**Table 27: KA 5.1 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of identifying safety hazards in consumer products)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>76.7</b> (n=29)	73.5 (n=17)	80.0 (n=5)	100.0 (n=2)	66.7 (n=6)	87.5 (n=2)	75.0 (n=5)	78.1 (n=8)	50.0 (n=1)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



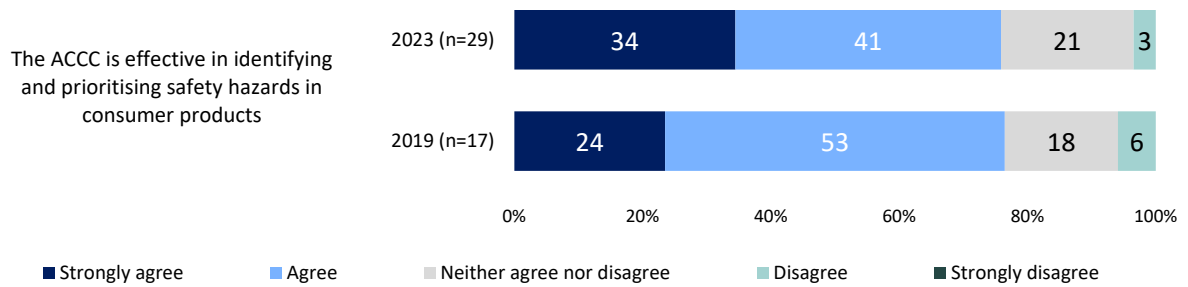
<sup>21</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

<sup>22</sup> Please exercise caution when interpreting this result due to small base sizes (n=1)

<sup>23</sup> Please exercise caution when interpreting these results due to small base sizes among these groups (n=1-2)

**Figure 17: KA 5.1 – Identifying safety hazards**

(Base: Respondents that were familiar with the ACCC’s key activity of identifying safety hazards in consumer products)



**Key strengths**

Most participants who provided qualitative feedback felt the ACCC demonstrated its effectiveness in identifying safety hazards by providing examples of products it had identified, including button batteries, Takata airbags and children’s equipment. Some participants also noted that it was positive the ACCC was consulting with stakeholders to identify safety hazards and priorities, including through the Product Safety Consultative Committee.

*"They've improved their internal processes to identify hazards and they now have these priority meetings with key stakeholders each year which is a really good thing. They're broadening that out to get as much input to help them prioritise their focus for the year and the way that they're operating."*  
 – Consumer group

## B. KA 5.2 – Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions

Stakeholders rated the ACCC’s performance in taking action to address risks posed by unsafe consumer goods positively (index score of 75.1ip, similar to 73.2ip in 2019). Government departments (81.9ip) and journalists and academics (81.3ip<sup>24</sup>) recorded the highest index scores for this key activity, while industry associations (61.5ip) recorded the lowest.

Nearly all respondents provided favourable ratings in relation the ACCC’s effectiveness in addressing (96%) and communicating (92%) the highest priority risks of serious injury and death arising from safety hazards in consumer products.

Most respondents agreed that the ACCC’s education, compliance and enforcement actions promote safe supply of consumer products (96%, up from 83% in 2019) and that their resources are effective in reducing the risk of harm (85%, up from 71%). However, lower proportions felt that the ACCC was effective in overseeing the recall of unsafe consumer goods (69%, lower than 83% in 2019) and introducing and updating mandatory product safety standards and bans (61%, similar to 69%).

Industry associations were less likely to agree with these aspects compared to other stakeholder groups (50% and 25%, respectively<sup>25</sup>). In addition, only half of industry associations agreed the ACCC was effective in communicating risks of serious injury and death arising from safety hazards in consumer products (50%, compared to 100% among other stakeholder groups<sup>26</sup>).

**Table 28: KA 5.2 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of addressing safety hazards in consumer products)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>75.1</b> (n=26)	73.2 (n=17)	75.0 (n=5)	81.9 (n=3)	61.5 (n=4)	81.3 (n=2)	74.7 (n=6)	80.0 (n=5)	75.0 (n=1)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



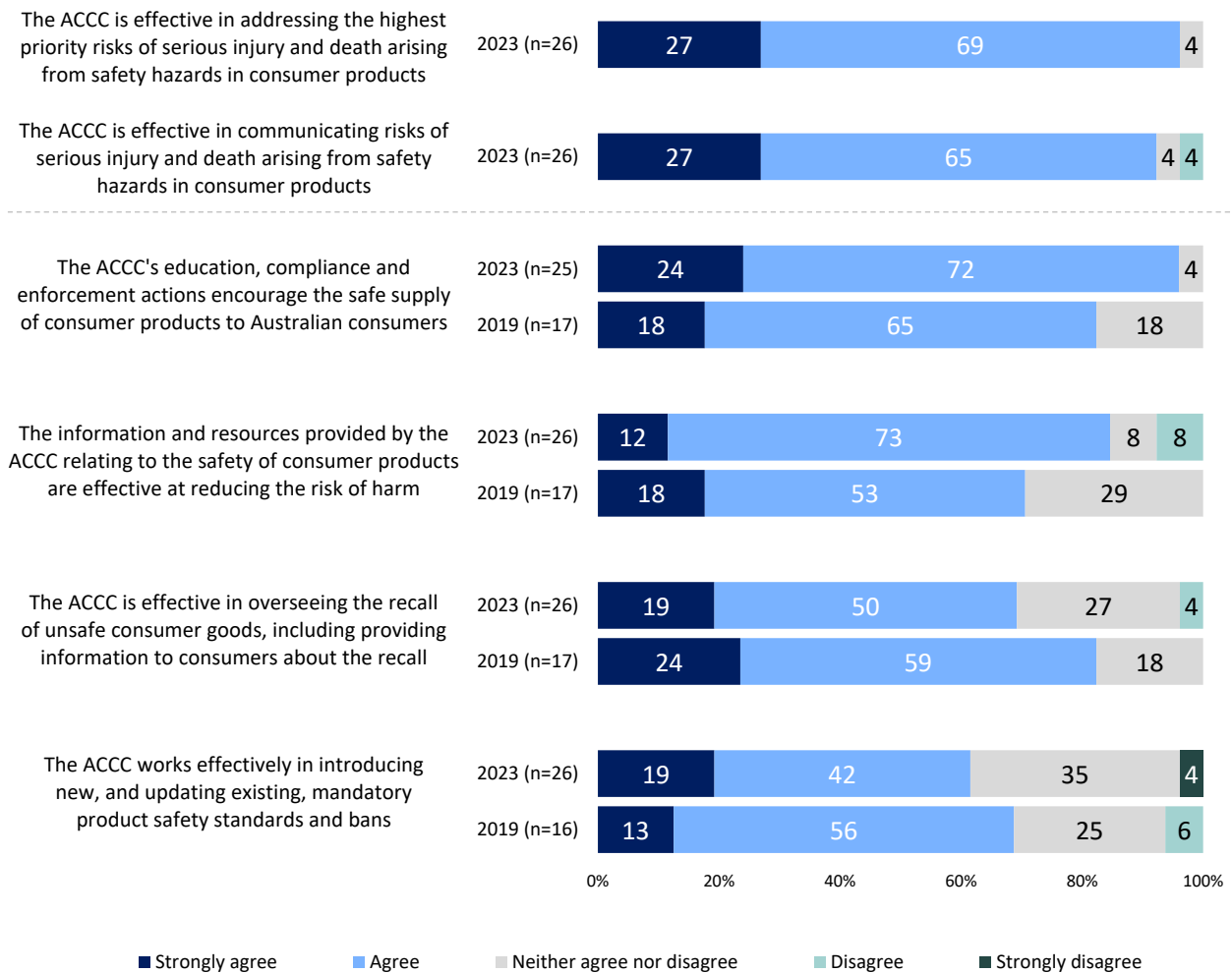
<sup>24</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

<sup>25</sup> Please refer to Appendix B for percentage results by stakeholder group.

<sup>26</sup> Please refer to Appendix B for percentage results by stakeholder group.

**Figure 18: KA 5.2 – Addressing highest priority risks**

(Base: Respondents that were familiar with the ACCC’s key activity of addressing safety hazards in consumer products)



### Opportunities for improvement

In relation to recall of unsafe consumer goods, while many participants who provided qualitative feedback acknowledged that recalls had increased as standard practice in recent years, some felt that there was opportunity to improve the timeliness of recalls and raise awareness of current recalls among consumers to prevent harm.

*“There’s more of a culture now that if companies see a problem they organise a recall. It is now a general accepted piece of conduct and I think recalling goods is not seen as shocking but rather responsible action to keep consumers safe.” – Legal and economic expert*

*“For the last few years we have seen a real time line issue – majority [of recalls] would be voluntary from suppliers, sometimes initiated through communication with the ACCC but then from the decision to the actual publication on product safety website it can take some time. Those few weeks where it’s not public provides the risk that customers could be unsafe.” – Regulated business*



Among those who provided less positive ratings for product safety standards and bans, qualitative feedback mainly reported they felt there was inconsistency of product safety standards, that standards took too long to develop and that there was no general product safety standard in Australia.

*“In many other countries they have a general product safety standard in place for any product that’s on the market so the manufacturer must make sure it’s safe. We don’t have that in Australia and we’ve been lobbying to get it across the line.” – Consumer group*

One participant also provided feedback that the ACCC could improve information about product safety standards targeted to suppliers, to support prevention of harm through this channel.

*“The ACCC has detailed material for consumers but information for suppliers is still a bit lacking. If they had good, detailed information for suppliers, they could work on better prevention e.g. when mandatory button battery standards is published, the standards themselves are very legal text and need to be supplemented with guidance from suppliers.” – Regulated business*

## X. Strategic objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers

Stakeholders' assessments of the ACCC's work in regulating monopoly infrastructure and monitoring concentrated markets in the long-term interests of consumers were generally favourable – reporting an index score of 66.4ip, compared to 71.1ip in 2019. Journalists and academics recorded the highest index score compared to other stakeholders (79.2ip<sup>27</sup>), while legal and economic experts recorded the lowest (56.9ip).

**Table 29: Strategic objective 6 index score (average of KA6.1 – KA6.3)**

(Base: Respondents that were familiar with the ACCC's work in regulating monopoly infrastructure and monitoring concentrated markets)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>66.4</b> (n=39)	71.1 (n=19)	72.9 (n=4)	75.0 (n=3)	66.4 (n=9)	79.2 (n=1)	56.9 (n=12)	67.5 (n=5)	75.0 (n=5)

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



### A. KA 6.1 – Formulating regulatory decisions that promote the long-term interests of end users and consumers

The ACCC's work in formulating regulatory decisions that promote the long-term interests of end users and consumers was viewed positively on balance by stakeholders (66.7ip, similar to 69.1ip in 2019). Government department stakeholders (81.3ip<sup>28</sup>) and regulators and ombudsmen (78.1ip) provided higher ratings, particularly compared to legal and economic experts (55.0ip).

Around three quarters of respondents agreed that the ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers (74%, similar to 68% in 2019). Respondents were somewhat less likely to agree that the ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure (58%, down from 68%).

<sup>27</sup> Please exercise caution when interpreting this result due to small base sizes (n=1)

<sup>28</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

**Table 30: KA 6.1 index score**

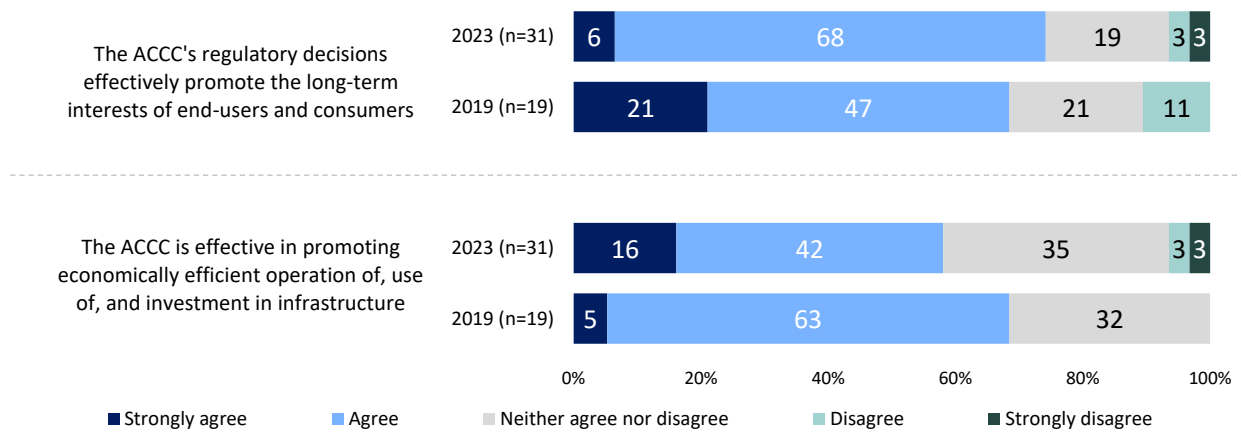
(Base: Respondents that were familiar with the ACCC’s key activity of formulating regulatory decisions that promote the long-term interests of end users and consumers)

Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>66.7</b> <i>(n=33)</i>	69.1 <i>(n=19)</i>	71.9 <i>(n=4)</i>	81.3 <i>(n=2)</i>	67.2 <i>(n=8)</i>	62.5 <i>(n=1)</i>	55.0 <i>(n=10)</i>	71.9 <i>(n=4)</i>	78.1 <i>(n=4)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points

**Figure 19: KA 6.1 – Infrastructure regulation**

(Base: Respondents that were familiar with the ACCC’s key activity of formulating regulatory decisions that promote the long-term interests of end users and consumers)



## B. KA 6.2 – Providing industry monitoring reports to government in relation to highly concentrated or emerging markets

While the majority of respondents rated the ACCC’s industry monitoring reports favourably (overall index score of 62.0ip, moderately lower than 69.4ip in 2019), perceptions were less positive compared to other key activities. Among stakeholder groups, consumer groups (75.0ip), journalists and academics (100.0ip<sup>29</sup>) and regulators and ombudsmen (75.0ip) reported the most positive perceptions. In contrast, legal and economic experts (48.4ip) and regulated businesses (50.0ip<sup>30</sup>) reported less favourable perceptions.

The majority of respondents agreed that the ACCC’s industry monitoring reports were effective in informing the government and the public about highly concentrated or emerging markets (61% agreed, down from 78% in 2019). However, respondents were less likely to agree that the industry monitoring reports were effective in promoting competition (48%, down from 59%).

**Table 31: KA 6.2 index score**

(Base: Respondents that were familiar with the ACCC’s key activity of providing industry monitoring reports to government)

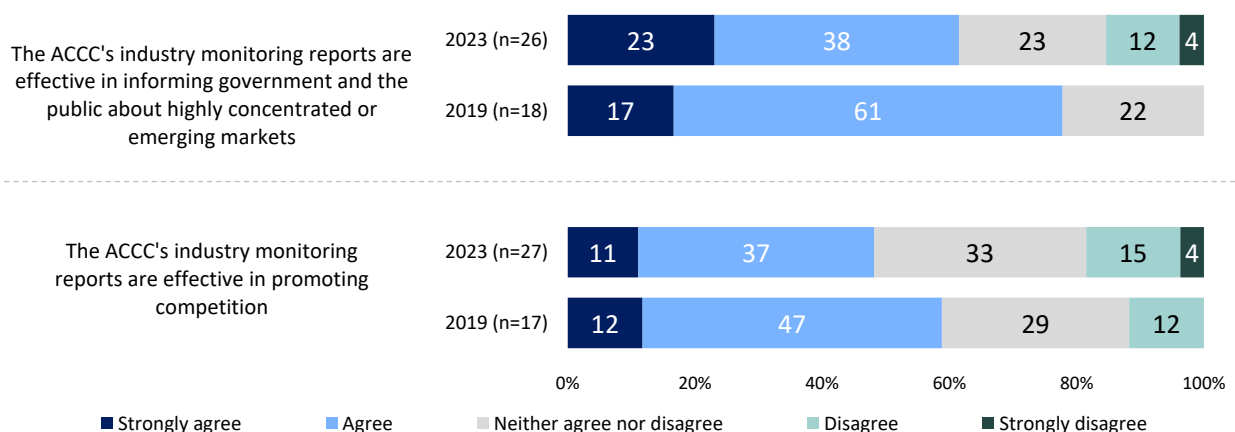
Overall 2023	Overall 2019	2023 results split by Stakeholder Group						
		Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>62.0</b> <i>(n=27)</i>	69.4 <i>(n=18)</i>	75.0 <i>(n=4)</i>	62.5 <i>(n=1)</i>	60.7 <i>(n=7)</i>	100.0 <i>(n=1)</i>	48.4 <i>(n=8)</i>	50.0 <i>(n=2)</i>	75.0 <i>(n=4)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points



**Figure 20: KA 6.2 – Industry monitoring**

(Base: Respondents that were familiar with the ACCC’s key activity of providing industry monitoring reports to government)



<sup>29</sup> Please exercise caution when interpreting this result due to small base sizes (n=1)

<sup>30</sup> Please exercise caution when interpreting this result due to small base sizes (n=2)

## Key strengths

Qualitative feedback in relation to industry monitoring reports was mixed. Some participants acknowledged that the reports provided a useful overview of markets.

*"The ACCC's industry monitoring reports are good for market transparency." – Industry association*

*"The ACCC's industry monitoring reports are a really important piece of what they do. When well done, they provide very useful information for policy advice and development."*

*– Government department*

## Opportunities for improvement

Among participants who provided less positive ratings for this key activity, many indicated this was because they felt industry monitoring reports were not timely enough and did not result in any tangible changes that promoted competition. This feedback was echoed among legal and economic experts (who reported the least positive perceptions of this key activity).

*"They do a good job at analysing what's happening in particular industries but in many cases it's not clear what can happen as a result - e.g. airline industry which points to a monopoly power of airport operators and what that means for other businesses and consumers, but nothing ever really changes.*

*Not necessarily the ACCC's fault – just question whether it's a waste of their resources."*

*– Consumer group*

*"Too much time (and resource) wasted on useless reports. Do we need the ACCC to monitor petrol prices and tell consumers that motorists looking to buy petrol can shop around for the lowest prices?" – Legal and economic expert*

Some participants also felt the methodology and consultation with industry could be improved in preparing its monitoring reports.

*"Many of the industries that the ACCC monitors are complex and the methodology used it not always clear or generally accepted as being appropriate. Industries that the ACCC knows well and are more established probably benefit further from the ACCC's work in this area but we haven't seen these benefits in newer or changing industries and we don't see the ACCC necessarily holding themselves to the same standards of accuracy as required by the ACL." – Regulated business*

*"I was disappointed that we were not consulted on some of the findings of the [market review] which included recommendations in relation to things that were already happening." – Regulators and ombudsmen*

## C. KA 6.3 – Improving the efficient operation of markets by enforcing industry-specific competition and market rules

Stakeholders rated the ACCC’s efforts in improving the operation of markets by enforcing industry-specific competition and market rules favourably, reporting an index score of 65.0, lower than 75.0ip in 2019. Legal and economic expert stakeholders (50.0ip) reported a lower index score compared to other stake holder groups.

Around two thirds of respondents agreed that the ACCC’s enforcement of industry-specific competition and market rules improves the efficient operation of markets (68%, down from 84% in 2019).

**Table 32: KA 6.3 index score**

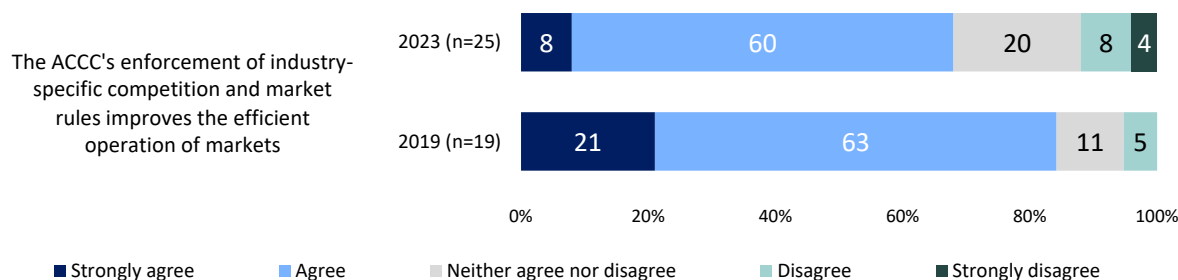
(Base: Respondents that were familiar with the ACCC’s key activity of improving efficient operation of markets by enforcing industry-specific competition and market rules)

		2023 results split by Stakeholder Group						
Overall 2023	Overall 2019	Consumer Groups	Government Departments	Industry Associations	Journalists & Academics	Legal & Economic Experts	Regulated Businesses	Regulators & Ombudsmen
<b>65.0</b> <i>(n=25)</i>	75.0 <i>(n=19)</i>	75.0 <i>(n=3)</i>	75.0 <i>(n=2)</i>	65.6 <i>(n=8)</i>	75.0 <i>(n=1)</i>	50.0 <i>(n=7)</i>	75.0 <i>(n=2)</i>	75.0 <i>(n=2)</i>

Stakeholder group result is higher (green) or lower (orange) than the Overall 2023 result by at least 5 index points

**Figure 21: KA 6.3 – Enforcement and compliance of industry specific competition and market rules**

(Base: Respondents that were familiar with the ACCC’s key activity of improving efficient operation of markets by enforcing industry-specific competition and market rules)



Australian Competition and Consumer Commission

# 2023 Effectiveness Survey

APPENDICES

24 April 2023

## **APPENDIX A: Survey questionnaire**



## Introduction

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Thank you for taking the time to participate in this survey about the Australian Competition and Consumer Commission's (ACCC's) performance over the past 18 months. As a key stakeholder, the ACCC values your views on its performance. The feedback will give the ACCC an indication of what it is doing well and where it could improve. Key results from the survey will also be published in its 2022-23 Annual Report.

The purpose of the survey is to obtain the views of the ACCC's key stakeholders about its effectiveness in achieving its purpose as well as other attributes of performance.

The survey covers questions related to the ACCC's work in general, as well as a small number of questions related specifically to each of the ACCC's key activities as set out in its 2021-22 and 2022-23 Corporate Plan.

As it is likely that most stakeholders will not be closely familiar with all key activities, the survey provides for you to self-identify those ACCC key activities, so that you will only be asked questions relevant to you.

ORIMA Research, an independent market and social research firm, has been engaged by the ACCC to conduct the research on a confidential and anonymous basis. ORIMA Research will treat all your responses, comments and information as strictly confidential. Your contact details were provided to ORIMA Research by the ACCC solely for the purposes of this survey.

Your responses will only be seen by ORIMA Research. ORIMA's report to the ACCC on the survey results will focus on common themes identified among stakeholders surveyed and important issues raised. The report will also contain some unattributed and deidentified quotes from the open-ended responses to this survey and the follow-up interviews that ORIMA will conduct with some survey respondents. The ACCC will not be able to identify your responses to the survey or interviews.

Participation in this research is voluntary. You can choose not to answer any question. You can decide to stop at any time. Your answers will only be used for the purposes of the research and the associated reporting.

This questionnaire should take about 15-20 minutes to complete. If you have any questions or require further information about the survey, please do not hesitate to contact Tyler Forrester of ORIMA Research on 03 9526 9000 (E: [tyler.forrester@orima.com](mailto:tyler.forrester@orima.com)). If you have any broader questions about why the ACCC is conducting the survey, please contact Nicole Robbins, Executive Office, ACCC on 07 4729 2618 (E: [nicole.robbins@acc.gov.au](mailto:nicole.robbins@acc.gov.au)).

## A. Familiarity with the ACCC's work

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Please indicate which of the ACCC's key activities you are familiar with. It is important to consider which activities you have sufficient familiarity with to provide an assessment of the ACCC's performance in delivering each key activity.

- 1 Please select *all* of the key activities you are familiar with. [Please select all that apply]
- a. **Strategic objective 1: Address anti-competitive conduct and promote competition** through: [Heading only – not a response option]
  - 1 Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct
  - 2 Making decisions on authorisation, notification and certification trade-mark applications in the public interest
  - 3 Undertaking market studies and inquiries to contribute to improved market outcomes  
Note: This covers market studies and inquiries relating to Digital Platforms, Financial Services; Murray-Darling Basin Water Markets and Wine Grapes. For the purpose of this survey, the ACCC's market studies and inquiries work relating to Gas and Electricity markets has been grouped with the key activity *Providing industry monitoring reports to government in relation to highly concentrated or emerging markets* under Strategic Objective 6.
- b. **Strategic objective 2: Prevent anti-competitive mergers** through: [Heading only – not a response option]
  - 1 Assessing mergers to prevent changes in market structures that substantially lessen competition
- c. **Strategic objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right** through: [Heading only – not a response option]
  - 1 Delivering the enabling technology solutions for Consumer Data Right
  - 2 Supporting Consumer Data Right participants, including through assistance with testing and onboarding
  - 3 Accrediting Consumer Data Right data recipients
  - 4 Promoting compliance with and enforcing the Consumer Data Right rules and standards
- d. **Strategic objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading** through: [Heading only – not a response option]
  - 1 Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes
  - 2 Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes
  - 3 Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams
- e. **Strategic objective 5: Protect consumers from unsafe products** through: [Heading only – not a response option]

- 1 Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death
  - 2 Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions
- f. **Strategic objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers** through: [Heading only – not a response option]
- 1 Formulating regulatory decisions that promote the long-term interests of end users and consumers
  - 2 Providing industry monitoring reports to government in relation to highly concentrated or emerging markets  
Note: These reports cover the electricity, gas, communications, rail, petrol, aviation, ports and stevedoring sectors
  - 3 Improving the efficient operation of markets by enforcing industry-specific competition and market rules
- g. **Not familiar with any of the ACCC's key activities** [Thank and end]

[Programming note:

Before proceeding to Section B, show list of key activities selected at Q1 on next page and ask respondents to confirm or go back and change key activities selected ]

Thank you for answering these initial questions. Before we proceed, please review the list of key activities you have selected to ensure all key activities you are familiar with are included.

[Show full list of Q1 key activities but clearly highlighting those selected at Q1]

QCONFIRM. Would you like to add or remove any key activities?

- 1 Yes [Go back to Q1]
- 2 No [show if Q1g≠1– proceed with survey]

[THANK AND END IF Q1g=1 (not familiar with any of the ACCC's key activities) and QCONFIRM=2

Thank and end text: Thank you for answering these initial questions. Unfortunately, you are not part of the target audience for this survey. Thanks again for your interest in participating.]

## B. Overall impressions of the ACCC

[ASK ALL]

2 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future	1	2	3	4	5	6
b Markets in Australia are more competitive due to the ACCC's work	1	2	3	4	5	6
c Consumers are significantly better off due to the ACCC's work	1	2	3	4	5	6
d The ACCC liaises effectively with partner organisations and stakeholders to achieve its purpose	1	2	3	4	5	6
e The ACCC is effective in advocating for change to regulatory frameworks that assist it to achieve its purpose of making markets work for consumers	1	2	3	4	5	6
f The ACCC communicates effectively with its stakeholders	1	2	3	4	5	6
g The ACCC works well with partners to enhance the effectiveness of its compliance and enforcement initiatives	1	2	3	4	5	6
h The ACCC is responsive to changes in its operating environment to meet complex challenges and demands	1	2	3	4	5	6

## C. Address anti-competitive conduct and promote competition

### Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct

[ONLY ASK IF Q1a\_1=1 (Familiar with enforcement and compliance)]

3 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's enforcement action is effective in deterring harmful anti-competitive market conduct	1	2	3	4	5	6
b The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities <a href="#">here</a> )	1	2	3	4	5	6
c The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct, such as cartel conduct, anticompetitive agreements and practices, and misuse of market power	1	2	3	4	5	6

Hyperlink included to: <https://www.accc.gov.au/about-us/australian-competition-consumer-commission/our-priorities/compliance-enforcement-policy-and-priorities>

## Making decisions on authorisation, notification and certification trade-mark applications in the public interest

[ONLY ASK IF Q1a\_2=1 (Familiar with authorisations reviews)]

4 Please rate your level of agreement or disagreement with the following statement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest	1	2	3	4	5	6

## Undertaking market studies and inquiries to contribute to improved market outcomes

[ONLY ASK IF Q1a\_3=1 (Familiar with market studies and inquiries)]

Please note that this section covers market studies and inquiries relating to Digital Platforms, Financial Services; Murray-Darling Basin Water Markets and Wine Grapes. For the purpose of this survey, the ACCC's market studies and inquiries work relating to Gas and Electricity markets has been grouped with the key activity *Providing industry monitoring reports to government in relation to highly concentrated or emerging markets* under Strategic Objective 6..

5 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's market studies and inquiries have been effective in developing an understanding of how well competition and markets are working in particular sectors	1	2	3	4	5	6
b The ACCC's market studies and inquiries have identified policy and regulatory options that could assist in addressing competition and consumer issues in particular sectors	1	2	3	4	5	6
c The ACCC's market studies and inquiries support competition, consumer and regulatory outcomes	1	2	3	4	5	6
d The ACCC's market studies and inquiries are effective in contributing to improved market outcomes	1	2	3	4	5	6

[ONLY ASK IF Q1a\_1=1 or Q1a\_2=1 or Q1a\_3=1 (Familiar with at least one key activity to address anti-competitive conduct and promoting competition)]

- 6 Do you have any comments regarding the ACCC's performance in **addressing anti-competitive conduct and promoting competition**? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.

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## D. Prevent anti-competitive mergers

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### Assessing mergers to prevent changes in market structures that substantially lessen competition

[ONLY ASK IF Q1b\_1=1 (Familiar with merger reviews)]

7 Please rate your level of agreement or disagreement with the following statement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's assessment of mergers is effective in preventing changes in market structures that substantially lessen competition	1	2	3	4	5	6

[ONLY ASK IF Q1b\_1=1 (Familiar with merger reviews)]

8 Do you have any comments regarding the ACCC's performance in **preventing anti-competitive mergers**? If you disagreed with the above statement, could you please explain why and offer suggestions for improvement.

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## E. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

### Delivering the enabling technology solutions for the Consumer Data Right

[ONLY ASK IF Q1c\_1=1 (Familiar with enabling technology)]

9 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The solutions provided for the Consumer Data Right are fit for purpose	1	2	3	4	5	6
b The solutions provided for the Consumer Data Right are secure and allow for secure disclosure to trusted third parties	1	2	3	4	5	6
c The ACCC effectively facilitates the enabling technology solutions for the Consumer Data Right	1	2	3	4	5	6

### Supporting Consumer Data Right participants, including through assistance with testing and onboarding

[ONLY ASK IF Q1c\_2=1 (Familiar with supporting participants)]

10 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The onboarding process is clear and easy to follow	1	2	3	4	5	6
b The ACCC is responsive to technical incidents and helps to resolve them in a timely manner	1	2	3	4	5	6
c The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding	1	2	3	4	5	6

## Accrediting Consumer Data Right data recipients

[ONLY ASK IF Q1c\_3=1 (Familiar with accrediting participants)]

11 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a Information relating to the various participation pathways is accessible	1	2	3	4	5	6
b Information relating to the various participation pathways is useful						
c Guidance material in relation to the accreditation process and requirements is accessible	1	2	3	4	5	6
d Guidance material in relation to the accreditation process and requirements is useful	1	2	3	4	5	6
e The ACCC effectively accredits Consumer Data Right data recipients	1	2	3	4	5	6

## Promoting compliance with and enforcing the Consumer Data Right rules and standards

[ONLY ASK IF Q1c\_4=1 (Familiar with enforcement and compliance)]

12 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is accessible	1	2	3	4	5	6
b Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is useful	1	2	3	4	5	6
c Visibility of the ACCC's compliance activities is evident through engagement and messaging	1	2	3	4	5	6
d The ACCC effectively promotes compliance with and enforces Consumer Data Right rules and standards	1	2	3	4	5	6

[ONLY ASK IF Q1c\_1=1 or Q1c\_2=1 or Q1c\_3=1 or Q1c\_4=1 (Familiar with at least one key activity to facilitate safe and secure data sharing by consumers through the consumer data right)]

- 13 Do you have any comments regarding the ACCC's performance in **facilitating safe and secure data sharing by consumers through the consumer data right**? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.

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## F. [Strategic objective 4] Protect consumers from misleading and deceptive conduct and promote fair trading

### Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes

[ONLY ASK IF Q1d\_1=1 (Familiar with enforcement and compliance)]

14 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's enforcement action is effective in stopping and deterring breaches of the Australian Consumer Law (ACL), including misleading and deceptive conduct, unconscionable conduct and failure to comply with ACL warranty provisions	1	2	3	4	5	6
b The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities <a href="#">here</a> )	1	2	3	4	5	6
c The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	1	2	3	4	5	6

Hyperlink included to: <https://www.accc.gov.au/about-us/australian-competition-consumer-commission/our-priorities/compliance-enforcement-policy-and-priorities>

## Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes

[ONLY ASK IF Q1d\_2=1 (Familiar with empowering small business)]

15 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC is effective in supporting fair trading in markets affecting small business	1	2	3	4	5	6
b The ACCC's small business education resources are effective in helping small business understand their rights under the Competition and Consumer Act	1	2	3	4	5	6
c The ACCC liaises effectively with partner organisations and stakeholders to develop and update small business education resources	1	2	3	4	5	6
d The ACCC effectively empowers small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	1	2	3	4	5	6

## Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams

[ONLY ASK IF Q1d\_3=1 (Familiar with empowering consumers)]

16 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's consumer education resources are useful	1	2	3	4	5	6
b The ACCC's information campaigns help to protect consumers from harmful market conduct	1	2	3	4	5	6
c The ACCC effectively empowers consumers by increasing awareness of their rights under the Australian Consumer Law	1	2	3	4	5	6

[ONLY ASK IF Q1d\_1=1 or Q1d\_2=1 or Q1d\_3=1 or Q1d\_4=1 (Familiar with at least one key activity to protect consumers from misleading and deceptive conduct and promote fair trading)]

17 Do you have any comments regarding the ACCC's performance in **protecting consumers from misleading and deceptive conduct and promoting fair trading**? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.

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## G. Protect consumers from unsafe products

### Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death

[ONLY ASK IF Q1e\_1=1 (Familiar with identifying safety hazards)]

18 Please rate your level of agreement or disagreement with the following statement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC is effective in identifying and prioritising safety hazards in consumer products	1	2	3	4	5	6

### Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions

[ONLY ASK IF Q1e\_2=1 (Familiar with addressing safety hazards)]

19 Please rate your level of agreement or disagreement with the following statement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's education, compliance and enforcement actions encourage the safe supply of consumer products to Australian consumers.	1	2	3	4	5	6
b The information and resources provided by the ACCC relating to the safety of consumer products are effective at reducing the risk of harm.	1	2	3	4	5	6
c The ACCC is effective in overseeing the recall of unsafe consumer goods, including providing information to consumers about the recall.	1	2	3	4	5	6
d The ACCC works effectively in introducing new, and updating existing, mandatory product safety standards and bans.	1	2	3	4	5	6

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
e The ACCC is effective in communicating risks of serious injury and death arising from safety hazards in consumer products	1	2	3	4	5	6
f The ACCC is effective in addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products	1	2	3	4	5	6

[ONLY ASK IF Q1e\_1=1 or Q1e\_2=1 (Familiar with at least one key activity to protect consumers from unsafe products)]

20 Do you have any comments regarding the ACCC's performance in **protecting consumers from unsafe products**? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.

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## H. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers

### Formulating regulatory decisions that promote the long-term interests of end users and consumers

[ONLY ASK IF Q1f\_1=1 (Familiar with infrastructure regulation)]

21 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure	1	2	3	4	5	6
b The ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers	1	2	3	4	5	6

### Providing industry monitoring reports to government in relation to highly concentrated or emerging markets

[ONLY ASK IF Q1f\_2=1 (Familiar with industry monitoring reports)]

Please note these reports cover the electricity, gas, communications, rail, petrol, aviation, ports and stevedoring sectors.

22 Please rate your level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's industry monitoring reports are effective in promoting competition	1	2	3	4	5	6
b The ACCC's industry monitoring reports are effective in informing government and the public about highly concentrated or emerging markets	1	2	3	4	5	6

## Improving the efficient operation of markets by enforcing industry-specific competition and market rules

[ONLY ASK IF Q1f\_3=1 (Familiar with industry monitoring reports)]

23 Please rate your level of agreement or disagreement with the following statement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets	1	2	3	4	5	6

[ONLY ASK IF Q1f\_1=1 or Q1f\_2=1 or Q1f\_3=1 (Familiar with at least one key activity to regulate monopoly infrastructure and monitor concentrated markets)]

24 Do you have any comments regarding the ACCC's performance in **regulating monopoly infrastructure and monitoring concentrated markets**? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.

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## I. ACCC Values

[ASK ALL]

25 Please rate your level of agreement or disagreement that the ACCC demonstrates each of its core values below:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a Independent: The ACCC inspires confidence in their work by being impartial and objective	1	2	3	4	5	6
b Strategic: The ACCC focuses on the bigger picture, ensuring consumers are at the heart of what they do	1	2	3	4	5	6
c Trustworthy: The ACCC acts with integrity, honesty and ethically	1	2	3	4	5	6
d Informed: The ACCC's decisions and actions are based on data, evidence and intelligence, as well as expert knowledge	1	2	3	4	5	6
e Inclusive: The ACCC commits to an inclusive and respectful culture and a diverse workforce reflecting the communities that they serve	1	2	3	4	5	6

## J. The ACCC’s engagement with you

[ASK ALL]

26 Please rate the level of your agreement or disagreement with the following statements about how effectively the ACCC has engaged with you over the past 18 months:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a ACCC staff engaged in a respectful manner	1	2	3	4	5	6
b ACCC staff demonstrate a desire to genuinely understand my/our position on issues	1	2	3	4	5	6
c ACCC provided information in a timely manner	1	2	3	4	5	6
d ACCC provided me/us with an adequate opportunity to provide it with information or feedback	1	2	3	4	5	6
e ACCC staff responded in an appropriate time frame to issues or concerns raised by me/us	1	2	3	4	5	6

27 Do you have any comments regarding the ACCC’s **engagement with you in your role**? If you disagreed with any of the above statements, please explain why and offer suggestions for improvement.

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## K. Principles of regulator best practice

[ASK ALL] The Australian Government has three principles of regulator best practice:

**Continuous improvement and building trust:** Regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia’s regulatory settings.

**Risk based and data driven:** Regulators manage risks proportionately and maintain essential safeguards while minimising regulatory burden, and leveraging data and digital technology to support those they regulate to comply and grow.

**Collaboration and engagement:** Regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.

More detail can be found at: <https://www.finance.gov.au/government/managing-commonwealth-resources/regulator-performance-rmg-128>

28 Thinking about the last 18 months, please rate your agreement or disagreement that the ACCC effectively demonstrated the Australian Government’s three principles of regulator best practice below:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don’t Know
a Adopting a whole-of-system perspective	1	2	3	4	5	6
b Continuously improving its performance, capability and culture	1	2	3	4	5	6
c Managing risks proportionately and maintaining essential safeguards while minimising regulatory burden	1	2	3	4	5	6
d Leveraging data and digital technology to support those it regulates to comply	1	2	3	4	5	6
e Communicating transparently and responsively	1	2	3	4	5	6
f Implementing regulations in a modern and collaborative way	1	2	3	4	5	6

29 Do you have any comments regarding the ACCC’s performance in demonstrating the Australian Government’s **principles of regulator best practice**? If you disagreed with any of the above statements, please explain why and offer suggestions for improvement.

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[Save and close message:

**Thank you for participating in the survey.**

**Your assistance is very much appreciated.**

**You can download a PDF copy of your responses [here.](#) ]**

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This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

ORIMA pays respect to Aboriginal and Torres Strait Islander Peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

## **APPENDIX B: Survey frequency results**

ACCC 2023 Effectiveness Survey Overall Results

**Group**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Consumer Groups	7	9.2	9.2	9.2
	Government Departments	10	13.2	13.2	22.4
	Industry Associations	14	18.4	18.4	40.8
	Journalists & Academics	4	5.3	5.3	46.1
	Legal & Economic Experts	16	21.1	21.1	67.1
	Regulated Businesses	16	21.1	21.1	88.2
	Regulators & Ombudsmen	9	11.8	11.8	100.0
	Total	76	100.0	100.0	



Strategic objectives and key activities index scores

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Strat1. Address anti-competitive conduct and promote competition	62	26.04	100.00	72.6366	13.29217
KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	55	8.33	100.00	71.6667	15.51582
KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	27	25.00	100.00	75.0000	16.98416
KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	42	25.00	100.00	70.0893	18.44445
Strat2. Prevent anti-competitive mergers	42	.00	100.00	66.6667	21.14603
KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	42	.00	100.00	66.6667	21.14603
Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	33	.00	100.00	65.0979	17.54432
KA3.1. Deliver the enabling technology solutions for Consumer Data Right	25	.00	91.67	60.6667	21.18044
KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	18	41.67	91.67	63.4259	14.11579
KA3.3. Accredite Consumer Data Right data recipients	19	50.00	95.00	73.0263	14.87398
KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	29	37.50	100.00	67.4569	16.81863

Strategic objectives and key activities index scores

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	56	25.00	100.00	72.7307	13.85570
KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	50	25.00	100.00	78.1667	15.87312
KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	29	25.00	93.75	65.8764	13.82391
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	43	33.33	100.00	71.8992	14.32143
Strat5. Protect consumers from unsafe products	31	25.00	100.00	74.3011	16.02529
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	29	25.00	100.00	76.7241	21.05587
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	26	41.67	100.00	75.0962	13.09013
Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	39	.00	100.00	66.3996	18.32598
KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	33	.00	100.00	66.6667	19.68171

Strategic objectives and key activities index scores

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	27	.00	100.00	62.0370	25.35362
KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	25	.00	100.00	65.0000	22.82177
Valid N (listwise)	1				

Overall outcomes index scores

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Outcome1. Making markets work, now and in the future	74	25.00	100.00	74.3243	14.31840
Outcome2. Markets are more competitive	70	.00	100.00	75.3571	19.26778
Outcome3. Consumers are better off	72	25.00	100.00	79.8611	16.59315
Outcome4. Effective partner liasion	72	12.50	100.00	73.4375	18.99053
Outcome5. Effective advocacy for regulatory change	73	.00	100.00	70.2055	25.22728
Outcome6. Effective communications	73	.00	100.00	69.1781	22.25193
Outcome7. Responsive to changes	71	25.00	100.00	69.0141	19.11655
Outcome8. Achieving the ACCC's core values	76	45.00	100.00	79.7533	13.77198
Outcome9. Effective Engagement	76	35.00	100.00	79.5998	16.65853
Outcome10. Achieving regulator best practice	75	33.33	100.00	69.8833	13.73951
Outcome10a. Principle 1 - Continuous improvement and building trust	65	37.50	100.00	71.1538	12.08755
Outcome10b. Principle 2 - Risk based and data driven	67	.00	100.00	66.4179	19.60898
Outcome10c. Principle 3 - Collaboration and engagement	74	25.00	100.00	70.1014	16.26745
Valid N (listwise)	51				

Familiarity with the ACCC's work

**q1mr. Please select all of the key activities you are familiar with.  
(Multiple Response)**

		Frequency	% of respondents
Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	56	73.7%
	Making decisions on authorisation, notification and certification trademark applications in the public interest	30	39.5%
	Undertaking market studies and inquiries to contribute to improved market outcomes	42	55.3%
	Assessing mergers to prevent changes in market structures that substantially lessen competition	44	57.9%
	Delivering the enabling technology solutions for Consumer Data Right	30	39.5%
	Supporting Consumer Data Right participants, including through assistance with testing and onboarding	27	35.5%
	Accrediting Consumer Data Right data recipients	26	34.2%
	Promoting compliance with and enforcing the Consumer Data Right rules and standards	33	43.4%
	Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	51	67.1%
	Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	31	40.8%
	Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	43	56.6%

Familiarity with the ACCC's work

**q1mr. Please select all of the key activities you are familiar with.  
(Multiple Response)**

	Frequency	% of respondents
Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	30	39.5%
Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	27	35.5%
Formulating regulatory decisions that promote the long-term interests of end users and consumers	34	44.7%
Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	30	39.5%
Improving the efficient operation of markets by enforcing industry-specific competition and market rules	28	36.8%
Not familiar with any of the ACCC's key activities		
Number of Respondents	76	100.0%

Overall impressions of the ACCC

**q2a. The ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	2.7	2.7
	Neither Agree nor Disagree	7	9.2	9.5	12.2
	Agree	56	73.7	75.7	87.8
	Strongly Agree	9	11.8	12.2	100.0
	Total	74	97.4	100.0	
Missing	Don't Know	1	1.3		
	System	1	1.3		
	Total	2	2.6		
Total		76	100.0		

**q2b. Markets in Australia are more competitive due to the ACCC's work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.4	1.4
	Disagree	2	2.6	2.9	4.3
	Neither Agree nor Disagree	8	10.5	11.4	15.7
	Agree	43	56.6	61.4	77.1
	Strongly Agree	16	21.1	22.9	100.0
	Total	70	92.1	100.0	
Missing	Don't Know	6	7.9		
Total		76	100.0		

**q2c. Consumers are significantly better off due to the ACCC's work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.4	1.4
	Neither Agree nor Disagree	7	9.2	9.7	11.1
	Agree	41	53.9	56.9	68.1
	Strongly Agree	23	30.3	31.9	100.0
	Total	72	94.7	100.0	
Missing	Don't Know	3	3.9		
	System	1	1.3		
	Total	4	5.3		
Total		76	100.0		

Overall impressions of the ACCC

**q2d. The ACCC liaises effectively with partner organisations and stakeholders to achieve its purpose**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	3	3.9	4.2	4.2
	Neither Agree nor Disagree	12	15.8	16.7	20.8
	Agree	38	50.0	52.8	73.6
	Strongly Agree	19	25.0	26.4	100.0
	Total	72	94.7	100.0	
Missing	Don't Know	4	5.3		
Total		76	100.0		

**q2e. The ACCC is effective in advocating for change to regulatory frameworks that assist it to achieve its purpose of making markets work for consumers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.4	1.4
	Disagree	9	11.8	12.3	13.7
	Neither Agree nor Disagree	12	15.8	16.4	30.1
	Agree	32	42.1	43.8	74.0
	Strongly Agree	19	25.0	26.0	100.0
	Total	73	96.1	100.0	
Missing	Don't Know	3	3.9		
Total		76	100.0		

**q2f. The ACCC communicates effectively with its stakeholders**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.4	1.4
	Disagree	7	9.2	9.6	11.0
	Neither Agree nor Disagree	12	15.8	16.4	27.4
	Agree	41	53.9	56.2	83.6
	Strongly Agree	12	15.8	16.4	100.0
Total		73	96.1	100.0	
Missing	Don't Know	2	2.6		
	System	1	1.3		
	Total	3	3.9		
Total		76	100.0		



Overall impressions of the ACCC

**q2g. The ACCC works well with partners to enhance the effectiveness of its compliance and enforcement initiatives**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.5	1.5
	Disagree	5	6.6	7.6	9.1
	Neither Agree nor Disagree	12	15.8	18.2	27.3
	Agree	34	44.7	51.5	78.8
	Strongly Agree	14	18.4	21.2	100.0
	Total	66	86.8	100.0	
Missing	Don't Know	10	13.2		
Total		76	100.0		

**q2h. The ACCC is responsive to changes in its operating environment to meet complex challenges and demands**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	5.6	5.6
	Neither Agree nor Disagree	19	25.0	26.8	32.4
	Agree	38	50.0	53.5	85.9
	Strongly Agree	10	13.2	14.1	100.0
	Total	71	93.4	100.0	
Missing	Don't Know	5	6.6		
Total		76	100.0		

Strategic Objective 1: Address anti-competitive conduct and promote competition

**q3a. The ACCC's enforcement action is effective in deterring harmful anti-competitive market conduct**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.9	1.9
	Neither Agree nor Disagree	6	7.9	11.3	13.2
	Agree	40	52.6	75.5	88.7
	Strongly Agree	6	7.9	11.3	100.0
	Total	53	69.7	100.0	
Missing	Don't Know	3	3.9		
	System	20	26.3		
	Total	23	30.3		
Total		76	100.0		

**q3b. The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities here)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	2.6	3.7	3.7
	Neither Agree nor Disagree	10	13.2	18.5	22.2
	Agree	35	46.1	64.8	87.0
	Strongly Agree	7	9.2	13.0	100.0
	Total	54	71.1	100.0	
Missing	Don't Know	2	2.6		
	System	20	26.3		
	Total	22	28.9		
Total		76	100.0		

**q3c. The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct, such as cartel conduct, anticompetitive agreements and practices, and misuse of market power**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.8	1.8
	Disagree	4	5.3	7.3	9.1
	Neither Agree nor Disagree	9	11.8	16.4	25.5
	Agree	33	43.4	60.0	85.5
	Strongly Agree	8	10.5	14.5	100.0
	Total	55	72.4	100.0	
Missing	Don't Know	1	1.3		
	System	20	26.3		
	Total	21	27.6		
Total		76	100.0		

Strategic Objective 1: Address anti-competitive conduct and promote competition

**q4a. The ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.7	3.7
	Neither Agree nor Disagree	3	3.9	11.1	14.8
	Agree	18	23.7	66.7	81.5
	Strongly Agree	5	6.6	18.5	100.0
	Total	27	35.5	100.0	
Missing	Don't Know	3	3.9		
	System	46	60.5		
	Total	49	64.5		
Total		76	100.0		

**q5a. The ACCC's market studies and inquiries have been effective in developing an understanding of how well competition and markets are working in particular sectors**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	3	3.9	7.3	7.3
	Neither Agree nor Disagree	8	10.5	19.5	26.8
	Agree	20	26.3	48.8	75.6
	Strongly Agree	10	13.2	24.4	100.0
	Total	41	53.9	100.0	
Missing	Don't Know	1	1.3		
	System	34	44.7		
	Total	35	46.1		
Total		76	100.0		

**q5b. The ACCC's market studies and inquiries have identified policy and regulatory options that could assist in addressing competition and consumer issues in particular sectors**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	6.6	11.9	11.9
	Neither Agree nor Disagree	7	9.2	16.7	28.6
	Agree	20	26.3	47.6	76.2
	Strongly Agree	10	13.2	23.8	100.0
	Total	42	55.3	100.0	
Missing	System	34	44.7		
Total		76	100.0		

Strategic Objective 1: Address anti-competitive conduct and promote competition

**q5c. The ACCC's market studies and inquiries support competition, consumer and regulatory outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	9.5	9.5
	Neither Agree nor Disagree	6	7.9	14.3	23.8
	Agree	21	27.6	50.0	73.8
	Strongly Agree	11	14.5	26.2	100.0
	Total	42	55.3	100.0	
Missing	System	34	44.7		
Total		76	100.0		

**q5d. The ACCC's market studies and inquiries are effective in contributing to improved market outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	2.4	2.4
	Disagree	6	7.9	14.6	17.1
	Neither Agree nor Disagree	11	14.5	26.8	43.9
	Agree	15	19.7	36.6	80.5
	Strongly Agree	8	10.5	19.5	100.0
	Total	41	53.9	100.0	
Missing	Don't Know	1	1.3		
	System	34	44.7		
	Total	35	46.1		
Total		76	100.0		

Strategic Objective 2: Prevent anti-competitive mergers

**q7a. The ACCC's assessment of mergers is effective in preventing changes in market structures that substantially lessen competition**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	2.4	2.4
	Disagree	2	2.6	4.8	7.1
	Neither Agree nor Disagree	12	15.8	28.6	35.7
	Agree	22	28.9	52.4	88.1
	Strongly Agree	5	6.6	11.9	100.0
	Total	42	55.3	100.0	
Missing	Don't Know	2	2.6		
	System	32	42.1		
	Total	34	44.7		
Total		76	100.0		

Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

**q9a. The solutions provided for the Consumer Data Right are fit for purpose**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	4.0	4.0
	Disagree	5	6.6	20.0	24.0
	Neither Agree nor Disagree	8	10.5	32.0	56.0
	Agree	11	14.5	44.0	100.0
	Total	25	32.9	100.0	
Missing	Don't Know	5	6.6		
	System	46	60.5		
	Total	51	67.1		
Total		76	100.0		

**q9b. The solutions provided for the Consumer Data Right are secure and allow for secure disclosure to trusted third parties**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	2.6	8.7	8.7
	Neither Agree nor Disagree	5	6.6	21.7	30.4
	Agree	12	15.8	52.2	82.6
	Strongly Agree	4	5.3	17.4	100.0
	Total	23	30.3	100.0	
Missing	Don't Know	7	9.2		
	System	46	60.5		
	Total	53	69.7		
Total		76	100.0		

**q9c. The ACCC effectively facilitates the enabling technology solutions for the Consumer Data Right**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	2.6	8.3	8.3
	Disagree	1	1.3	4.2	12.5
	Neither Agree nor Disagree	9	11.8	37.5	50.0
	Agree	10	13.2	41.7	91.7
	Strongly Agree	2	2.6	8.3	100.0
Total	24	31.6	100.0		
Missing	Don't Know	6	7.9		
	System	46	60.5		
	Total	52	68.4		
Total		76	100.0		

Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

**q10a. The onboarding process is clear and easy to follow**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	5	6.6	35.7	35.7
	Agree	8	10.5	57.1	92.9
	Strongly Agree	1	1.3	7.1	100.0
	Total	14	18.4	100.0	
Missing	Don't Know	13	17.1		
	System	49	64.5		
	Total	62	81.6		
Total		76	100.0		

**q10b. The ACCC is responsive to technical incidents and helps to resolve them in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	6.6	29.4	29.4
	Neither Agree nor Disagree	5	6.6	29.4	58.8
	Agree	6	7.9	35.3	94.1
	Strongly Agree	1	1.3	5.9	100.0
	Total	17	22.4	100.0	
Missing	Don't Know	10	13.2		
	System	49	64.5		
	Total	59	77.6		
Total		76	100.0		

**q10c. The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	8	10.5	44.4	44.4
	Agree	9	11.8	50.0	94.4
	Strongly Agree	1	1.3	5.6	100.0
	Total	18	23.7	100.0	
Missing	Don't Know	9	11.8		
	System	49	64.5		
	Total	58	76.3		
Total		76	100.0		

Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

**q11a. Information relating to the various participation pathways is accessible**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	3	3.9	18.8	18.8
	Agree	9	11.8	56.3	75.0
	Strongly Agree	4	5.3	25.0	100.0
	Total	16	21.1	100.0	
Missing	Don't Know	10	13.2		
	System	50	65.8		
	Total	60	78.9		
Total		76	100.0		

**q11b. Information relating to the various participation pathways is useful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	4	5.3	26.7	26.7
	Agree	8	10.5	53.3	80.0
	Strongly Agree	3	3.9	20.0	100.0
	Total	15	19.7	100.0	
Missing	Don't Know	11	14.5		
	System	50	65.8		
	Total	61	80.3		
Total		76	100.0		

**q11c. Guidance material in relation to the accreditation process and requirements is accessible**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	3	3.9	20.0	20.0
	Agree	10	13.2	66.7	86.7
	Strongly Agree	2	2.6	13.3	100.0
	Total	15	19.7	100.0	
Missing	Don't Know	11	14.5		
	System	50	65.8		
	Total	61	80.3		
Total		76	100.0		



Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

**q11d. Guidance material in relation to the accreditation process and requirements is useful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	3	3.9	20.0	20.0
	Agree	11	14.5	73.3	93.3
	Strongly Agree	1	1.3	6.7	100.0
	Total	15	19.7	100.0	
Missing	Don't Know	11	14.5		
	System	50	65.8		
	Total	61	80.3		
Total		76	100.0		

**q11e. The ACCC effectively accredits Consumer Data Right data recipients**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	5.9	5.9
	Neither Agree nor Disagree	5	6.6	29.4	35.3
	Agree	6	7.9	35.3	70.6
	Strongly Agree	5	6.6	29.4	100.0
	Total	17	22.4	100.0	
Missing	Don't Know	9	11.8		
	System	50	65.8		
	Total	59	77.6		
Total		76	100.0		

**q12a. Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is accessible**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	5	6.6	17.9	17.9
	Agree	19	25.0	67.9	85.7
	Strongly Agree	4	5.3	14.3	100.0
	Total	28	36.8	100.0	
Missing	Don't Know	5	6.6		
	System	43	56.6		
	Total	48	63.2		
Total		76	100.0		

Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right

**q12b. Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is useful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.8	3.8
	Neither Agree nor Disagree	8	10.5	30.8	34.6
	Agree	13	17.1	50.0	84.6
	Strongly Agree	4	5.3	15.4	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	7	9.2		
	System	43	56.6		
	Total	50	65.8		
Total		76	100.0		

**q12c. Visibility of the ACCC's compliance activities is evident through engagement and messaging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	6.6	17.9	17.9
	Neither Agree nor Disagree	12	15.8	42.9	60.7
	Agree	7	9.2	25.0	85.7
	Strongly Agree	4	5.3	14.3	100.0
	Total	28	36.8	100.0	
Missing	Don't Know	5	6.6		
	System	43	56.6		
	Total	48	63.2		
Total		76	100.0		

**q12d. The ACCC effectively promotes compliance with and enforces Consumer Data Right rules and standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	14.3	14.3
	Neither Agree nor Disagree	7	9.2	25.0	39.3
	Agree	12	15.8	42.9	82.1
	Strongly Agree	5	6.6	17.9	100.0
	Total	28	36.8	100.0	
Missing	Don't Know	5	6.6		
	System	43	56.6		
	Total	48	63.2		
Total		76	100.0		

Strategic Objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading

**q14a. The ACCC's enforcement action is effective in stopping and deterring breaches of the Australian Consumer Law (ACL), including misleading and deceptive conduct, unconscionable conduct and failure to comply with ACL warranty provisions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	2.0	2.0
	Neither Agree nor Disagree	5	6.6	10.0	12.0
	Agree	22	28.9	44.0	56.0
	Strongly Agree	22	28.9	44.0	100.0
	Total	50	65.8	100.0	
Missing	Don't Know	1	1.3		
	System	25	32.9		
	Total	26	34.2		
Total		76	100.0		

**q14b. The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities here)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	4.1	4.1
	Neither Agree nor Disagree	6	7.9	12.2	16.3
	Agree	27	35.5	55.1	71.4
	Strongly Agree	14	18.4	28.6	100.0
	Total	49	64.5	100.0	
Missing	Don't Know	1	1.3		
	System	26	34.2		
	Total	27	35.5		
Total		76	100.0		

**q14c. The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	6.6	10.4	10.4
	Neither Agree nor Disagree	3	3.9	6.3	16.7
	Agree	28	36.8	58.3	75.0
	Strongly Agree	12	15.8	25.0	100.0
	Total	48	63.2	100.0	
Missing	Don't Know	2	2.6		
	System	26	34.2		
	Total	28	36.8		
Total		76	100.0		

Strategic Objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading

**q15a. The ACCC is effective in supporting fair trading in markets affecting small business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.6	3.6
	Neither Agree nor Disagree	7	9.2	25.0	28.6
	Agree	19	25.0	67.9	96.4
	Strongly Agree	1	1.3	3.6	100.0
	Total	28	36.8	100.0	
Missing	Don't Know	2	2.6		
	System	46	60.5		
	Total	48	63.2		
Total	76	100.0			

**q15b. The ACCC's small business education resources are effective in helping small business understand their rights under the Competition and Consumer Act**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.8	3.8
	Neither Agree nor Disagree	9	11.8	34.6	38.5
	Agree	16	21.1	61.5	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	5	6.6		
	System	45	59.2		
	Total	50	65.8		
Total	76	100.0			

**q15c. The ACCC liaises effectively with partner organisations and stakeholders to develop and update small business education resources**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	7.4	7.4
	Neither Agree nor Disagree	8	10.5	29.6	37.0
	Agree	16	21.1	59.3	96.3
	Strongly Agree	1	1.3	3.7	100.0
	Total	27	35.5	100.0	
Missing	Don't Know	4	5.3		
	System	45	59.2		
	Total	49	64.5		
Total	76	100.0			

Strategic Objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading

**q15d. The ACCC effectively empowers small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	7.7	7.7
	Neither Agree nor Disagree	9	11.8	34.6	42.3
	Agree	14	18.4	53.8	96.2
	Strongly Agree	1	1.3	3.8	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	5	6.6		
	System	45	59.2		
	Total	50	65.8		
Total		76	100.0		

**q16a. The ACCC's consumer education resources are useful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	2.4	2.4
	Neither Agree nor Disagree	9	11.8	22.0	24.4
	Agree	25	32.9	61.0	85.4
	Strongly Agree	6	7.9	14.6	100.0
	Total	41	53.9	100.0	
Missing	Don't Know	2	2.6		
	System	33	43.4		
	Total	35	46.1		
Total		76	100.0		

**q16b. The ACCC's information campaigns help to protect consumers from harmful market conduct**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	4.7	4.7
	Neither Agree nor Disagree	7	9.2	16.3	20.9
	Agree	28	36.8	65.1	86.0
	Strongly Agree	6	7.9	14.0	100.0
	Total	43	56.6	100.0	
Missing	System	33	43.4		
Total		76	100.0		

Strategic Objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading

**q16c. The ACCC effectively empowers consumers by increasing awareness of their rights under the Australian Consumer Law**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	2.4	2.4
	Neither Agree nor Disagree	9	11.8	22.0	24.4
	Agree	26	34.2	63.4	87.8
	Strongly Agree	5	6.6	12.2	100.0
	Total	41	53.9	100.0	
Missing	Don't Know	2	2.6		
	System	33	43.4		
	Total	35	46.1		
Total		76	100.0		

Strategic Objective 5: Protect consumers from unsafe products

**q18a. The ACCC is effective in identifying and prioritising safety hazards in consumer products**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.4	3.4
	Neither Agree nor Disagree	6	7.9	20.7	24.1
	Agree	12	15.8	41.4	65.5
	Strongly Agree	10	13.2	34.5	100.0
	Total	29	38.2	100.0	
Missing	Don't Know	1	1.3		
	System	46	60.5		
	Total	47	61.8		
Total	76	100.0			

**q19a. The ACCC's education, compliance and enforcement actions encourage the safe supply of consumer products to Australian consumers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	1	1.3	4.0	4.0
	Agree	18	23.7	72.0	76.0
	Strongly Agree	6	7.9	24.0	100.0
	Total	25	32.9	100.0	
Missing	Don't Know	3	3.9		
	System	48	63.2		
	Total	51	67.1		
Total	76	100.0			

**q19b. The information and resources provided by the ACCC relating to the safety of consumer products are effective at reducing the risk of harm.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	7.7	7.7
	Neither Agree nor Disagree	2	2.6	7.7	15.4
	Agree	19	25.0	73.1	88.5
	Strongly Agree	3	3.9	11.5	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	2	2.6		
	System	48	63.2		
	Total	50	65.8		
Total	76	100.0			

Strategic Objective 5: Protect consumers from unsafe products

**q19c. The ACCC is effective in overseeing the recall of unsafe consumer goods, including providing information to consumers about the recall.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.8	3.8
	Neither Agree nor Disagree	7	9.2	26.9	30.8
	Agree	13	17.1	50.0	80.8
	Strongly Agree	5	6.6	19.2	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	2	2.6		
	System	48	63.2		
	Total	50	65.8		
Total		76	100.0		

**q19d. The ACCC works effectively in introducing new, and updating existing, mandatory product safety standards and bans.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	3.8	3.8
	Neither Agree nor Disagree	9	11.8	34.6	38.5
	Agree	11	14.5	42.3	80.8
	Strongly Agree	5	6.6	19.2	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	2	2.6		
	System	48	63.2		
	Total	50	65.8		
Total		76	100.0		

**q19e. The ACCC is effective in communicating risks of serious injury and death arising from safety hazards in consumer products**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	3.8	3.8
	Neither Agree nor Disagree	1	1.3	3.8	7.7
	Agree	17	22.4	65.4	73.1
	Strongly Agree	7	9.2	26.9	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	2	2.6		
	System	48	63.2		
	Total	50	65.8		
Total		76	100.0		



Strategic Objective 5: Protect consumers from unsafe products

**q19f. The ACCC is effective in addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	1	1.3	3.8	3.8
	Agree	18	23.7	69.2	73.1
	Strongly Agree	7	9.2	26.9	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	2	2.6		
	System	48	63.2		
	Total	50	65.8		
Total		76	100.0		

Strategic Objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consu

**q21a. The ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	3.2	3.2
	Disagree	1	1.3	3.2	6.5
	Neither Agree nor Disagree	11	14.5	35.5	41.9
	Agree	13	17.1	41.9	83.9
	Strongly Agree	5	6.6	16.1	100.0
	Total	31	40.8	100.0	
Missing	Don't Know	3	3.9		
	System	42	55.3		
	Total	45	59.2		
Total		76	100.0		

**q21b. The ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	3.2	3.2
	Disagree	1	1.3	3.2	6.5
	Neither Agree nor Disagree	6	7.9	19.4	25.8
	Agree	21	27.6	67.7	93.5
	Strongly Agree	2	2.6	6.5	100.0
	Total	31	40.8	100.0	
Missing	Don't Know	3	3.9		
	System	42	55.3		
	Total	45	59.2		
Total		76	100.0		

**q22a. The ACCC's industry monitoring reports are effective in promoting competition**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	3.7	3.7
	Disagree	4	5.3	14.8	18.5
	Neither Agree nor Disagree	9	11.8	33.3	51.9
	Agree	10	13.2	37.0	88.9
	Strongly Agree	3	3.9	11.1	100.0
	Total	27	35.5	100.0	
Missing	Don't Know	3	3.9		
	System	46	60.5		
	Total	49	64.5		
Total		76	100.0		

Strategic Objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consu

**q22b. The ACCC's industry monitoring reports are effective in informing government and the public about highly concentrated or emerging markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	3.8	3.8
	Disagree	3	3.9	11.5	15.4
	Neither Agree nor Disagree	6	7.9	23.1	38.5
	Agree	10	13.2	38.5	76.9
	Strongly Agree	6	7.9	23.1	100.0
	Total	26	34.2	100.0	
Missing	Don't Know	3	3.9		
	System	47	61.8		
	Total	50	65.8		
Total		76	100.0		

**q23a. The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	4.0	4.0
	Disagree	2	2.6	8.0	12.0
	Neither Agree nor Disagree	5	6.6	20.0	32.0
	Agree	15	19.7	60.0	92.0
	Strongly Agree	2	2.6	8.0	100.0
	Total	25	32.9	100.0	
Missing	Don't Know	3	3.9		
	System	48	63.2		
	Total	51	67.1		
Total		76	100.0		

ACCC Values

**q25a. Independent: The ACCC inspires confidence in their work by being impartial and objective**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	5.3	5.3
	Neither Agree nor Disagree	6	7.9	7.9	13.2
	Agree	35	46.1	46.1	59.2
	Strongly Agree	31	40.8	40.8	100.0
	Total	76	100.0	100.0	

**q25b. Strategic: The ACCC focuses on the bigger picture, ensuring consumers are at the heart of what they do**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.3	1.3
	Neither Agree nor Disagree	7	9.2	9.2	10.5
	Agree	51	67.1	67.1	77.6
	Strongly Agree	17	22.4	22.4	100.0
	Total	76	100.0	100.0	

**q25c. Trustworthy: The ACCC acts with integrity, honesty and ethically**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither Agree nor Disagree	2	2.6	2.6	2.6
	Agree	38	50.0	50.0	52.6
	Strongly Agree	36	47.4	47.4	100.0
	Total	76	100.0	100.0	

**q25d. Informed: The ACCC's decisions and actions are based on data, evidence and intelligence, as well as expert knowledge**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.3	1.3
	Disagree	4	5.3	5.3	6.7
	Neither Agree nor Disagree	12	15.8	16.0	22.7
	Agree	38	50.0	50.7	73.3
	Strongly Agree	20	26.3	26.7	100.0
	Total	75	98.7	100.0	
Missing	Don't Know	1	1.3		
Total		76	100.0		

ACCC Values

**q25e. Inclusive: The ACCC commits to an inclusive and respectful culture and a diverse workforce reflecting the communities that they serve**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.9	1.9
	Neither Agree nor Disagree	7	9.2	13.5	15.4
	Agree	23	30.3	44.2	59.6
	Strongly Agree	21	27.6	40.4	100.0
	Total	52	68.4	100.0	
Missing	Don't Know	24	31.6		
Total		76	100.0		

The ACCC's engagement with you

**q26a. ACCC staff engaged in a respectful manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.3	1.3
	Neither Agree nor Disagree	3	3.9	3.9	5.3
	Agree	25	32.9	32.9	38.2
	Strongly Agree	47	61.8	61.8	100.0
	Total	76	100.0	100.0	

**q26b. ACCC staff demonstrate a desire to genuinely understand my/our position on issues**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	2.7	2.7
	Neither Agree nor Disagree	11	14.5	14.7	17.3
	Agree	26	34.2	34.7	52.0
	Strongly Agree	36	47.4	48.0	100.0
	Total	75	98.7	100.0	
Missing	Don't Know	1	1.3		
Total		76	100.0		

**q26c. ACCC provided information in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	8	10.5	10.7	10.7
	Neither Agree nor Disagree	10	13.2	13.3	24.0
	Agree	38	50.0	50.7	74.7
	Strongly Agree	19	25.0	25.3	100.0
	Total	75	98.7	100.0	
Missing	Don't Know	1	1.3		
Total		76	100.0		

**q26d. ACCC provided me/us with an adequate opportunity to provide it with information or feedback**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.4	1.4
	Disagree	5	6.6	6.8	8.2
	Neither Agree nor Disagree	5	6.6	6.8	15.1
	Agree	36	47.4	49.3	64.4
	Strongly Agree	26	34.2	35.6	100.0
	Total	73	96.1	100.0	
Missing	Don't Know	3	3.9		
Total		76	100.0		

The ACCC's engagement with you

**q26e. ACCC staff responded in an appropriate time frame to issues or concerns raised by me/us**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	7	9.2	9.9	9.9
	Neither Agree nor Disagree	8	10.5	11.3	21.1
	Agree	35	46.1	49.3	70.4
	Strongly Agree	21	27.6	29.6	100.0
	Total	71	93.4	100.0	
Missing	Don't Know	4	5.3		
	System	1	1.3		
	Total	5	6.6		
Total		76	100.0		

Principles of regulator best practice

**q28a. Adopting a whole-of-system perspective**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	2.6	3.1	3.1
	Neither Agree nor Disagree	10	13.2	15.6	18.8
	Agree	45	59.2	70.3	89.1
	Strongly Agree	7	9.2	10.9	100.0
	Total	64	84.2	100.0	
Missing	Don't Know	11	14.5		
	System	1	1.3		
	Total	12	15.8		
Total		76	100.0		

**q28b. Continuously improving its performance, capability and culture**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.3	1.6	1.6
	Neither Agree nor Disagree	14	18.4	23.0	24.6
	Agree	43	56.6	70.5	95.1
	Strongly Agree	3	3.9	4.9	100.0
	Total	61	80.3	100.0	
Missing	Don't Know	14	18.4		
	System	1	1.3		
	Total	15	19.7		
Total		76	100.0		

**q28c. Managing risks proportionately and maintaining essential safeguards while minimising regulatory burden**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.3	1.6	1.6
	Disagree	8	10.5	12.5	14.1
	Neither Agree nor Disagree	13	17.1	20.3	34.4
	Agree	37	48.7	57.8	92.2
	Strongly Agree	5	6.6	7.8	100.0
	Total	64	84.2	100.0	
Missing	Don't Know	11	14.5		
	System	1	1.3		
	Total	12	15.8		
Total		76	100.0		



Principles of regulator best practice

**q28d. Leveraging data and digital technology to support those it regulates to comply**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	6.8	6.8
	Neither Agree nor Disagree	13	17.1	22.0	28.8
	Agree	34	44.7	57.6	86.4
	Strongly Agree	8	10.5	13.6	100.0
	Total	59	77.6	100.0	
Missing	Don't Know	15	19.7		
	System	2	2.6		
	Total	17	22.4		
Total		76	100.0		

**q28e. Communicating transparently and responsively**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	6.6	6.8	6.8
	Neither Agree nor Disagree	11	14.5	14.9	21.6
	Agree	50	65.8	67.6	89.2
	Strongly Agree	8	10.5	10.8	100.0
	Total	74	97.4	100.0	
Missing	Don't Know	1	1.3		
	System	1	1.3		
	Total	2	2.6		
Total		76	100.0		

**q28f. Implementing regulations in a modern and collaborative way**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	5.3	6.3	6.3
	Neither Agree nor Disagree	15	19.7	23.4	29.7
	Agree	39	51.3	60.9	90.6
	Strongly Agree	6	7.9	9.4	100.0
	Total	64	84.2	100.0	
Missing	Don't Know	11	14.5		
	System	1	1.3		
	Total	12	15.8		
Total		76	100.0		

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Strategic objectives and key activities index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Consumer Groups	Strat1. Address anti-competitive conduct and promote competition	5	62.50	97.92	80.0694	14.00473
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	5	66.67	100.00	78.3333	13.94433
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	3	50.00	100.00	75.0000	25.00000
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	4	75.00	100.00	90.6250	10.82532
	Strat2. Prevent anti-competitive mergers	3	50.00	100.00	75.0000	25.00000
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	3	50.00	100.00	75.0000	25.00000
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	2	75.00	87.50	81.2500	8.83883
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	0				
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	0				
	KA3.3. Accredit Consumer Data Right data recipients	2	75.00	87.50	81.2500	8.83883
	KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	1	87.50	87.50	87.5000	
	Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	6	45.83	88.89	71.6435	18.29129
	KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	6	58.33	100.00	79.1667	18.06624
	KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	4	25.00	75.00	57.8125	23.59323

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**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Government Departments	KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	5	58.33	100.00	78.3333	17.28037
	Strat5. Protect consumers from unsafe products	5	56.25	95.83	77.5000	15.26673
	KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	5	50.00	100.00	80.0000	20.91650
	KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	5	62.50	91.67	75.0000	15.30931
	Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	4	62.50	83.33	72.9167	8.67361
	KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	4	62.50	75.00	71.8750	6.25000
	KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	4	62.50	87.50	75.0000	10.20621
	KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	3	50.00	100.00	75.0000	25.00000
	Valid N (listwise)	0				
	Strat1. Address anti-competitive conduct and promote competition	6	62.50	100.00	77.0833	13.37234
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	4	66.67	100.00	81.2500	14.23188
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	0				
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	2	62.50	75.00	68.7500	8.83883
	Strat2. Prevent anti-competitive mergers	4	50.00	75.00	68.7500	12.50000

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**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	4	50.00	75.00	68.7500	12.50000
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	5	53.13	91.77	74.6042	13.86325
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	5	50.00	91.67	73.3333	14.90712
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	3	50.00	91.67	76.3889	22.94821
	KA3.3. Accredit Consumer Data Right data recipients	4	75.00	90.00	78.7500	7.50000
	KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	5	37.50	93.75	71.2500	20.53960
	Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	6	66.67	100.00	80.0926	12.47425
	KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	4	66.67	100.00	89.5833	15.77475
	KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	2	75.00	75.00	75.0000	.00000
	KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	4	66.67	83.33	75.0000	6.80414
	Strat5. Protect consumers from unsafe products	3	79.17	100.00	87.5000	11.02396
	KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	2	100.00	100.00	100.0000	.00000
	KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	3	66.67	100.00	81.9444	16.83938

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**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Industry Associations	Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	3	75.00	75.00	75.0000	.00000
	KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	2	75.00	87.50	81.2500	8.83883
	KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	1	62.50	62.50	62.5000	.
	KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	2	75.00	75.00	75.0000	.00000
	Valid N (listwise)	0				
	Strat1. Address anti-competitive conduct and promote competition	11	50.00	87.50	66.8876	11.88522
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	10	58.33	75.00	68.3333	6.57342
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	6	25.00	100.00	66.6667	25.81989
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	10	43.75	100.00	66.8750	16.67968
	Strat2. Prevent anti-competitive mergers	10	25.00	100.00	52.5000	21.88988
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	10	25.00	100.00	52.5000	21.88988
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	8	.00	72.92	52.7648	22.90226
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	7	.00	75.00	42.8571	24.26158
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	7	50.00	75.00	63.0952	11.64397
	KA3.3. Accredit Consumer Data Right data recipients	5	50.00	75.00	62.0000	12.54990

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**Descriptive Statistics**

Group	N	Minimum	Maximum	Mean	Std. Deviation
KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	7	50.00	75.00	61.6071	8.40741
Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	12	50.00	75.00	66.7245	8.65062
KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	8	58.33	83.33	71.8750	7.63438
KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	6	37.50	75.00	61.4583	13.35610
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	11	50.00	75.00	65.9091	9.46818
Strat5. Protect consumers from unsafe products	6	25.00	79.17	60.0694	20.17358
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	6	25.00	100.00	66.6667	30.27650
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	4	41.67	75.00	61.4583	14.97490
Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	9	45.83	87.50	66.4352	15.11115
KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	8	50.00	87.50	67.1875	16.28088
KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	7	37.50	100.00	60.7143	23.30568
KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	8	50.00	75.00	65.6250	12.93873
Valid N (listwise)	1				

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**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Journalists & Academics	Strat1. Address anti-competitive conduct and promote competition	4	72.22	84.38	76.6493	5.31432
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	4	66.67	75.00	72.9167	4.16667
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	1	75.00	75.00	75.0000	.
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	2	75.00	93.75	84.3750	13.25825
	Strat2. Prevent anti-competitive mergers	2	75.00	100.00	87.5000	17.67767
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	2	75.00	100.00	87.5000	17.67767
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	2	58.33	86.67	72.5000	20.03469
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	2	58.33	75.00	66.6667	11.78511
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	0				
	KA3.3. Accredit Consumer Data Right data recipients	1	85.00	85.00	85.0000	.
	KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	1	100.00	100.00	100.0000	.
	Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	2	77.08	89.58	83.3333	8.83883
	KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	2	83.33	100.00	91.6667	11.78511
	KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	2	56.25	93.75	75.0000	26.51650

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Strategic objectives and key activities index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Legal & Economic Experts	KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	2	75.00	91.67	83.3333	11.78511
	Strat5. Protect consumers from unsafe products	2	75.00	93.75	84.3750	13.25825
	KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	2	75.00	100.00	87.5000	17.67767
	KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	2	75.00	87.50	81.2500	8.83883
	Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	1	79.17	79.17	79.1667	.
	KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	1	62.50	62.50	62.5000	.
	KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	1	100.00	100.00	100.0000	.
	KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	1	75.00	75.00	75.0000	.
	Valid N (listwise)	0				
	Strat1. Address anti-competitive conduct and promote competition	16	26.04	100.00	72.6997	15.22184
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	16	8.33	100.00	73.4375	21.12983
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	8	50.00	100.00	75.0000	13.36306
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	9	43.75	93.75	65.2778	15.65968
	Strat2. Prevent anti-competitive mergers	14	.00	100.00	73.2143	22.92187



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**Descriptive Statistics**

Group	N	Minimum	Maximum	Mean	Std. Deviation
KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	14	.00	100.00	73.2143	22.92187
Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	3	53.13	68.75	59.3750	8.26797
KA3.1. Deliver the enabling technology solutions for Consumer Data Right	1	50.00	50.00	50.0000	.
KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	0				
KA3.3. Accredite Consumer Data Right data recipients	0				
KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	3	56.25	68.75	60.4167	7.21688
Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	13	49.31	100.00	78.1517	14.41039
KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	13	58.33	100.00	80.7692	13.34401
KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	8	50.00	75.00	66.4063	10.53136
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	9	33.33	100.00	77.7778	21.24591
Strat5. Protect consumers from unsafe products	6	57.50	95.83	74.8611	12.30872
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	5	50.00	100.00	75.0000	17.67767
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	6	65.00	91.67	74.7222	9.45261

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Strategic objectives and key activities index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Regulated Businesses	Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	12	.00	100.00	56.9444	25.14687
	KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	10	.00	100.00	55.0000	27.76389
	KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	8	.00	75.00	48.4375	28.68977
	KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	7	.00	75.00	50.0000	32.27486
	Valid N (listwise)	0				
	Strat1. Address anti-competitive conduct and promote competition	12	54.17	91.67	68.4317	10.52080
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	10	33.33	91.67	65.8333	15.44105
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	5	75.00	75.00	75.0000	.00000
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	9	37.50	81.25	61.8056	14.47130
	Strat2. Prevent anti-competitive mergers	6	50.00	75.00	62.5000	13.69306
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	6	50.00	75.00	62.5000	13.69306
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	10	48.61	100.00	66.4132	14.98948
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	8	33.33	91.67	65.6250	18.05937
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	7	41.67	75.00	57.7381	11.39276
	KA3.3. Accredit Consumer Data Right data recipients	6	50.00	95.00	72.5000	20.18663

ACCC 2023 Effectiveness Survey - Results by Stakeholder Group  
Strategic objectives and key activities index scores

**Descriptive Statistics**

Group	N	Minimum	Maximum	Mean	Std. Deviation
KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	10	37.50	100.00	63.7500	16.87371
Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	9	25.00	79.17	66.9753	16.64897
KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	9	25.00	100.00	70.3704	19.59269
KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	3	50.00	75.00	62.5000	12.50000
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	6	58.33	75.00	70.8333	6.97217
Strat5. Protect consumers from unsafe products	8	50.00	100.00	76.5625	14.07490
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	8	50.00	100.00	78.1250	16.02175
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	5	75.00	100.00	80.0000	11.18034
Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	5	50.00	75.00	67.5000	11.18034
KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	4	62.50	75.00	71.8750	6.25000
KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	2	25.00	75.00	50.0000	35.35534
KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	2	75.00	75.00	75.0000	.00000
Valid N (listwise)	0				

ACCC 2023 Effectiveness Survey - Results by Stakeholder Group  
Strategic objectives and key activities index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Regulators & Ombudsmen	Strat1. Address anti-competitive conduct and promote competition	8	54.17	100.00	76.7361	15.76164
	KA1.1. Initiate enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	6	50.00	83.33	69.4444	15.51582
	KA1.2. Make decisions on authorisation, notification and certification trade mark applications in the public interest	4	75.00	100.00	87.5000	14.43376
	KA1.3. Undertake market studies and inquiries to contribute to improved market outcomes	6	25.00	100.00	77.0833	27.85752
	Strat2. Prevent anti-competitive mergers	3	50.00	75.00	66.6667	14.43376
	KA2.1. Assess mergers to prevent changes in market structures that substantially lessen competition	3	50.00	75.00	66.6667	14.43376
	Strat3. Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right	3	58.33	82.50	67.7778	12.91891
	KA3.1. Deliver the enabling technology solutions for Consumer Data Right	2	58.33	83.33	70.8333	17.67767
	KA3.2. Support Consumer Data Right participants, including through assistance with testing and onboarding	1	66.67	66.67	66.6667	.
	KA3.3. Accredit Consumer Data Right data recipients	1	80.00	80.00	80.0000	.
	KA3.4. Promote compliance with and enforce the Consumer Data Right rules and standards	2	62.50	100.00	81.2500	26.51650
	Strat4. Protect consumers from misleading and deceptive conduct and promote fair trading	8	54.17	87.50	72.0486	10.84598
	KA4.1. Initiate compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	8	41.67	100.00	79.1667	18.36577
	KA4.2. Empower small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	4	66.67	75.00	72.9167	4.16667

ACCC 2023 Effectiveness Survey - Results by Stakeholder Group  
Strategic objectives and key activities index scores

**Descriptive Statistics**

Group	N	Minimum	Maximum	Mean	Std. Deviation
KA4.3. Empower consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	6	50.00	75.00	63.8889	12.54621
Strat5. Protect consumers from unsafe products	1	62.50	62.50	62.5000	.
KA5.1. Identify safety hazards in consumer products and prioritise the risks that may result in serious injury and death	1	50.00	50.00	50.0000	.
KA5.2. Address the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	1	75.00	75.00	75.0000	.
Strat6. Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers	5	62.50	100.00	75.0000	17.67767
KA6.1. Formulate regulatory decisions that promote the long-term interests of end users and consumers	4	62.50	100.00	78.1250	15.72882
KA6.2. Provide industry monitoring reports to government in relation to highly concentrated or emerging markets	4	50.00	100.00	75.0000	22.82177
KA6.3. Improve the efficient operation of markets by enforcing industry-specific competition and market rules	2	50.00	100.00	75.0000	35.35534
Valid N (listwise)	0				

Overall outcomes index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Consumer Groups	Outcome1. Making markets work, now and in the future	7	75.00	100.00	85.7143	13.36306
	Outcome2. Markets are more competitive	7	75.00	100.00	78.5714	9.44911
	Outcome3. Consumers are better off	7	75.00	100.00	85.7143	13.36306
	Outcome4. Effective partner liasion	7	50.00	100.00	76.7857	22.16013
	Outcome5. Effective advocacy for regulatory change	7	25.00	100.00	75.0000	28.86751
	Outcome6. Effective communications	7	25.00	100.00	78.5714	26.72612
	Outcome7. Responsive to changes	7	50.00	100.00	82.1429	18.89822
	Outcome8. Achieving the ACCC's core values	7	68.75	100.00	86.9643	14.92790
	Outcome9. Effective Engagement	7	55.00	100.00	85.7143	18.35497
	Outcome10. Achieving regulator best practice	7	33.33	90.00	70.5952	17.68889
	Outcome10a. Principle 1 - Continuous improvement and building trust	7	37.50	87.50	69.6429	15.90523
	Outcome10b. Principle 2 - Risk based and data driven	7	37.50	100.00	71.4286	18.70033
	Outcome10c. Principle 3 - Collaboration and engagement	7	25.00	100.00	71.4286	23.62278
	Valid N (listwise)	7				
	Government Departments	Outcome1. Making markets work, now and in the future	9	50.00	100.00	75.0000
Outcome2. Markets are more competitive		9	50.00	100.00	75.0000	17.67767
Outcome3. Consumers are better off		9	50.00	100.00	80.5556	20.83333
Outcome4. Effective partner liasion		10	12.50	87.50	70.0000	23.71708
Outcome5. Effective advocacy for regulatory change		9	25.00	100.00	69.4444	24.29563
Outcome6. Effective communications		9	25.00	100.00	69.4444	24.29563
Outcome7. Responsive to changes		9	50.00	75.00	61.1111	13.17616
Outcome8. Achieving the ACCC's core values		10	60.00	100.00	78.6250	13.68609
Outcome9. Effective Engagement		10	50.00	95.00	75.5833	12.68110
Outcome10. Achieving regulator best practice		10	50.00	75.00	68.7500	10.25335
Outcome10a. Principle 1 - Continuous improvement and building trust		9	50.00	75.00	69.4444	11.02396
Outcome10b. Principle 2 - Risk based and data driven		9	50.00	75.00	68.0556	11.02396
Outcome10c. Principle 3 - Collaboration and engagement		10	50.00	75.00	67.5000	10.54093
Valid N (listwise)		6				

Overall outcomes index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Industry Associations	Outcome1. Making markets work, now and in the future	14	50.00	75.00	71.4286	9.07841
	Outcome2. Markets are more competitive	11	50.00	100.00	75.0000	15.81139
	Outcome3. Consumers are better off	12	50.00	75.00	72.9167	7.21688
	Outcome4. Effective partner liasion	13	37.50	87.50	67.3077	14.01121
	Outcome5. Effective advocacy for regulatory change	14	25.00	75.00	50.0000	21.92645
	Outcome6. Effective communications	14	25.00	75.00	55.3571	20.04459
	Outcome7. Responsive to changes	13	25.00	100.00	61.5385	19.40625
	Outcome8. Achieving the ACCC's core values	14	50.00	95.00	77.4107	12.78017
	Outcome9. Effective Engagement	14	40.00	100.00	77.9464	17.74287
	Outcome10. Achieving regulator best practice	13	33.33	100.00	68.5897	16.97760
	Outcome10a. Principle 1 - Continuous improvement and building trust	11	37.50	87.50	64.7727	13.48400
	Outcome10b. Principle 2 - Risk based and data driven	12	25.00	87.50	64.5833	18.33506
	Outcome10c. Principle 3 - Collaboration and engagement	13	37.50	100.00	70.1923	18.06993
	Valid N (listwise)	9				
	Journalists & Academics	Outcome1. Making markets work, now and in the future	4	75.00	75.00	75.0000
Outcome2. Markets are more competitive		4	75.00	100.00	87.5000	14.43376
Outcome3. Consumers are better off		4	75.00	100.00	87.5000	14.43376
Outcome4. Effective partner liasion		3	75.00	100.00	87.5000	12.50000
Outcome5. Effective advocacy for regulatory change		3	75.00	100.00	91.6667	14.43376
Outcome6. Effective communications		4	75.00	100.00	87.5000	14.43376
Outcome7. Responsive to changes		3	75.00	100.00	83.3333	14.43376
Outcome8. Achieving the ACCC's core values		4	70.00	100.00	88.7500	14.36141
Outcome9. Effective Engagement		4	90.00	100.00	96.2500	4.78714
Outcome10. Achieving regulator best practice		4	70.83	87.50	77.0833	7.21688
Outcome10a. Principle 1 - Continuous improvement and building trust		3	75.00	75.00	75.0000	.00000
Outcome10b. Principle 2 - Risk based and data driven		3	62.50	87.50	75.0000	12.50000
Outcome10c. Principle 3 - Collaboration and engagement		3	75.00	100.00	83.3333	14.43376
Valid N (listwise)		2				

Overall outcomes index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation	
Legal & Economic Experts	Outcome1. Making markets work, now and in the future	15	25.00	100.00	75.0000	23.14550	
	Outcome2. Markets are more competitive	15	.00	100.00	78.3333	31.14865	
	Outcome3. Consumers are better off	15	25.00	100.00	81.6667	22.09288	
	Outcome4. Effective partner liasion	15	50.00	100.00	76.6667	14.84042	
	Outcome5. Effective advocacy for regulatory change	16	.00	100.00	71.8750	23.93568	
	Outcome6. Effective communications	15	.00	100.00	70.0000	21.54729	
	Outcome7. Responsive to changes	15	25.00	100.00	70.0000	23.52810	
	Outcome8. Achieving the ACCC's core values	16	45.00	100.00	79.0625	14.50934	
	Outcome9. Effective Engagement	16	65.00	100.00	80.7813	11.60886	
	Outcome10. Achieving regulator best practice	16	54.17	100.00	73.4896	11.58391	
	Outcome10a. Principle 1 - Continuous improvement and building trust	12	62.50	100.00	75.0000	9.23186	
	Outcome10b. Principle 2 - Risk based and data driven	14	25.00	100.00	67.8571	21.20997	
	Outcome10c. Principle 3 - Collaboration and engagement	16	50.00	100.00	75.0000	12.07615	
	Valid N (listwise)	9					
	Regulated Businesses	Outcome1. Making markets work, now and in the future	16	50.00	100.00	70.3125	13.59764
		Outcome2. Markets are more competitive	15	25.00	75.00	66.6667	15.43033
Outcome3. Consumers are better off		16	50.00	100.00	73.4375	14.34326	
Outcome4. Effective partner liasion		15	25.00	100.00	65.8333	21.88988	
Outcome5. Effective advocacy for regulatory change		15	25.00	100.00	68.3333	24.02875	
Outcome6. Effective communications		15	25.00	100.00	66.6667	24.39750	
Outcome7. Responsive to changes		15	25.00	100.00	65.0000	18.41971	
Outcome8. Achieving the ACCC's core values		16	45.00	100.00	73.8281	13.22457	
Outcome9. Effective Engagement		16	35.00	100.00	73.1250	19.13766	
Outcome10. Achieving regulator best practice		16	41.67	83.33	63.2031	12.56991	
Outcome10a. Principle 1 - Continuous improvement and building trust		16	50.00	75.00	68.7500	10.20621	
Outcome10b. Principle 2 - Risk based and data driven		16	.00	87.50	56.2500	22.82177	
Outcome10c. Principle 3 - Collaboration and engagement		16	37.50	87.50	63.2813	16.75109	
Valid N (listwise)		12					



Overall outcomes index scores

**Descriptive Statistics**

Group		N	Minimum	Maximum	Mean	Std. Deviation
Regulators & Ombudsmen	Outcome1. Making markets work, now and in the future	9	75.00	75.00	75.0000	.00000
	Outcome2. Markets are more competitive	9	75.00	100.00	77.7778	8.33333
	Outcome3. Consumers are better off	9	75.00	100.00	88.8889	13.17616
	Outcome4. Effective partner liasion	9	62.50	100.00	86.1111	13.17616
	Outcome5. Effective advocacy for regulatory change	9	75.00	100.00	91.6667	12.50000
	Outcome6. Effective communications	9	75.00	100.00	77.7778	8.33333
	Outcome7. Responsive to changes	9	75.00	100.00	77.7778	8.33333
	Outcome8. Achieving the ACCC's core values	9	70.00	100.00	86.8056	10.51619
	Outcome9. Effective Engagement	9	40.00	100.00	83.8889	20.12116
	Outcome10. Achieving regulator best practice	9	50.00	100.00	74.7222	14.87214
	Outcome10a. Principle 1 - Continuous improvement and building trust	7	75.00	100.00	82.1429	12.19875
	Outcome10b. Principle 2 - Risk based and data driven	6	62.50	100.00	81.2500	15.30931
	Outcome10c. Principle 3 - Collaboration and engagement	9	37.50	100.00	70.8333	17.67767
	Valid N (listwise)	6				

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
Consumer Groups	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	5	71.4%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	3	42.9%
		Undertaking market studies and inquiries to contribute to improved market outcomes	4	57.1%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	3	42.9%
		Delivering the enabling technology solutions for Consumer Data Right	2	28.6%
		Supporting Consumer Data Right participants, including through assistance with testing and onboarding	2	28.6%
		Accrediting Consumer Data Right data recipients	3	42.9%
		Promoting compliance with and enforcing the Consumer Data Right rules and standards	3	42.9%
		Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	6	85.7%
		Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	4	57.1%
		Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	5	71.4%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
		Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	5	71.4%
		Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	5	71.4%
		Formulating regulatory decisions that promote the long-term interests of end users and consumers	4	57.1%
		Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	4	57.1%
		Improving the efficient operation of markets by enforcing industry-specific competition and market rules	3	42.9%
		Not familiar with any of the ACCC's key activities		
		<b>Number of Respondents</b>	<b>7</b>	<b>100.0%</b>
Government Departments	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	5	50.0%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	2	20.0%
		Undertaking market studies and inquiries to contribute to improved market outcomes	2	20.0%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	5	50.0%
		Delivering the enabling technology solutions for Consumer Data Right	5	50.0%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group		Frequency	% of respondents
	Supporting Consumer Data Right participants, including through assistance with testing and onboarding	4	40.0%
	Accrediting Consumer Data Right data recipients	4	40.0%
	Promoting compliance with and enforcing the Consumer Data Right rules and standards	5	50.0%
	Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	4	40.0%
	Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	2	20.0%
	Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	4	40.0%
	Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	2	20.0%
	Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	3	30.0%
	Formulating regulatory decisions that promote the long-term interests of end users and consumers	3	30.0%
	Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	1	10.0%
	Improving the efficient operation of markets by enforcing industry-specific competition and market rules	3	30.0%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
		Not familiar with any of the ACCC's key activities		
		Number of Respondents	10	100.0%
Industry Associations	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	10	71.4%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	6	42.9%
		Undertaking market studies and inquiries to contribute to improved market outcomes	10	71.4%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	10	71.4%
		Delivering the enabling technology solutions for Consumer Data Right	8	57.1%
		Supporting Consumer Data Right participants, including through assistance with testing and onboarding	8	57.1%
		Accrediting Consumer Data Right data recipients	7	50.0%
		Promoting compliance with and enforcing the Consumer Data Right rules and standards	7	50.0%
		Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	9	64.3%
		Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	7	50.0%
		Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	11	78.6%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
		Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	6	42.9%
		Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	4	28.6%
		Formulating regulatory decisions that promote the long-term interests of end users and consumers	8	57.1%
		Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	7	50.0%
		Improving the efficient operation of markets by enforcing industry-specific competition and market rules	8	57.1%
		Not familiar with any of the ACCC's key activities		
		<b>Number of Respondents</b>	<b>14</b>	<b>100.0%</b>
Journalists & Academics	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	4	100.0%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	1	25.0%
		Undertaking market studies and inquiries to contribute to improved market outcomes	2	50.0%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	2	50.0%
		Delivering the enabling technology solutions for Consumer Data Right	3	75.0%

Familiarity with the ACCC's work

**q1mr. Please select all of the key activities you are familiar with. (Multiple Response)**

Group	Frequency	% of respondents
Supporting Consumer Data Right participants, including through assistance with testing and onboarding	1	25.0%
Accrediting Consumer Data Right data recipients	2	50.0%
Promoting compliance with and enforcing the Consumer Data Right rules and standards	1	25.0%
Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	2	50.0%
Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	2	50.0%
Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	2	50.0%
Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	2	50.0%
Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	2	50.0%
Formulating regulatory decisions that promote the long-term interests of end users and consumers	1	25.0%
Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	1	25.0%
Improving the efficient operation of markets by enforcing industry-specific competition and market rules	1	25.0%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
		Not familiar with any of the ACCC's key activities		
	Number of Respondents		4	100.0%
Legal & Economic Experts	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	16	100.0%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	9	56.3%
		Undertaking market studies and inquiries to contribute to improved market outcomes	9	56.3%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	14	87.5%
		Delivering the enabling technology solutions for Consumer Data Right Supporting Consumer Data Right participants, including through assistance with testing and onboarding	1	6.3%
		Accrediting Consumer Data Right data recipients		
		Promoting compliance with and enforcing the Consumer Data Right rules and standards	3	18.8%
		Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	13	81.3%
		Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	8	50.0%
		Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	9	56.3%



Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
Regulated Businesses	Valid	Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	5	31.3%
		Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	6	37.5%
		Formulating regulatory decisions that promote the long-term interests of end users and consumers	10	62.5%
		Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	9	56.3%
		Improving the efficient operation of markets by enforcing industry-specific competition and market rules	7	43.8%
		Not familiar with any of the ACCC's key activities		
		<b>Number of Respondents</b>	<b>16</b>	<b>100.0%</b>
		Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	10	62.5%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	5	31.3%
		Undertaking market studies and inquiries to contribute to improved market outcomes	9	56.3%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	7	43.8%
		Delivering the enabling technology solutions for Consumer Data Right	9	56.3%

Familiarity with the ACCC's work

**q1mr. Please select all of the key activities you are familiar with. (Multiple Response)**

Group	Frequency	% of respondents
Supporting Consumer Data Right participants, including through assistance with testing and onboarding	10	62.5%
Accrediting Consumer Data Right data recipients	8	50.0%
Promoting compliance with and enforcing the Consumer Data Right rules and standards	11	68.8%
Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	9	56.3%
Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	4	25.0%
Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	6	37.5%
Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	9	56.3%
Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	6	37.5%
Formulating regulatory decisions that promote the long-term interests of end users and consumers	4	25.0%
Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	4	25.0%
Improving the efficient operation of markets by enforcing industry-specific competition and market rules	3	18.8%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group			Frequency	% of respondents
		Not familiar with any of the ACCC's key activities		
	Number of Respondents		16	100.0%
Regulators & Ombudsmen	Valid	Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct	6	66.7%
		Making decisions on authorisation, notification and certification trademark applications in the public interest	4	44.4%
		Undertaking market studies and inquiries to contribute to improved market outcomes	6	66.7%
		Assessing mergers to prevent changes in market structures that substantially lessen competition	3	33.3%
		Delivering the enabling technology solutions for Consumer Data Right	2	22.2%
		Supporting Consumer Data Right participants, including through assistance with testing and onboarding	2	22.2%
		Accrediting Consumer Data Right data recipients	2	22.2%
		Promoting compliance with and enforcing the Consumer Data Right rules and standards	3	33.3%
		Initiating compliance and enforcement actions to address harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	8	88.9%
		Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	4	44.4%
		Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams	6	66.7%

Familiarity with the ACCC's work

q1mr. Please select all of the key activities you are familiar with. (Multiple Response)

Group		Frequency	% of respondents
	Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death	1	11.1%
	Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions	1	11.1%
	Formulating regulatory decisions that promote the long-term interests of end users and consumers	4	44.4%
	Providing industry monitoring reports to government in relation to highly concentrated or emerging markets	4	44.4%
	Improving the efficient operation of markets by enforcing industry-specific competition and market rules	3	33.3%
	Not familiar with any of the ACCC's key activities		
	<b>Number of Respondents</b>	<b>9</b>	<b>100.0%</b>

Overall impressions of the ACCC

**q2a. The ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	4	57.1	57.1	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	11.1	11.1
		Agree	7	70.0	77.8	88.9
		Strongly Agree	1	10.0	11.1	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	14.3	14.3
		Agree	12	85.7	85.7	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	4	100.0	100.0	100.0
Legal & Economic Experts	Valid	Disagree	2	12.5	13.3	13.3
		Agree	9	56.3	60.0	73.3
		Strongly Agree	4	25.0	26.7	100.0
		Total	15	93.8	100.0	
	Missing	System	1	6.3		
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	4	25.0	25.0	25.0
		Agree	11	68.8	68.8	93.8
		Strongly Agree	1	6.3	6.3	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Agree	9	100.0	100.0	100.0

Overall impressions of the ACCC

**q2b. Markets in Australia are more competitive due to the ACCC's work**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	6	85.7	85.7	85.7
		Strongly Agree	1	14.3	14.3	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	22.2	22.2
		Agree	5	50.0	55.6	77.8
		Strongly Agree	2	20.0	22.2	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	18.2	18.2
		Agree	7	50.0	63.6	81.8
		Strongly Agree	2	14.3	18.2	100.0
		Total	11	78.6	100.0	
	Missing	Don't Know	3	21.4		
Total		14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	50.0	50.0
		Strongly Agree	2	50.0	50.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.7	6.7
		Disagree	1	6.3	6.7	13.3
		Neither Agree nor Disagree	1	6.3	6.7	20.0
		Agree	4	25.0	26.7	46.7
		Strongly Agree	8	50.0	53.3	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
Total		16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	3	18.8	20.0	26.7
		Agree	11	68.8	73.3	100.0
	Total	15	93.8	100.0		
Missing	Don't Know	1	6.3			
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	8	88.9	88.9	88.9
		Strongly Agree	1	11.1	11.1	100.0
		Total	9	100.0	100.0	

Overall impressions of the ACCC

**q2c. Consumers are significantly better off due to the ACCC's work**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	4	57.1	57.1	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	22.2	22.2
		Agree	3	30.0	33.3	55.6
		Strongly Agree	4	40.0	44.4	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	8.3	8.3
		Agree	11	78.6	91.7	100.0
		Total	12	85.7	100.0	
	Missing	Don't Know	2	14.3		
Total		14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	50.0	50.0
		Strongly Agree	2	50.0	50.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	1	6.3	6.7	13.3
		Agree	6	37.5	40.0	53.3
		Strongly Agree	7	43.8	46.7	100.0
		Total	15	93.8	100.0	
	Missing	System	1	6.3		
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	3	18.8	18.8	18.8
		Agree	11	68.8	68.8	87.5
		Strongly Agree	2	12.5	12.5	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Agree	4	44.4	44.4	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	

Overall impressions of the ACCC

**q2d. The ACCC liaises effectively with partner organisations and stakeholders to achieve its purpose**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	2	28.6	28.6	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	10.0	10.0
		Neither Agree nor Disagree	1	10.0	10.0	20.0
		Agree	5	50.0	50.0	70.0
		Strongly Agree	3	30.0	30.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	23.1	23.1
		Agree	10	71.4	76.9	100.0
		Total	13	92.9	100.0	
	Missing	Don't Know	1	7.1		
		Total	14	100.0		
Journalists & Academics	Valid	Agree	2	50.0	66.7	66.7
		Strongly Agree	1	25.0	33.3	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
		Total	4	100.0		
Legal & Economic Experts	Valid	Neither Agree nor Disagree	3	18.8	20.0	20.0
		Agree	8	50.0	53.3	73.3
		Strongly Agree	4	25.0	26.7	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
		Total	16	100.0		
Regulated Businesses	Valid	Disagree	2	12.5	13.3	13.3
		Neither Agree nor Disagree	4	25.0	26.7	40.0
		Agree	6	37.5	40.0	80.0
		Strongly Agree	3	18.8	20.0	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
		Total	16	100.0		
Regulators & Ombudsmen	Valid	Agree	5	55.6	55.6	55.6
		Strongly Agree	4	44.4	44.4	100.0
		Total	9	100.0	100.0	



Overall impressions of the ACCC

**q2e. The ACCC is effective in advocating for change to regulatory frameworks that assist it to achieve its purpose of making markets work for consumers**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Neither Agree nor Disagree	1	14.3	14.3	28.6
		Agree	2	28.6	28.6	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	11.1	11.1
		Neither Agree nor Disagree	2	20.0	22.2	33.3
		Agree	4	40.0	44.4	77.8
		Strongly Agree	2	20.0	22.2	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	5	35.7	35.7	35.7
		Neither Agree nor Disagree	4	28.6	28.6	64.3
		Agree	5	35.7	35.7	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	1	25.0	33.3	33.3
		Strongly Agree	2	50.0	66.7	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	2	12.5	12.5	18.8
		Agree	10	62.5	62.5	81.3
		Strongly Agree	3	18.8	18.8	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	2	12.5	13.3	13.3
		Neither Agree nor Disagree	3	18.8	20.0	33.3
		Agree	7	43.8	46.7	80.0
		Strongly Agree	3	18.8	20.0	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	3	33.3	33.3	33.3
		Strongly Agree	6	66.7	66.7	100.0
		Total	9	100.0	100.0	

Overall impressions of the ACCC

**q2f. The ACCC communicates effectively with its stakeholders**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Agree	3	42.9	42.9	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	11.1	11.1
		Neither Agree nor Disagree	2	20.0	22.2	33.3
		Agree	4	40.0	44.4	77.8
		Strongly Agree	2	20.0	22.2	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	3	21.4	21.4	21.4
		Neither Agree nor Disagree	5	35.7	35.7	57.1
		Agree	6	42.9	42.9	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	2	50.0	50.0	50.0
		Strongly Agree	2	50.0	50.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	1	6.3	6.7	13.3
		Agree	12	75.0	80.0	93.3
		Strongly Agree	1	6.3	6.7	100.0
		Total	15	93.8	100.0	
	Missing	System	1	6.3		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	2	12.5	13.3	13.3
		Neither Agree nor Disagree	4	25.0	26.7	40.0
		Agree	6	37.5	40.0	80.0
		Strongly Agree	3	18.8	20.0	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	8	88.9	88.9	88.9
		Strongly Agree	1	11.1	11.1	100.0
		Total	9	100.0	100.0	

Overall impressions of the ACCC

**q2g. The ACCC works well with partners to enhance the effectiveness of its compliance and enforcement initiatives**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Neither Agree nor Disagree	3	42.9	42.9	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Strongly Disagree	1	10.0	11.1	11.1
		Disagree	1	10.0	11.1	22.2
		Agree	6	60.0	66.7	88.9
		Strongly Agree	1	10.0	11.1	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	2	14.3	15.4	15.4
		Neither Agree nor Disagree	2	14.3	15.4	30.8
		Agree	8	57.1	61.5	92.3
		Strongly Agree	1	7.1	7.7	100.0
	Total	13	92.9	100.0		
Missing	Don't Know	1	7.1			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	Don't Know	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	15.4	15.4
		Agree	10	62.5	76.9	92.3
		Strongly Agree	1	6.3	7.7	100.0
		Total	13	81.3	100.0	
	Missing	Don't Know	3	18.8		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	7.7	7.7
		Neither Agree nor Disagree	4	25.0	30.8	38.5
		Agree	6	37.5	46.2	84.6
		Strongly Agree	2	12.5	15.4	100.0
		Total	13	81.3	100.0	
	Missing	Don't Know	3	18.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	11.1	11.1
		Agree	3	33.3	33.3	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	

Overall impressions of the ACCC

**q2h. The ACCC is responsive to changes in its operating environment to meet complex challenges and demands**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	3	42.9	42.9	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	5	50.0	55.6	55.6
		Agree	4	40.0	44.4	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	7.7	7.7
		Neither Agree nor Disagree	6	42.9	46.2	53.8
		Agree	5	35.7	38.5	92.3
		Strongly Agree	1	7.1	7.7	100.0
	Total	13	92.9	100.0		
Missing	Don't Know	1	7.1			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	66.7	66.7
		Strongly Agree	1	25.0	33.3	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Disagree	2	12.5	13.3	13.3
		Neither Agree nor Disagree	2	12.5	13.3	26.7
		Agree	8	50.0	53.3	80.0
		Strongly Agree	3	18.8	20.0	100.0
	Total	15	93.8	100.0		
Missing	Don't Know	1	6.3			
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	5	31.3	33.3	40.0
		Agree	8	50.0	53.3	93.3
		Strongly Agree	1	6.3	6.7	100.0
	Total	15	93.8	100.0		
Missing	Don't Know	1	6.3			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	8	88.9	88.9	88.9
		Strongly Agree	1	11.1	11.1	100.0
		Total	9	100.0	100.0	

Strategic Objective 1: Address anti-competitive conduct and promote competition

Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct

**q3a. The ACCC's enforcement action is effective in deterring harmful anti-competitive market conduct**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	20.0	20.0
		Agree	3	42.9	60.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	3	30.0	75.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	System	5	50.0		
		Don't Know	1	10.0		
	Total	6	60.0			
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	11.1	11.1
		Agree	8	57.1	88.9	100.0
		Total	9	64.3	100.0	
	Missing	System	4	28.6		
		Don't Know	1	7.1		
	Total	5	35.7			
	Total	14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	25.0	25.0
		Agree	3	75.0	75.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	1	6.3	6.7	13.3
		Agree	11	68.8	73.3	86.7
		Strongly Agree	2	12.5	13.3	100.0
		Total	15	93.8	100.0	
Missing	Don't Know	1	6.3			
	Total	16	100.0			
Regulated Businesses	Valid	Agree	9	56.3	90.0	90.0
		Strongly Agree	1	6.3	10.0	100.0
		Total	10	62.5	100.0	
	Missing	System	6	37.5		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	2	22.2	33.3	33.3
		Agree	3	33.3	50.0	83.3
		Strongly Agree	1	11.1	16.7	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
		Total	9	100.0		

Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct

**q3b. The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities here)**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	20.0	20.0
		Agree	2	28.6	40.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	25.0	25.0
		Agree	1	10.0	25.0	50.0
		Strongly Agree	2	20.0	50.0	100.0
		Total	4	40.0	100.0	
	Missing	System	5	50.0		
		Don't Know	1	10.0		
	Total	6	60.0			
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	44.4	44.4
		Agree	5	35.7	55.6	100.0
		Total	9	64.3	100.0	
	Missing	System	4	28.6		
		Don't Know	1	7.1		
	Total	5	35.7			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	4	100.0	100.0	100.0
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	1	6.3	6.3	12.5
		Agree	11	68.8	68.8	81.3
		Strongly Agree	3	18.8	18.8	100.0
	Total	16	100.0	100.0		
Regulated Businesses	Valid	Strongly Disagree	1	6.3	10.0	10.0
		Neither Agree nor Disagree	2	12.5	20.0	30.0
		Agree	7	43.8	70.0	100.0
		Total	10	62.5	100.0	
	Missing	System	6	37.5		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	16.7	16.7
		Agree	5	55.6	83.3	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
		Total	9	100.0		

Initiating enforcement and compliance actions to address harm to consumers and businesses resulting from anti-competitive conduct

**q3c. The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct, such as cartel conduct, anticompetitive agreements and practices, and misuse of market power**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	4	57.1	80.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
Total			7	100.0		
Government Departments	Valid	Agree	3	30.0	75.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	System	5	50.0		
		Don't Know	1	10.0		
		Total	6	60.0		
Total			10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	30.0	30.0
		Agree	7	50.0	70.0	100.0
		Total	10	71.4	100.0	
	Missing	System	4	28.6		
Total			14	100.0		
Journalists & Academics	Valid	Agree	4	100.0	100.0	100.0
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Disagree	1	6.3	6.3	12.5
		Agree	11	68.8	68.8	81.3
		Strongly Agree	3	18.8	18.8	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	2	12.5	20.0	20.0
		Neither Agree nor Disagree	4	25.0	40.0	60.0
		Agree	3	18.8	30.0	90.0
		Strongly Agree	1	6.3	10.0	100.0
		Total	10	62.5	100.0	
	Missing	System	6	37.5		
Total			16	100.0		
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Neither Agree nor Disagree	2	22.2	33.3	50.0
		Agree	1	11.1	16.7	66.7
		Strongly Agree	2	22.2	33.3	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
Total			9	100.0		



Making decisions on authorisation, notification and certification trade-mark applications in the public interest

**q4a. The ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	33.3	33.3
		Agree	1	14.3	33.3	66.7
		Strongly Agree	1	14.3	33.3	100.0
		Total	3	42.9	100.0	
	Missing	System	4	57.1		
	Total	7	100.0			
Government Departments	Missing	System	8	80.0		
		Don't Know	2	20.0		
		Total	10	100.0		
Industry Associations	Valid	Disagree	1	7.1	16.7	16.7
		Neither Agree nor Disagree	1	7.1	16.7	33.3
		Agree	3	21.4	50.0	83.3
		Strongly Agree	1	7.1	16.7	100.0
		Total	6	42.9	100.0	
	Missing	System	8	57.1		
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	12.5	12.5
		Agree	6	37.5	75.0	87.5
		Strongly Agree	1	6.3	12.5	100.0
		Total	8	50.0	100.0	
	Missing	System	7	43.8		
		Don't Know	1	6.3		
		Total	8	50.0		
	Total	16	100.0			
Regulated Businesses	Valid	Agree	5	31.3	100.0	100.0
	Missing	System	11	68.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	2	22.2	50.0	50.0
		Strongly Agree	2	22.2	50.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
	Total	9	100.0			

Undertaking market studies and inquiries to contribute to improved market outcomes

**q5a. The ACCC's market studies and inquiries have been effective in developing an understanding of how well competition and markets are working in particular sectors**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	2	28.6	50.0	50.0
		Strongly Agree	2	28.6	50.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total	7	100.0			
Government Departments	Valid	Agree	1	10.0	100.0	100.0
		Missing	8	80.0		
		Don't Know	1	10.0		
	Total	9	90.0			
	Total	10	100.0			
Industry Associations	Valid	Disagree	2	14.3	20.0	20.0
		Neither Agree nor Disagree	2	14.3	20.0	40.0
		Agree	3	21.4	30.0	70.0
		Strongly Agree	3	21.4	30.0	100.0
		Total	10	71.4	100.0	
	Missing	System	4	28.6		
	Total	14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	22.2	22.2
		Agree	6	37.5	66.7	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	3	18.8	33.3	33.3
		Agree	5	31.3	55.6	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Agree	3	33.3	50.0	66.7
		Strongly Agree	2	22.2	33.3	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
	Total	9	100.0			

Undertaking market studies and inquiries to contribute to improved market outcomes

**q5b. The ACCC's market studies and inquiries have identified policy and regulatory options that could assist in addressing competition and consumer issues in particular sectors**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	25.0	25.0
		Strongly Agree	3	42.9	75.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	50.0	50.0
		Strongly Agree	1	10.0	50.0	100.0
		Total	2	20.0	100.0	
	Missing	System	8	80.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	2	14.3	20.0	20.0
		Neither Agree nor Disagree	3	21.4	30.0	50.0
		Agree	4	28.6	40.0	90.0
		Strongly Agree	1	7.1	10.0	100.0
		Total	10	71.4	100.0	
	Missing	System	4	28.6		
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Disagree	2	12.5	22.2	22.2
		Neither Agree nor Disagree	1	6.3	11.1	33.3
		Agree	5	31.3	55.6	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	2	12.5	22.2	22.2
		Agree	7	43.8	77.8	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Agree	2	22.2	33.3	50.0
		Strongly Agree	3	33.3	50.0	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
	Total	9	100.0			

Undertaking market studies and inquiries to contribute to improved market outcomes

**q5c. The ACCC's market studies and inquiries support competition, consumer and regulatory outcomes**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	25.0	25.0
		Strongly Agree	3	42.9	75.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total		7	100.0		
Government Departments	Valid	Agree	2	20.0	100.0	100.0
	Missing	System	8	80.0		
	Total		10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	20.0	20.0
		Agree	6	42.9	60.0	80.0
		Strongly Agree	2	14.3	20.0	100.0
		Total	10	71.4	100.0	
	Missing	System	4	28.6		
	Total		14	100.0		
Journalists & Academics	Valid	Strongly Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Disagree	1	6.3	11.1	11.1
		Neither Agree nor Disagree	2	12.5	22.2	33.3
		Agree	5	31.3	55.6	88.9
		Strongly Agree	1	6.3	11.1	100.0
	Total	9	56.3	100.0		
Missing	System	7	43.8			
	Total		16	100.0		
Regulated Businesses	Valid	Disagree	2	12.5	22.2	22.2
		Neither Agree nor Disagree	2	12.5	22.2	44.4
		Agree	4	25.0	44.4	88.9
		Strongly Agree	1	6.3	11.1	100.0
	Total	9	56.3	100.0		
Missing	System	7	43.8			
	Total		16	100.0		
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Agree	3	33.3	50.0	66.7
		Strongly Agree	2	22.2	33.3	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
	Total		9	100.0		

Undertaking market studies and inquiries to contribute to improved market outcomes

**q5d. The ACCC's market studies and inquiries are effective in contributing to improved market outcomes**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	2	28.6	50.0	50.0
		Strongly Agree	2	28.6	50.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total		7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	100.0	100.0
		Missing	8	80.0		
		Don't Know	1	10.0		
	Total	9	90.0			
	Total		10	100.0		
Industry Associations	Valid	Disagree	1	7.1	10.0	10.0
		Neither Agree nor Disagree	4	28.6	40.0	50.0
		Agree	3	21.4	30.0	80.0
		Strongly Agree	2	14.3	20.0	100.0
		Total	10	71.4	100.0	
	Missing	System	4	28.6		
	Total		14	100.0		
Journalists & Academics	Valid	Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Disagree	2	12.5	22.2	22.2
		Neither Agree nor Disagree	3	18.8	33.3	55.6
		Agree	3	18.8	33.3	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total		16	100.0		
Regulated Businesses	Valid	Strongly Disagree	1	6.3	11.1	11.1
		Disagree	2	12.5	22.2	33.3
		Neither Agree nor Disagree	3	18.8	33.3	66.7
		Agree	3	18.8	33.3	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total		16	100.0		
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Agree	2	22.2	33.3	50.0
		Strongly Agree	3	33.3	50.0	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
		Total		9	100.0	

Strategic Objective 2: Prevent anti-competitive mergers

Assessing mergers to prevent changes in market structures that substantially lessen competition

**q7a. The ACCC's assessment of mergers is effective in preventing changes in market structures that substantially lessen competition**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	33.3	33.3
		Agree	1	14.3	33.3	66.7
		Strongly Agree	1	14.3	33.3	100.0
		Total	3	42.9	100.0	
	Missing	System	4	57.1		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	25.0	25.0
		Agree	3	30.0	75.0	100.0
		Total	4	40.0	100.0	
	Missing	System	5	50.0		
		Don't Know	1	10.0		
	Total	6	60.0			
	Total	10	100.0			
Industry Associations	Valid	Disagree	2	14.3	20.0	20.0
		Neither Agree nor Disagree	6	42.9	60.0	80.0
		Agree	1	7.1	10.0	90.0
		Strongly Agree	1	7.1	10.0	100.0
	Total	10	71.4	100.0		
Missing	System	4	28.6			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	7.1	7.1
		Agree	11	68.8	78.6	85.7
		Strongly Agree	2	12.5	14.3	100.0
		Total	14	87.5	100.0	
	Missing	System	2	12.5		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	3	18.8	50.0	50.0
		Agree	3	18.8	50.0	100.0
		Total	6	37.5	100.0	
	Missing	System	9	56.3		
		Don't Know	1	6.3		
	Total	10	62.5			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	33.3	33.3
		Agree	2	22.2	66.7	100.0
		Total	3	33.3	100.0	
	Missing	System	6	66.7		
		Total	9	100.0		

Strategic Objective 3: Improve competition and choice by facilitating safe and secure data sharing by consumers through the Consumer Data Right



Delivering the enabling technology solutions for the Consumer Data Right

**q9a. The solutions provided for the Consumer Data Right are fit for purpose**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
		Total	7	100.0		
Government Departments	Valid	Disagree	1	10.0	20.0	20.0
		Agree	4	40.0	80.0	100.0
		Total	5	50.0	100.0	
	Missing	System	5	50.0		
	Total		10	100.0		
Industry Associations	Valid	Strongly Disagree	1	7.1	14.3	14.3
		Disagree	2	14.3	28.6	42.9
		Neither Agree nor Disagree	3	21.4	42.9	85.7
		Agree	1	7.1	14.3	100.0
		Total	7	50.0	100.0	
	Missing	Don't Know	1	7.1		
		System	6	42.9		
Total		7	50.0			
Total		14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	Don't Know	1	25.0		
		System	1	25.0		
Total		2	50.0			
Total		4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	100.0	100.0
		System				
	Missing	System	15	93.8		
Total		16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	12.5	12.5
		Neither Agree nor Disagree	3	18.8	37.5	50.0
		Agree	4	25.0	50.0	100.0
		Total	8	50.0	100.0	
	Missing	Don't Know	1	6.3		
		System	7	43.8		
Total		8	50.0			
Total		16	100.0			
Regulators & Ombudsmen	Valid	Disagree	1	11.1	50.0	50.0
		Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	System	7	77.8		
		Total	9	100.0		

Delivering the enabling technology solutions for the Consumer Data Right

**q9b. The solutions provided for the Consumer Data Right are secure and allow for secure disclosure to trusted third parties**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
		Total	7	100.0		
Government Departments	Valid	Agree	3	30.0	75.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	Don't Know	1	10.0		
		System	5	50.0		
		Total	6	60.0		
Total			10	100.0		
Industry Associations	Valid	Strongly Disagree	2	14.3	33.3	33.3
		Neither Agree nor Disagree	2	14.3	33.3	66.7
		Agree	2	14.3	33.3	100.0
		Total	6	42.9	100.0	
	Missing	Don't Know	2	14.3		
		System	6	42.9		
Total			8	57.1		
Total			14	100.0		
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	Don't Know	1	25.0		
		System	1	25.0		
		Total	2	50.0		
Total			4	100.0		
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	100.0	100.0
	Missing	System	15	93.8		
	Total			16	100.0	
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	12.5	12.5
		Agree	5	31.3	62.5	75.0
		Strongly Agree	2	12.5	25.0	100.0
		Total	8	50.0	100.0	
	Missing	Don't Know	1	6.3		
		System	7	43.8		
Total			8	50.0		
Total			16	100.0		
Regulators & Ombudsmen	Valid	Agree	1	11.1	50.0	50.0
		Strongly Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	System	7	77.8		
	Total			9	100.0	

Delivering the enabling technology solutions for the Consumer Data Right

**q9c. The ACCC effectively facilitates the enabling technology solutions for the Consumer Data Right**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
		Total	7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	25.0	25.0
		Agree	2	20.0	50.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	Don't Know	1	10.0		
		System	5	50.0		
		Total	6	60.0		
Total	Total	10	100.0			
Industry Associations	Valid	Strongly Disagree	1	7.1	14.3	14.3
		Disagree	1	7.1	14.3	28.6
		Neither Agree nor Disagree	4	28.6	57.1	85.7
		Agree	1	7.1	14.3	100.0
	Total	7	50.0	100.0		
	Missing	Don't Know	1	7.1		
		System	6	42.9		
Total		7	50.0			
Total	Total	14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	1	25.0		
		Total	2	50.0		
Total	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	100.0	100.0
	Missing	System	15	93.8		
		Total	16	100.0		
Regulated Businesses	Valid	Strongly Disagree	1	6.3	12.5	12.5
		Neither Agree nor Disagree	3	18.8	37.5	50.0
		Agree	3	18.8	37.5	87.5
		Strongly Agree	1	6.3	12.5	100.0
		Total	8	50.0	100.0	
	Missing	Don't Know	1	6.3		
		System	7	43.8		
Total		8	50.0			
Total	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	2	22.2	100.0	100.0
	Missing	System	7	77.8		
		Total	9	100.0		

Supporting Consumer Data Right participants, including through assistance with testing and onboarding

**q10a. The onboarding process is clear and easy to follow**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
	Total	7	100.0			
Government Departments	Valid	Agree	1	10.0	50.0	50.0
		Strongly Agree	1	10.0	50.0	100.0
		Total	2	20.0	100.0	
	Missing	Don't Know	2	20.0		
		System	6	60.0		
		Total	8	80.0		
Total	10	100.0				
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	40.0	40.0
		Agree	3	21.4	60.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	3	21.4		
		System	6	42.9		
		Total	9	64.3		
Total	14	100.0				
Journalists & Academics	Missing	Don't Know	1	25.0		
		System	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	2	12.5	33.3	33.3
		Agree	4	25.0	66.7	100.0
		Total	6	37.5	100.0	
	Missing	Don't Know	4	25.0		
		System	6	37.5		
		Total	10	62.5		
Total	16	100.0				
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	100.0	100.0
		System	7	77.8		
	Missing	Don't Know	1	11.1		
		System	7	77.8		
	Total	8	88.9			
Total	9	100.0				

Supporting Consumer Data Right participants, including through assistance with testing and onboarding

**q10b. The ACCC is responsive to technical incidents and helps to resolve them in a timely manner**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
		Total	7	100.0		
Government Departments	Valid	Disagree	1	10.0	33.3	33.3
		Agree	1	10.0	33.3	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	Don't Know	1	10.0		
		System	6	60.0		
		Total	7	70.0		
Total		10	100.0			
Industry Associations	Valid	Disagree	1	7.1	16.7	16.7
		Neither Agree nor Disagree	3	21.4	50.0	66.7
		Agree	2	14.3	33.3	100.0
		Total	6	42.9	100.0	
	Missing	Don't Know	2	14.3		
		System	6	42.9		
Total		8	57.1			
Total		14	100.0			
Journalists & Academics	Missing	Don't Know	1	25.0		
		System	3	75.0		
		Total	4	100.0		
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Disagree	3	18.8	42.9	42.9
		Neither Agree nor Disagree	2	12.5	28.6	71.4
		Agree	2	12.5	28.6	100.0
		Total	7	43.8	100.0	
	Missing	Don't Know	3	18.8		
		System	6	37.5		
		Total	9	56.3		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
		Total	8	88.9		
Total		9	100.0			

Supporting Consumer Data Right participants, including through assistance with testing and onboarding

**q10c. The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	2	28.6		
		System	5	71.4		
		Total	7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	33.3	33.3
		Agree	1	10.0	33.3	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	Don't Know	1	10.0		
		System	6	60.0		
		Total	7	70.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	42.9	42.9
		Agree	4	28.6	57.1	100.0
		Total	7	50.0	100.0	
	Missing	Don't Know	1	7.1		
		System	6	42.9		
		Total	7	50.0		
Total		14	100.0			
Journalists & Academics	Missing	Don't Know	1	25.0		
		System	3	75.0		
		Total	4	100.0		
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	4	25.0	57.1	57.1
		Agree	3	18.8	42.9	100.0
		Total	7	43.8	100.0	
	Missing	Don't Know	3	18.8		
		System	6	37.5		
		Total	9	56.3		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
		Total	8	88.9		
	Total		9	100.0		

Accrediting Consumer Data Right data recipients

q11a. Information relating to the various participation pathways is accessible

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	3	42.9		
		System	4	57.1		
	Total	7	100.0			
Government Departments	Valid	Agree	3	30.0	75.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	40.0	40.0
		Agree	3	21.4	60.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	2	14.3		
		System	7	50.0		
		Total	9	64.3		
Total	14	100.0				
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	2	50.0		
	Total	3	75.0			
Total	4	100.0				
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	2	12.5	40.0	60.0
		Strongly Agree	2	12.5	40.0	100.0
		Total	5	31.3	100.0	
	Missing	Don't Know	3	18.8		
		System	8	50.0		
		Total	11	68.8		
Total	16	100.0				
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
	Total	8	88.9			
Total	9	100.0				

Accrediting Consumer Data Right data recipients

q11b. Information relating to the various participation pathways is useful

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	3	42.9		
		System	4	57.1		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	66.7	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	Don't Know	1	10.0		
		System	6	60.0		
		Total	7	70.0		
Total	10	100.0				
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	60.0	60.0
		Agree	2	14.3	40.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	2	14.3		
		System	7	50.0		
		Total	9	64.3		
Total	14	100.0				
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	2	50.0		
		Total	3	75.0		
Total	4	100.0				
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	2	12.5	40.0	60.0
		Strongly Agree	2	12.5	40.0	100.0
		Total	5	31.3	100.0	
	Missing	Don't Know	3	18.8		
		System	8	50.0		
Total		11	68.8			
Total	16	100.0				
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
		Total	8	88.9		
Total	9	100.0				



Accrediting Consumer Data Right data recipients

**q11c. Guidance material in relation to the accreditation process and requirements is accessible**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Missing	Don't Know	3	42.9		
		System	4	57.1		
		Total	7	100.0		
Government Departments	Valid	Agree	3	30.0	100.0	100.0
	Missing	Don't Know	1	10.0		
		System	6	60.0		
		Total	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	40.0	40.0
		Agree	3	21.4	60.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	2	14.3		
		System	7	50.0		
	Total	9	64.3			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	2	50.0		
		Total	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	2	12.5	40.0	60.0
		Strongly Agree	2	12.5	40.0	100.0
		Total	5	31.3	100.0	
	Missing	Don't Know	3	18.8		
		System	8	50.0		
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
		Total	8	88.9		
	Total	9	100.0			

Accrediting Consumer Data Right data recipients

**q11d. Guidance material in relation to the accreditation process and requirements is useful**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	100.0	100.0
	Missing	Don't Know	2	28.6		
		System	4	57.1		
		Total	6	85.7		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	100.0	100.0
	Missing	Don't Know	2	20.0		
		System	6	60.0		
		Total	8	80.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	40.0	40.0
		Agree	3	21.4	60.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	2	14.3		
		System	7	50.0		
	Total	9	64.3			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	2	50.0		
		Total	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	3	18.8	60.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	Don't Know	3	18.8		
System		8	50.0			
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
		Total	8	88.9		
	Total	9	100.0			

Accrediting Consumer Data Right data recipients

q11e. The ACCC effectively accredits Consumer Data Right data recipients

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	50.0	50.0
		Strongly Agree	1	14.3	50.0	100.0
		Total	2	28.6	100.0	
	Missing	Don't Know	1	14.3		
		System	4	57.1		
Total		5	71.4			
Total			7	100.0		
Government Departments	Valid	Agree	1	10.0	50.0	50.0
		Strongly Agree	1	10.0	50.0	100.0
		Total	2	20.0	100.0	
	Missing	Don't Know	2	20.0		
		System	6	60.0		
Total		8	80.0			
Total			10	100.0		
Industry Associations	Valid	Disagree	1	7.1	20.0	20.0
		Neither Agree nor Disagree	2	14.3	40.0	60.0
		Agree	2	14.3	40.0	100.0
	Total	5	35.7	100.0		
	Missing	Don't Know	2	14.3		
System		7	50.0			
Total		9	64.3			
Total			14	100.0		
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	Don't Know	1	25.0		
		System	2	50.0		
	Total		3	75.0		
Total			4	100.0		
Legal & Economic Experts	Missing	System	16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	3	18.8	50.0	50.0
		Agree	2	12.5	33.3	83.3
		Strongly Agree	1	6.3	16.7	100.0
	Total	6	37.5	100.0		
	Missing	Don't Know	2	12.5		
System		8	50.0			
Total		10	62.5			
Total			16	100.0		
Regulators & Ombudsmen	Valid	Strongly Agree	1	11.1	100.0	100.0
	Missing	Don't Know	1	11.1		
		System	7	77.8		
	Total		8	88.9		
Total			9	100.0		

Promoting compliance with and enforcing the Consumer Data Right rules and standards

**q12a. Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is accessible**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	100.0	100.0
	Missing	Don't Know	2	28.6		
		System	4	57.1		
		Total	6	85.7		
	Total		7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	20.0	20.0
		Agree	3	30.0	60.0	80.0
		Strongly Agree	1	10.0	20.0	100.0
		Total	5	50.0	100.0	
	Missing	System	5	50.0		
	Total		10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	14.3	14.3
		Agree	6	42.9	85.7	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
	Total		14	100.0		
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Agree	3	18.8	100.0	100.0
	Missing	System	13	81.3		
	Total		16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	3	18.8	33.3	33.3
		Agree	5	31.3	55.6	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	Don't Know	2	12.5		
		System	5	31.3		
		Total	7	43.8		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	50.0	50.0
		Strongly Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	Don't Know	1	11.1		
		System	6	66.7		
		Total	7	77.8		
Total		9	100.0			

Promoting compliance with and enforcing the Consumer Data Right rules and standards

**q12b. Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is useful**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	1	14.3	100.0	100.0
	Missing	Don't Know	2	28.6		
		System	4	57.1		
		Total	6	85.7		
	Total		7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	33.3	33.3
		Agree	1	10.0	33.3	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	Don't Know	2	20.0		
		System	5	50.0		
		Total	7	70.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	42.9	42.9
		Agree	4	28.6	57.1	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
	Total		14	100.0		
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	33.3	33.3
		Agree	2	12.5	66.7	100.0
		Total	3	18.8	100.0	
	Missing	System	13	81.3		
	Total		16	100.0		
Regulated Businesses	Valid	Disagree	1	6.3	11.1	11.1
		Neither Agree nor Disagree	3	18.8	33.3	44.4
		Agree	4	25.0	44.4	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	Don't Know	2	12.5		
		System	5	31.3		
Total		7	43.8			
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	50.0	50.0
		Strongly Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	Don't Know	1	11.1		
		System	6	66.7		
		Total	7	77.8		
Total		9	100.0			

Promoting compliance with and enforcing the Consumer Data Right rules and standards

**q12c. Visibility of the ACCC's compliance activities is evident through engagement and messaging**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Strongly Agree	1	14.3	100.0	100.0
	Missing	Don't Know	2	28.6		
		System	4	57.1		
		Total	6	85.7		
	Total	7	100.0			
Government Departments	Valid	Disagree	1	10.0	25.0	25.0
		Agree	3	30.0	75.0	100.0
		Total	4	40.0	100.0	
	Missing	Don't Know	1	10.0		
		System	5	50.0		
		Total	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	6	42.9	85.7	85.7
		Agree	1	7.1	14.3	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
		Total	14	100.0		
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
		Total	4	100.0		
Legal & Economic Experts	Valid	Disagree	1	6.3	33.3	33.3
		Neither Agree nor Disagree	2	12.5	66.7	100.0
		Total	3	18.8	100.0	
	Missing	System	13	81.3		
		Total	16	100.0		
Regulated Businesses	Valid	Disagree	3	18.8	30.0	30.0
		Neither Agree nor Disagree	3	18.8	30.0	60.0
		Agree	3	18.8	30.0	90.0
		Strongly Agree	1	6.3	10.0	100.0
		Total	10	62.5	100.0	
	Missing	Don't Know	1	6.3		
		System	5	31.3		
		Total	6	37.5		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	50.0	50.0
		Strongly Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	Don't Know	1	11.1		
		System	6	66.7		
		Total	7	77.8		
	Total	9	100.0			

Promoting compliance with and enforcing the Consumer Data Right rules and standards

**q12d. The ACCC effectively promotes compliance with and enforces Consumer Data Right rules and standards**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Strongly Agree	1	14.3	100.0	100.0
	Missing	Don't Know	2	28.6		
		System	4	57.1		
		Total	6	85.7		
	Total	7	100.0			
Government Departments	Valid	Disagree	1	10.0	25.0	25.0
		Agree	2	20.0	50.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	Don't Know	1	10.0		
		System	5	50.0		
	Total	6	60.0			
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	14.3	14.3
		Neither Agree nor Disagree	3	21.4	42.9	57.1
		Agree	3	21.4	42.9	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
	Total	14	100.0			
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	66.7	66.7
		Agree	1	6.3	33.3	100.0
		Total	3	18.8	100.0	
	Missing	System	13	81.3		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	2	12.5	20.0	20.0
		Neither Agree nor Disagree	1	6.3	10.0	30.0
		Agree	6	37.5	60.0	90.0
		Strongly Agree	1	6.3	10.0	100.0
		Total	10	62.5	100.0	
	Missing	Don't Know	1	6.3		
		System	5	31.3		
	Total	6	37.5			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	50.0	50.0
		Strongly Agree	1	11.1	50.0	100.0
		Total	2	22.2	100.0	
	Missing	Don't Know	1	11.1		
		System	6	66.7		
		Total	7	77.8		
	Total	9	100.0			

Strategic Objective 4: Protect consumers from misleading and deceptive conduct and promote fair trading



Initiating compliance and enforcement actions to address harm to consumers and small businesses  
 resulting from non-compliance with the Australian Consumer Law and industry codes  
**q14a. The ACCC's enforcement action is effective in stopping and deterring breaches of the Australian Consumer Law (ACL), including misleading and deceptive conduct, unconscionable conduct and failure to comply with ACL warranty provisions**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	2	28.6	33.3	33.3
		Agree	1	14.3	16.7	50.0
		Strongly Agree	3	42.9	50.0	100.0
		Total	6	85.7	100.0	
	Missing	System	1	14.3		
	Total	7	100.0			
Government Departments	Valid	Agree	1	10.0	25.0	25.0
		Strongly Agree	3	30.0	75.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	25.0	25.0
		Agree	4	28.6	50.0	75.0
		Strongly Agree	2	14.3	25.0	100.0
		Total	8	57.1	100.0	
	Missing	System	5	35.7		
		Don't Know	1	7.1		
	Total	6	42.9			
	Total	14	100.0			
Journalists & Academics	Valid	Strongly Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	7.7	7.7
		Agree	5	31.3	38.5	46.2
		Strongly Agree	7	43.8	53.8	100.0
		Total	13	81.3	100.0	
	Missing	System	3	18.8		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	11.1	11.1
		Agree	7	43.8	77.8	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	4	44.4	50.0	50.0
		Strongly Agree	4	44.4	50.0	100.0
		Total	8	88.9	100.0	
	Missing	System	1	11.1		
		Total	9	100.0		

Initiating compliance and enforcement actions to address harm to consumers and small businesses  
resulting from non-compliance with the Australian Consumer Law and industry codes  
**q14b. The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities  
here)**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	50.0	50.0
		Strongly Agree	3	42.9	50.0	100.0
		Total	6	85.7	100.0	
	Missing	System	1	14.3		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	25.0	25.0
		Strongly Agree	3	30.0	75.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	12.5	12.5
		Agree	6	42.9	75.0	87.5
		Strongly Agree	1	7.1	12.5	100.0
	Total	8	57.1	100.0		
Missing	System	6	42.9			
	Total	14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	7.7	7.7
		Agree	9	56.3	69.2	76.9
		Strongly Agree	3	18.8	23.1	100.0
	Total	13	81.3	100.0		
Missing	System	3	18.8			
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	11.1	11.1
		Neither Agree nor Disagree	1	6.3	11.1	22.2
		Agree	6	37.5	66.7	88.9
	Strongly Agree	1	6.3	11.1	100.0	
Total	9	56.3	100.0			
Missing	System	7	43.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Disagree	1	11.1	14.3	14.3
		Neither Agree nor Disagree	1	11.1	14.3	28.6
		Agree	3	33.3	42.9	71.4
		Strongly Agree	2	22.2	28.6	100.0
		Total	7	77.8	100.0	
	Missing	System	1	11.1		
		Don't Know	1	11.1		
	Total	2	22.2			
	Total	9	100.0			

Initiating compliance and enforcement actions to address harm to consumers and small businesses  
resulting from non-compliance with the Australian Consumer Law and industry codes  
**q14c. The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and small  
businesses resulting from non-compliance with the Australian Consumer Law and industry codes**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	20.0	20.0
		Neither Agree nor Disagree	1	14.3	20.0	40.0
		Agree	2	28.6	40.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	50.0	50.0
		Strongly Agree	2	20.0	50.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	14.3	14.3
		Neither Agree nor Disagree	1	7.1	14.3	28.6
		Agree	5	35.7	71.4	100.0
		Total	7	50.0	100.0	
	Missing	System	5	35.7		
		Don't Know	2	14.3		
		Total	7	50.0		
	Total	14	100.0			
Journalists & Academics	Valid	Strongly Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Disagree	1	6.3	7.7	7.7
		Agree	9	56.3	69.2	76.9
		Strongly Agree	3	18.8	23.1	100.0
		Total	13	81.3	100.0	
	Missing	System	3	18.8		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	11.1	11.1
		Neither Agree nor Disagree	1	6.3	11.1	22.2
		Agree	6	37.5	66.7	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Disagree	1	11.1	12.5	12.5
		Agree	4	44.4	50.0	62.5
		Strongly Agree	3	33.3	37.5	100.0
		Total	8	88.9	100.0	
	Missing	System	1	11.1		
	Total	9	100.0			

Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law  
and industry codes

**q15a. The ACCC is effective in supporting fair trading in markets affecting small business**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	25.0	25.0
		Neither Agree nor Disagree	1	14.3	25.0	50.0
		Agree	2	28.6	50.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	100.0	100.0
	Missing	System	8	80.0		
	Total		10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	33.3	33.3
		Agree	4	28.6	66.7	100.0
		Total	6	42.9	100.0	
	Missing	System	7	50.0		
		Don't Know	1	7.1		
		Total	8	57.1		
Total		14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
Total		4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	25.0	25.0
		Agree	6	37.5	75.0	100.0
		Total	8	50.0	100.0	
	Missing	System	8	50.0		
	Total		16	100.0		
Regulated Businesses	Valid	Neither Agree nor Disagree	2	12.5	66.7	66.7
		Agree	1	6.3	33.3	100.0
		Total	3	18.8	100.0	
	Missing	System	12	75.0		
		Don't Know	1	6.3		
		Total	13	81.3		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	3	33.3	100.0	100.0
	Missing	System	6	66.7		
	Total		9	100.0		

Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law  
and industry codes

**q15b. The ACCC's small business education resources are effective in helping small business understand their rights  
under the Competition and Consumer Act**

Group			Frequency	Percent	Valid Percent	Cumulative Percent	
Consumer Groups	Valid	Disagree	1	14.3	25.0	25.0	
		Neither Agree nor Disagree	1	14.3	25.0	50.0	
		Agree	2	28.6	50.0	100.0	
		Total	4	57.1	100.0		
	Missing	System	3	42.9			
	Total	7	100.0				
Government Departments	Valid	Agree	1	10.0	100.0	100.0	
		Missing	System	8	80.0		
		Don't Know	1	10.0			
	Total	9	90.0				
	Total	10	100.0				
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	40.0	40.0	
		Agree	3	21.4	60.0	100.0	
		Total	5	35.7	100.0		
	Missing	System	7	50.0			
		Don't Know	2	14.3			
	Total	9	64.3				
	Total	14	100.0				
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0	
		Agree	1	25.0	50.0	100.0	
		Total	2	50.0	100.0		
	Missing	System	2	50.0			
	Total	4	100.0				
Legal & Economic Experts	Valid	Neither Agree nor Disagree	3	18.8	37.5	37.5	
		Agree	5	31.3	62.5	100.0	
		Total	8	50.0	100.0		
	Missing	System	8	50.0			
	Total	16	100.0				
Regulated Businesses	Valid	Neither Agree nor Disagree	2	12.5	100.0	100.0	
		Missing	System	12	75.0		
		Don't Know	2	12.5			
	Total	14	87.5				
	Total	16	100.0				
Regulators & Ombudsmen	Valid	Agree	4	44.4	100.0	100.0	
		Missing	System	5	55.6		
		Total	9	100.0			

Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law  
and industry codes

**q15c. The ACCC liaises effectively with partner organisations and stakeholders to develop and update small business education resources**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	33.3	33.3
		Agree	2	28.6	66.7	100.0
		Total	3	42.9	100.0	
	Missing	Don't Know	1	14.3		
		System	3	42.9		
		Total	4	57.1		
Total		7	100.0			
Government Departments	Valid	Agree	2	20.0	100.0	100.0
	Missing	System	8	80.0		
	Total		10	100.0		
Industry Associations	Valid	Disagree	1	7.1	16.7	16.7
		Neither Agree nor Disagree	3	21.4	50.0	66.7
		Agree	2	14.3	33.3	100.0
	Total		6	42.9	100.0	
	Missing	Don't Know	1	7.1		
		System	7	50.0		
Total		8	57.1			
Total		14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
Total		4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	3	18.8	37.5	37.5
		Agree	5	31.3	62.5	100.0
		Total	8	50.0	100.0	
	Missing	System	8	50.0		
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	50.0	50.0
		Agree	1	6.3	50.0	100.0
		Total	2	12.5	100.0	
	Missing	Don't Know	2	12.5		
		System	12	75.0		
Total		14	87.5			
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	4	44.4	100.0	100.0
	Missing	System	5	55.6		
	Total		9	100.0		

Empowering small businesses by increasing awareness of their rights under the Australian Consumer Law  
and industry codes

**q15d. The ACCC effectively empowers small businesses by increasing awareness of their rights under the Australian  
Consumer Law and industry codes**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	33.3	33.3
		Neither Agree nor Disagree	1	14.3	33.3	66.7
		Agree	1	14.3	33.3	100.0
		Total	3	42.9	100.0	
	Missing	Don't Know	1	14.3		
		System	3	42.9		
		Total	4	57.1		
Total		7	100.0			
Government Departments	Valid	Agree	1	10.0	100.0	100.0
		Don't Know	1	10.0		
		System	8	80.0		
	Total	9	90.0			
Total		10	100.0			
Industry Associations	Valid	Disagree	1	7.1	20.0	20.0
		Neither Agree nor Disagree	2	14.3	40.0	60.0
		Agree	2	14.3	40.0	100.0
		Total	5	35.7	100.0	
	Missing	Don't Know	2	14.3		
		System	7	50.0		
		Total	9	64.3		
Total		14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
Total		4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	3	18.8	37.5	37.5
		Agree	5	31.3	62.5	100.0
		Total	8	50.0	100.0	
	Missing	System	8	50.0		
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	33.3	33.3
		Agree	2	12.5	66.7	100.0
		Total	3	18.8	100.0	
	Missing	Don't Know	1	6.3		
		System	12	75.0		
Total		13	81.3			
Total		16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	25.0	25.0
		Agree	3	33.3	75.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
	Total		9	100.0		

Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams

**q16a. The ACCC's consumer education resources are useful**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	20.0	20.0
		Agree	3	42.9	60.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	3	30.0	75.0	75.0
		Strongly Agree	1	10.0	25.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	40.0	40.0
		Agree	6	42.9	60.0	100.0
		Total	10	71.4	100.0	
	Missing	System	3	21.4		
		Don't Know	1	7.1		
		Total	4	28.6		
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Disagree	1	6.3	11.1	11.1
		Neither Agree nor Disagree	1	6.3	11.1	22.2
		Agree	4	25.0	44.4	66.7
		Strongly Agree	3	18.8	33.3	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	4	25.0	80.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
		Total	11	68.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	2	22.2	33.3	33.3
		Agree	4	44.4	66.7	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
		Total	9	100.0		



Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams

**q16b. The ACCC's information campaigns help to protect consumers from harmful market conduct**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	60.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total		7	100.0		
Government Departments	Valid	Agree	4	40.0	100.0	100.0
		Strongly Agree	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	36.4	36.4
		Agree	7	50.0	63.6	100.0
		Total	11	78.6	100.0	
	Missing	System	3	21.4		
	Total		14	100.0		
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Disagree	1	6.3	11.1	11.1
		Agree	5	31.3	55.6	66.7
		Strongly Agree	3	18.8	33.3	100.0
	Total	9	56.3	100.0		
Missing	System	7	43.8			
	Total		16	100.0		
Regulated Businesses	Valid	Disagree	1	6.3	16.7	16.7
		Agree	5	31.3	83.3	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total		16	100.0		
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	3	33.3	50.0	50.0
		Agree	3	33.3	50.0	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
	Total		9	100.0		

Empowering consumers by increasing awareness of their rights under the Australian Consumer Law and alerting them to the risk of scams

**q16c. The ACCC effectively empowers consumers by increasing awareness of their rights under the Australian Consumer Law**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	20.0	20.0
		Agree	2	28.6	40.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	25.0	25.0
		Agree	3	30.0	75.0	100.0
		Total	4	40.0	100.0	
	Missing	System	6	60.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	44.4	44.4
		Agree	5	35.7	55.6	100.0
		Total	9	64.3	100.0	
	Missing	System	3	21.4		
		Don't Know	2	14.3		
		Total	5	35.7		
Total	14	100.0				
Journalists & Academics	Valid	Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	11.1	11.1
		Agree	5	31.3	55.6	66.7
		Strongly Agree	3	18.8	33.3	100.0
		Total	9	56.3	100.0	
	Missing	System	7	43.8		
Total	16	100.0				
Regulated Businesses	Valid	Agree	6	37.5	100.0	100.0
	Missing	System	10	62.5		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	3	33.3	50.0	50.0
		Agree	3	33.3	50.0	100.0
		Total	6	66.7	100.0	
	Missing	System	3	33.3		
	Total	9	100.0			

Strategic Objective 5: Protect consumers from unsafe products

Identifying safety hazards in consumer products and prioritising the risks that may result in serious injury and death

**q18a. The ACCC is effective in identifying and prioritising safety hazards in consumer products**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	20.0	20.0
		Agree	2	28.6	40.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Strongly Agree	2	20.0	100.0	100.0
	Missing	System	8	80.0		
	Total		10	100.0		
Industry Associations	Valid	Disagree	1	7.1	16.7	16.7
		Neither Agree nor Disagree	2	14.3	33.3	50.0
		Agree	1	7.1	16.7	66.7
		Strongly Agree	2	14.3	33.3	100.0
		Total	6	42.9	100.0	
	Missing	System	8	57.1		
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	3	18.8	60.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	11	68.8		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	12.5	12.5
		Agree	5	31.3	62.5	75.0
		Strongly Agree	2	12.5	25.0	100.0
		Total	8	50.0	100.0	
	Missing	System	7	43.8		
		Don't Know	1	6.3		
	Total	8	50.0			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total		9	100.0		

Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions  
**q19a. The ACCC's education, compliance and enforcement actions encourage the safe supply of consumer products to Australian consumers.**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	20.0	20.0
		Agree	3	42.9	60.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	66.7	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Agree	3	21.4	75.0	75.0
		Strongly Agree	1	7.1	25.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
		Don't Know	1	7.1		
	Total	10	71.4			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Agree	4	25.0	80.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total	11	68.8			
	Total	16	100.0			
Regulated Businesses	Valid	Agree	4	25.0	80.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total		9	100.0		

Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions  
**q19b. The information and resources provided by the ACCC relating to the safety of consumer products are effective at reducing the risk of harm.**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	20.0	20.0
		Neither Agree nor Disagree	1	14.3	20.0	40.0
		Agree	2	28.6	40.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	66.7	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	25.0	25.0
		Agree	3	21.4	75.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
		Don't Know	1	7.1		
		Total	10	71.4		
	Total	14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	100.0	100.0
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	16.7	16.7
		Agree	5	31.3	83.3	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total	16	100.0			
Regulated Businesses	Valid	Agree	4	25.0	80.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total	9	100.0			

Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions

**q19c. The ACCC is effective in overseeing the recall of unsafe consumer goods, including providing information to consumers about the recall.**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	3	42.9	60.0	60.0
		Agree	1	14.3	20.0	80.0
		Strongly Agree	1	14.3	20.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	33.3	33.3
		Strongly Agree	2	20.0	66.7	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	25.0	25.0
		Neither Agree nor Disagree	1	7.1	25.0	50.0
		Agree	2	14.3	50.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
		Don't Know	1	7.1		
	Total	10	71.4			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	16.7	16.7
		Agree	5	31.3	83.3	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	3	18.8	60.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total	9	100.0			

Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions  
**q19d. The ACCC works effectively in introducing new, and updating existing, mandatory product safety standards and bans.**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	2	28.6	40.0	40.0
		Agree	1	14.3	20.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	33.3	33.3
		Agree	1	10.0	33.3	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Strongly Disagree	1	7.1	25.0	25.0
		Neither Agree nor Disagree	2	14.3	50.0	75.0
		Agree	1	7.1	25.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
	Don't Know	1	7.1			
	Total	10	71.4			
	Total	14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	33.3	33.3
		Agree	3	18.8	50.0	83.3
		Strongly Agree	1	6.3	16.7	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total	16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	20.0	20.0
		Agree	3	18.8	60.0	80.0
		Strongly Agree	1	6.3	20.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
	Don't Know	1	6.3			
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total		9	100.0		



Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions  
**q19e. The ACCC is effective in communicating risks of serious injury and death arising from safety hazards in consumer products**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	60.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total	7	100.0			
Government Departments	Valid	Agree	2	20.0	66.7	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	25.0	25.0
		Neither Agree nor Disagree	1	7.1	25.0	50.0
		Agree	2	14.3	50.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
		Don't Know	1	7.1		
	Total	10	71.4			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Agree	5	31.3	83.3	83.3
		Strongly Agree	1	6.3	16.7	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total	16	100.0			
Regulated Businesses	Valid	Agree	3	18.8	60.0	60.0
		Strongly Agree	2	12.5	40.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total	11	68.8			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total		9	100.0		

Addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products through regulation, education, compliance and enforcement actions

**q19f. The ACCC is effective in addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	60.0	60.0
		Strongly Agree	2	28.6	40.0	100.0
		Total	5	71.4	100.0	
	Missing	System	2	28.6		
	Total		7	100.0		
Government Departments	Valid	Agree	2	20.0	66.7	66.7
		Strongly Agree	1	10.0	33.3	100.0
		Total	3	30.0	100.0	
	Missing	System	7	70.0		
	Total		10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	25.0	25.0
		Agree	3	21.4	75.0	100.0
		Total	4	28.6	100.0	
	Missing	System	9	64.3		
		Don't Know	1	7.1		
		Total	10	71.4		
	Total		14	100.0		
Journalists & Academics	Valid	Agree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	System	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Agree	5	31.3	83.3	83.3
		Strongly Agree	1	6.3	16.7	100.0
		Total	6	37.5	100.0	
	Missing	System	10	62.5		
	Total		16	100.0		
Regulated Businesses	Valid	Agree	3	18.8	60.0	60.0
		Strongly Agree	2	12.5	40.0	100.0
		Total	5	31.3	100.0	
	Missing	System	10	62.5		
		Don't Know	1	6.3		
	Total		11	68.8		
	Total		16	100.0		
Regulators & Ombudsmen	Valid	Agree	1	11.1	100.0	100.0
	Missing	System	8	88.9		
	Total		9	100.0		

Strategic Objective 6: Regulate monopoly infrastructure and monitor concentrated markets in the long-term interests of consumers

Formulating regulatory decisions that promote the long-term interests of end users and consumers

**q21a. The ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	33.3	33.3
		Agree	2	28.6	66.7	100.0
		Total	3	42.9	100.0	
	Missing	Don't Know System	1	14.3		
			3	42.9		
		Total	4	57.1		
Total			7	100.0		
Government Departments	Valid	Agree	1	10.0	50.0	50.0
		Strongly Agree	1	10.0	50.0	100.0
		Total	2	20.0	100.0	
	Missing	Don't Know System	1	10.0		
			7	70.0		
		Total	8	80.0		
Total			10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	50.0	50.0
		Agree	2	14.3	25.0	75.0
		Strongly Agree	2	14.3	25.0	100.0
		Total	8	57.1	100.0	
	Missing	System	6	42.9		
		Total	14	100.0		
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	100.0	100.0
		System	3	75.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	11.1	11.1
		Disagree	1	6.3	11.1	22.2
		Neither Agree nor Disagree	4	25.0	44.4	66.7
		Agree	2	12.5	22.2	88.9
		Strongly Agree	1	6.3	11.1	100.0
		Total	9	56.3	100.0	
	Missing	Don't Know System	1	6.3		
			6	37.5		
		Total	7	43.8		
Total			16	100.0		
Regulated Businesses	Valid	Agree	4	25.0	100.0	100.0
		System	12	75.0		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	25.0	25.0
		Agree	2	22.2	50.0	75.0
		Strongly Agree	1	11.1	25.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
		Total	9	100.0		

Formulating regulatory decisions that promote the long-term interests of end users and consumers

**q21b. The ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	4	57.1	100.0	100.0
	Missing	System	3	42.9		
	Total		7	100.0		
Government Departments	Valid	Agree	2	20.0	100.0	100.0
	Missing	System	7	70.0		
		Don't Know	1	10.0		
		Total	8	80.0		
	Total		10	100.0		
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	37.5	37.5
		Agree	5	35.7	62.5	100.0
		Total	8	57.1	100.0	
	Missing	System	6	42.9		
	Total		14	100.0		
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	11.1	11.1
		Disagree	1	6.3	11.1	22.2
		Neither Agree nor Disagree	2	12.5	22.2	44.4
		Agree	4	25.0	44.4	88.9
		Strongly Agree	1	6.3	11.1	100.0
	Missing	System	6	37.5		
		Don't Know	1	6.3		
		Total	7	43.8		
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	33.3	33.3
		Agree	2	12.5	66.7	100.0
		Total	3	18.8	100.0	
	Missing	System	12	75.0		
		Don't Know	1	6.3		
		Total	13	81.3		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	3	33.3	75.0	75.0
		Strongly Agree	1	11.1	25.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
	Total		9	100.0		

Providing industry monitoring reports to government in relation to highly concentrated or emerging markets

**q22a. The ACCC's industry monitoring reports are effective in promoting competition**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	2	28.6	50.0	50.0
		Agree	2	28.6	50.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total		7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	100.0	100.0
		System				
	Missing	System	9	90.0		
	Total		10	100.0		
Industry Associations	Valid	Disagree	1	7.1	14.3	14.3
		Neither Agree nor Disagree	3	21.4	42.9	57.1
		Agree	2	14.3	28.6	85.7
		Strongly Agree	1	7.1	14.3	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
	Total		14	100.0		
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
		System				
	Missing	System	3	75.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	12.5	12.5
		Disagree	2	12.5	25.0	37.5
		Neither Agree nor Disagree	1	6.3	12.5	50.0
		Agree	4	25.0	50.0	100.0
		Total	8	50.0	100.0	
	Missing	System	7	43.8		
		Don't Know	1	6.3		
	Total		8	50.0		
	Total		16	100.0		
Regulated Businesses	Valid	Disagree	1	6.3	50.0	50.0
		Agree	1	6.3	50.0	100.0
		Total	2	12.5	100.0	
	Missing	System	12	75.0		
		Don't Know	2	12.5		
	Total		14	87.5		
	Total		16	100.0		
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	2	22.2	50.0	50.0
		Agree	1	11.1	25.0	75.0
		Strongly Agree	1	11.1	25.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
		Total		9	100.0	

Providing industry monitoring reports to government in relation to highly concentrated or emerging markets

**q22b. The ACCC's industry monitoring reports are effective in informing government and the public about highly concentrated or emerging markets**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	2	28.6	50.0	50.0
		Strongly Agree	2	28.6	50.0	100.0
		Total	4	57.1	100.0	
	Missing	System	3	42.9		
	Total	7	100.0			
Government Departments	Valid	Agree	1	10.0	100.0	100.0
	Missing	System	9	90.0		
	Total		10	100.0		
Industry Associations	Valid	Disagree	1	7.1	14.3	14.3
		Neither Agree nor Disagree	3	21.4	42.9	57.1
		Agree	2	14.3	28.6	85.7
		Strongly Agree	1	7.1	14.3	100.0
		Total	7	50.0	100.0	
	Missing	System	7	50.0		
	Total	14	100.0			
Journalists & Academics	Valid	Strongly Agree	1	25.0	100.0	100.0
	Missing	System	3	75.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	14.3	14.3
		Disagree	1	6.3	14.3	28.6
		Neither Agree nor Disagree	2	12.5	28.6	57.1
		Agree	3	18.8	42.9	100.0
		Total	7	43.8	100.0	
	Missing	System	8	50.0		
		Don't Know	1	6.3		
		Total	9	56.3		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	50.0	50.0
		Agree	1	6.3	50.0	100.0
		Total	2	12.5	100.0	
	Missing	System	12	75.0		
		Don't Know	2	12.5		
	Total	14	87.5			
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	25.0	25.0
		Agree	1	11.1	25.0	50.0
		Strongly Agree	2	22.2	50.0	100.0
		Total	4	44.4	100.0	
	Missing	System	5	55.6		
		Total	9	100.0		

Improving the efficient operation of markets by enforcing industry-specific competition and market rules

**q23a. The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets**

Group			Frequency	Percent	Valid Percent	Cumulative Percent	
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	33.3	33.3	
		Agree	1	14.3	33.3	66.7	
		Strongly Agree	1	14.3	33.3	100.0	
		Total	3	42.9	100.0		
	Missing	System	4	57.1			
	Total	7	100.0				
Government Departments	Valid	Agree	2	20.0	100.0	100.0	
		Missing	System	7	70.0		
		Don't Know	1	10.0			
	Total	8	80.0				
	Total	10	100.0				
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	37.5	37.5	
		Agree	5	35.7	62.5	100.0	
		Total	8	57.1	100.0		
	Missing	System	5	35.7			
		Don't Know	1	7.1			
	Total	6	42.9				
	Total	14	100.0				
Journalists & Academics	Valid	Agree	1	25.0	100.0	100.0	
		Missing	System	3	75.0		
	Total	4	100.0				
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	14.3	14.3	
		Disagree	2	12.5	28.6	42.9	
		Agree	4	25.0	57.1	100.0	
		Total	7	43.8	100.0		
	Missing	System	9	56.3			
	Total	16	100.0				
Regulated Businesses	Valid	Agree	2	12.5	100.0	100.0	
		Missing	System	13	81.3		
		Don't Know	1	6.3			
	Total	14	87.5				
	Total	16	100.0				
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	50.0	50.0	
		Strongly Agree	1	11.1	50.0	100.0	
		Total	2	22.2	100.0		
	Missing	System	7	77.8			
		Total	9	100.0			



ACCC Values

**q25a. Independent: The ACCC inspires confidence in their work by being impartial and objective**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	42.9	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	20.0	20.0
		Agree	4	40.0	40.0	60.0
		Strongly Agree	4	40.0	40.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Disagree	1	7.1	7.1	7.1
		Agree	9	64.3	64.3	71.4
		Strongly Agree	4	28.6	28.6	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	25.0	25.0
		Agree	1	25.0	25.0	50.0
		Strongly Agree	2	50.0	50.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Disagree	2	12.5	12.5	12.5
		Agree	7	43.8	43.8	56.3
		Strongly Agree	7	43.8	43.8	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	3	18.8	18.8	25.0
		Agree	8	50.0	50.0	75.0
		Strongly Agree	4	25.0	25.0	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Agree	3	33.3	33.3	33.3
		Strongly Agree	6	66.7	66.7	100.0
		Total	9	100.0	100.0	

ACCC Values

**q25b. Strategic: The ACCC focuses on the bigger picture, ensuring consumers are at the heart of what they do**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	3	42.9	42.9	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	20.0	20.0
		Agree	5	50.0	50.0	70.0
		Strongly Agree	3	30.0	30.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	14.3	14.3
		Agree	11	78.6	78.6	92.9
		Strongly Agree	1	7.1	7.1	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	2	50.0	50.0	50.0
		Strongly Agree	2	50.0	50.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	1	6.3	6.3	12.5
		Agree	12	75.0	75.0	87.5
		Strongly Agree	2	12.5	12.5	100.0
Total	16	100.0	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	1	6.3	6.3	6.3
		Agree	12	75.0	75.0	81.3
		Strongly Agree	3	18.8	18.8	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Agree	6	66.7	66.7	66.7
		Strongly Agree	3	33.3	33.3	100.0
		Total	9	100.0	100.0	

ACCC Values

**q25c. Trustworthy: The ACCC acts with integrity, honesty and ethically**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	3	42.9	42.9	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Agree	8	80.0	80.0	80.0
		Strongly Agree	2	20.0	20.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	14.3	14.3
		Agree	7	50.0	50.0	64.3
		Strongly Agree	5	35.7	35.7	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	1	25.0	25.0	25.0
		Strongly Agree	3	75.0	75.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Agree	4	25.0	25.0	25.0
		Strongly Agree	12	75.0	75.0	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Agree	11	68.8	68.8	68.8
		Strongly Agree	5	31.3	31.3	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Agree	4	44.4	44.4	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	

**q25d. Informed: The ACCC's decisions and actions are based on data, evidence and intelligence, as well as expert knowledge**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	2	28.6	28.6	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	3	30.0	30.0	30.0
		Agree	5	50.0	50.0	80.0
		Strongly Agree	2	20.0	20.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Neither Agree nor Disagree	3	21.4	21.4	21.4
		Agree	7	50.0	50.0	71.4
		Strongly Agree	4	28.6	28.6	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	1	25.0	33.3	33.3
		Strongly Agree	2	50.0	66.7	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Disagree	1	6.3	6.3	12.5
		Neither Agree nor Disagree	1	6.3	6.3	18.8
		Agree	11	68.8	68.8	87.5
		Strongly Agree	2	12.5	12.5	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	3	18.8	18.8	18.8
		Neither Agree nor Disagree	4	25.0	25.0	43.8
		Agree	8	50.0	50.0	93.8
		Strongly Agree	1	6.3	6.3	100.0
		Total	16	100.0	100.0	

ACCC Values

**q25d. Informed: The ACCC's decisions and actions are based on data, evidence and intelligence, as well as expert knowledge**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Regulators & Ombudsmen	Valid	Agree	4	44.4	44.4	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	
	Missing	Don't Know				

**q25e. Inclusive: The ACCC commits to an inclusive and respectful culture and a diverse workforce reflecting the communities that they serve**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	2	28.6	40.0	40.0
		Strongly Agree	3	42.9	60.0	100.0
		Total	5	71.4	100.0	
	Missing	Don't Know	2	28.6		
	Total		7	100.0		
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	16.7	16.7
		Agree	2	20.0	33.3	50.0
		Strongly Agree	3	30.0	50.0	100.0
		Total	6	60.0	100.0	
	Missing	Don't Know	4	40.0		
Total		10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	16.7	16.7
		Agree	2	14.3	33.3	50.0
		Strongly Agree	3	21.4	50.0	100.0
		Total	6	42.9	100.0	
	Missing	Don't Know	8	57.1		
Total		14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	50.0	50.0
		Strongly Agree	1	25.0	50.0	100.0
		Total	2	50.0	100.0	
	Missing	Don't Know	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Neither Agree nor Disagree	1	6.3	7.7	7.7
		Agree	8	50.0	61.5	69.2
		Strongly Agree	4	25.0	30.8	100.0
		Total	13	81.3	100.0	
	Missing	Don't Know	3	18.8		
Total		16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	8.3	8.3
		Neither Agree nor Disagree	1	6.3	8.3	16.7
		Agree	7	43.8	58.3	75.0
		Strongly Agree	3	18.8	25.0	100.0
		Total	12	75.0	100.0	
	Missing	Don't Know	4	25.0		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	2	22.2	25.0	25.0
		Agree	2	22.2	25.0	50.0
		Strongly Agree	4	44.4	50.0	100.0
		Total	8	88.9	100.0	
	Missing	Don't Know	1	11.1		
	Total		9	100.0		

The ACCC's engagement with you

**q26a. ACCC staff engaged in a respectful manner**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Agree	2	28.6	28.6	28.6
		Strongly Agree	5	71.4	71.4	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Agree	6	60.0	60.0	60.0
		Strongly Agree	4	40.0	40.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Neither Agree nor Disagree	1	7.1	7.1	7.1
		Agree	3	21.4	21.4	28.6
		Strongly Agree	10	71.4	71.4	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	1	25.0	25.0	25.0
		Strongly Agree	3	75.0	75.0	100.0
		Total	4	100.0	100.0	
Legal & Economic Experts	Valid	Agree	5	31.3	31.3	31.3
		Strongly Agree	11	68.8	68.8	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	1	6.3	6.3	12.5
		Agree	7	43.8	43.8	56.3
		Strongly Agree	7	43.8	43.8	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	11.1	11.1
		Agree	1	11.1	11.1	22.2
		Strongly Agree	7	77.8	77.8	100.0
		Total	9	100.0	100.0	

The ACCC's engagement with you

**q26b. ACCC staff demonstrate a desire to genuinely understand my/our position on issues**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	2	28.6	28.6	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	10.0	10.0
		Neither Agree nor Disagree	2	20.0	20.0	30.0
		Agree	4	40.0	40.0	70.0
		Strongly Agree	3	30.0	30.0	100.0
Total	10	100.0	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	2	14.3	14.3	14.3
		Agree	3	21.4	21.4	35.7
		Strongly Agree	9	64.3	64.3	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Agree	1	25.0	33.3	33.3
		Strongly Agree	2	50.0	66.7	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
Total	4	100.0				
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	12.5	12.5
		Agree	9	56.3	56.3	68.8
		Strongly Agree	5	31.3	31.3	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Neither Agree nor Disagree	4	25.0	25.0	25.0
		Agree	4	25.0	25.0	50.0
		Strongly Agree	8	50.0	50.0	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Disagree	1	11.1	11.1	11.1
		Agree	3	33.3	33.3	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	

The ACCC's engagement with you

**q26c. ACCC provided information in a timely manner**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	2	28.6	28.6	28.6
		Agree	2	28.6	28.6	57.1
		Strongly Agree	3	42.9	42.9	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	10.0	10.0
		Neither Agree nor Disagree	2	20.0	20.0	30.0
		Agree	6	60.0	60.0	90.0
		Strongly Agree	1	10.0	10.0	100.0
Total	10	100.0	100.0			
Industry Associations	Valid	Disagree	3	21.4	21.4	21.4
		Neither Agree nor Disagree	2	14.3	14.3	35.7
		Agree	6	42.9	42.9	78.6
		Strongly Agree	3	21.4	21.4	100.0
Total	14	100.0	100.0			
Journalists & Academics	Valid	Strongly Agree	3	75.0	100.0	100.0
	Missing	Don't Know	1	25.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Disagree	2	12.5	12.5	12.5
		Neither Agree nor Disagree	1	6.3	6.3	18.8
		Agree	10	62.5	62.5	81.3
		Strongly Agree	3	18.8	18.8	100.0
Total	16	100.0	100.0			
Regulated Businesses	Valid	Disagree	2	12.5	12.5	12.5
		Neither Agree nor Disagree	2	12.5	12.5	25.0
		Agree	10	62.5	62.5	87.5
		Strongly Agree	2	12.5	12.5	100.0
Total	16	100.0	100.0			
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	11.1	11.1
		Agree	4	44.4	44.4	55.6
		Strongly Agree	4	44.4	44.4	100.0
		Total	9	100.0	100.0	

The ACCC's engagement with you

**q26d. ACCC provided me/us with an adequate opportunity to provide it with information or feedback**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	1	14.3	14.3	14.3
		Agree	1	14.3	14.3	28.6
		Strongly Agree	5	71.4	71.4	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	1	10.0	11.1	11.1
		Agree	6	60.0	66.7	77.8
		Strongly Agree	2	20.0	22.2	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Disagree	2	14.3	14.3	14.3
		Neither Agree nor Disagree	1	7.1	7.1	21.4
		Agree	7	50.0	50.0	71.4
		Strongly Agree	4	28.6	28.6	100.0
		Total	14	100.0	100.0	
Journalists & Academics	Valid	Strongly Agree	3	75.0	100.0	100.0
	Missing	Don't Know	1	25.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Agree	11	68.8	73.3	73.3
		Strongly Agree	4	25.0	26.7	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
Total		16	100.0			
Regulated Businesses	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Disagree	2	12.5	12.5	18.8
		Neither Agree nor Disagree	2	12.5	12.5	31.3
		Agree	7	43.8	43.8	75.0
		Strongly Agree	4	25.0	25.0	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Disagree	1	11.1	11.1	11.1
		Agree	4	44.4	44.4	55.6
		Strongly Agree	4	44.4	44.4	100.0
		Total	9	100.0	100.0	



The ACCC's engagement with you

**q26e. ACCC staff responded in an appropriate time frame to issues or concerns raised by me/us**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	2	28.6	28.6	28.6
		Agree	1	14.3	14.3	42.9
		Strongly Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Disagree	1	10.0	12.5	12.5
		Agree	6	60.0	75.0	87.5
		Strongly Agree	1	10.0	12.5	100.0
		Total	8	80.0	100.0	
	Missing	Don't Know	2	20.0		
Total		10	100.0			
Industry Associations	Valid	Disagree	2	14.3	15.4	15.4
		Neither Agree nor Disagree	2	14.3	15.4	30.8
		Agree	5	35.7	38.5	69.2
		Strongly Agree	4	28.6	30.8	100.0
		Total	13	92.9	100.0	
	Missing	Don't Know	1	7.1		
Total		14	100.0			
Journalists & Academics	Valid	Agree	1	25.0	33.3	33.3
		Strongly Agree	2	50.0	66.7	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
Total		4	100.0			
Legal & Economic Experts	Valid	Disagree	1	6.3	6.7	6.7
		Agree	11	68.8	73.3	80.0
		Strongly Agree	3	18.8	20.0	100.0
		Total	15	93.8	100.0	
	Missing	System	1	6.3		
Total		16	100.0			
Regulated Businesses	Valid	Disagree	2	12.5	12.5	12.5
		Neither Agree nor Disagree	3	18.8	18.8	31.3
		Agree	9	56.3	56.3	87.5
		Strongly Agree	2	12.5	12.5	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Disagree	1	11.1	11.1	11.1
		Neither Agree nor Disagree	1	11.1	11.1	22.2
		Agree	2	22.2	22.2	44.4
		Strongly Agree	5	55.6	55.6	100.0
		Total	9	100.0	100.0	

Principles of regulator best practice

q28a. Adopting a whole-of-system perspective

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Agree	4	57.1	57.1	71.4
		Strongly Agree	2	28.6	28.6	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	22.2	22.2
		Agree	6	60.0	66.7	88.9
		Strongly Agree	1	10.0	11.1	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Disagree	1	7.1	9.1	9.1
		Neither Agree nor Disagree	4	28.6	36.4	45.5
		Agree	5	35.7	45.5	90.9
		Strongly Agree	1	7.1	9.1	100.0
		Total	11	78.6	100.0	
	Missing	Don't Know	2	14.3		
Total		14	100.0			
Journalists & Academics	Valid	Agree	3	75.0	100.0	100.0
	Missing	Don't Know	1	25.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Agree	11	68.8	91.7	91.7
		Strongly Agree	1	6.3	8.3	100.0
		Total	12	75.0	100.0	
Missing	Don't Know	4	25.0			
Total		16	100.0			
Regulated Businesses	Valid	Neither Agree nor Disagree	4	25.0	26.7	26.7
		Agree	11	68.8	73.3	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
Total		16	100.0			
Regulators & Ombudsmen	Valid	Agree	5	55.6	71.4	71.4
		Strongly Agree	2	22.2	28.6	100.0
		Total	7	77.8	100.0	
	Missing	Don't Know	2	22.2		
Total		9	100.0			

Principles of regulator best practice

**q28b. Continuously improving its performance, capability and culture**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Neither Agree nor Disagree	3	42.9	42.9	42.9
		Agree	4	57.1	57.1	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	3	30.0	37.5	37.5
		Agree	5	50.0	62.5	100.0
		Total	8	80.0	100.0	
	Missing	Don't Know	2	20.0		
	Total	10	100.0			
Industry Associations	Valid	Neither Agree nor Disagree	4	28.6	36.4	36.4
		Agree	7	50.0	63.6	100.0
		Total	11	78.6	100.0	
	Missing	Don't Know	2	14.3		
		System	1	7.1		
	Total	3	21.4			
	Total	14	100.0			
Journalists & Academics	Valid	Agree	3	75.0	100.0	100.0
		Don't Know	1	25.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	18.2	18.2
		Agree	8	50.0	72.7	90.9
		Strongly Agree	1	6.3	9.1	100.0
		Total	11	68.8	100.0	
	Missing	Don't Know	5	31.3		
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	6.7	6.7
		Neither Agree nor Disagree	2	12.5	13.3	20.0
		Agree	12	75.0	80.0	100.0
		Total	15	93.8	100.0	
	Missing	Don't Know	1	6.3		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	4	44.4	66.7	66.7
		Strongly Agree	2	22.2	33.3	100.0
		Total	6	66.7	100.0	
	Missing	Don't Know	3	33.3		
		Total	9	100.0		

Principles of regulator best practice

**q28c. Managing risks proportionately and maintaining essential safeguards while minimising regulatory burden**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Agree	4	57.1	57.1	71.4
		Strongly Agree	2	28.6	28.6	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	4	40.0	44.4	44.4
		Agree	5	50.0	55.6	100.0
		Total	9	90.0	100.0	
	Missing	Don't Know	1	10.0		
Total		10	100.0			
Industry Associations	Valid	Disagree	2	14.3	18.2	18.2
		Neither Agree nor Disagree	3	21.4	27.3	45.5
		Agree	6	42.9	54.5	100.0
		Total	11	78.6	100.0	
	Missing	Don't Know	2	14.3		
		System	1	7.1		
Total		3	21.4			
Total		14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	100.0	100.0
	Missing	Don't Know	2	50.0		
	Total		4	100.0		
Legal & Economic Experts	Valid	Disagree	3	18.8	23.1	23.1
		Agree	9	56.3	69.2	92.3
		Strongly Agree	1	6.3	7.7	100.0
		Total	13	81.3	100.0	
	Missing	Don't Know	3	18.8		
Total		16	100.0			
Regulated Businesses	Valid	Strongly Disagree	1	6.3	6.3	6.3
		Disagree	2	12.5	12.5	18.8
		Neither Agree nor Disagree	5	31.3	31.3	50.0
		Agree	8	50.0	50.0	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	1	11.1	16.7	16.7
		Agree	3	33.3	50.0	66.7
		Strongly Agree	2	22.2	33.3	100.0
		Total	6	66.7	100.0	
	Missing	Don't Know	3	33.3		
	Total		9	100.0		

Principles of regulator best practice

q28d. Leveraging data and digital technology to support those it regulates to comply

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	16.7	16.7
		Neither Agree nor Disagree	1	14.3	16.7	33.3
		Agree	4	57.1	66.7	100.0
		Total	6	85.7	100.0	
	Missing	Don't Know	1	14.3		
	Total	7	100.0			
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	25.0	25.0
		Agree	5	50.0	62.5	87.5
		Strongly Agree	1	10.0	12.5	100.0
		Total	8	80.0	100.0	
	Missing	Don't Know	2	20.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	8.3	8.3
		Neither Agree nor Disagree	2	14.3	16.7	25.0
		Agree	8	57.1	66.7	91.7
		Strongly Agree	1	7.1	8.3	100.0
		Total	12	85.7	100.0	
	Missing	Don't Know	1	7.1		
		System	1	7.1		
	Total	2	14.3			
	Total	14	100.0			
Journalists & Academics	Valid	Neither Agree nor Disagree	1	25.0	33.3	33.3
		Agree	1	25.0	33.3	66.7
		Strongly Agree	1	25.0	33.3	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
	Total	4	100.0			
Legal & Economic Experts	Valid	Disagree	1	6.3	8.3	8.3
		Neither Agree nor Disagree	1	6.3	8.3	16.7
		Agree	8	50.0	66.7	83.3
		Strongly Agree	2	12.5	16.7	100.0
		Total	12	75.0	100.0	
	Missing	Don't Know	3	18.8		
		System	1	6.3		
	Total	4	25.0			
	Total	16	100.0			
Regulated Businesses	Valid	Disagree	1	6.3	7.7	7.7
		Neither Agree nor Disagree	6	37.5	46.2	53.8
		Agree	5	31.3	38.5	92.3
		Strongly Agree	1	6.3	7.7	100.0
		Total	13	81.3	100.0	
	Missing	Don't Know	3	18.8		
	Total	16	100.0			
Regulators & Ombudsmen	Valid	Agree	3	33.3	60.0	60.0
		Strongly Agree	2	22.2	40.0	100.0
		Total	5	55.6	100.0	
	Missing	Don't Know	4	44.4		
	Total	9	100.0			

Principles of regulator best practice

**q28e. Communicating transparently and responsively**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Agree	5	71.4	71.4	85.7
		Strongly Agree	1	14.3	14.3	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	2	20.0	20.0	20.0
		Agree	8	80.0	80.0	100.0
		Total	10	100.0	100.0	
Industry Associations	Valid	Disagree	1	7.1	7.7	7.7
		Neither Agree nor Disagree	2	14.3	15.4	23.1
		Agree	8	57.1	61.5	84.6
		Strongly Agree	2	14.3	15.4	100.0
		Total	13	92.9	100.0	
	Missing	System	1	7.1		
Total		14	100.0			
Journalists & Academics	Valid	Agree	2	50.0	66.7	66.7
		Strongly Agree	1	25.0	33.3	100.0
		Total	3	75.0	100.0	
	Missing	Don't Know	1	25.0		
Total		4	100.0			
Legal & Economic Experts	Valid	Disagree	1	6.3	6.3	6.3
		Agree	13	81.3	81.3	87.5
		Strongly Agree	2	12.5	12.5	100.0
		Total	16	100.0	100.0	
Regulated Businesses	Valid	Disagree	2	12.5	12.5	12.5
		Neither Agree nor Disagree	5	31.3	31.3	43.8
		Agree	8	50.0	50.0	93.8
		Strongly Agree	1	6.3	6.3	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Neither Agree nor Disagree	2	22.2	22.2	22.2
		Agree	6	66.7	66.7	88.9
		Strongly Agree	1	11.1	11.1	100.0
		Total	9	100.0	100.0	

Principles of regulator best practice

**q28f. Implementing regulations in a modern and collaborative way**

Group			Frequency	Percent	Valid Percent	Cumulative Percent
Consumer Groups	Valid	Disagree	1	14.3	14.3	14.3
		Neither Agree nor Disagree	1	14.3	14.3	28.6
		Agree	3	42.9	42.9	71.4
		Strongly Agree	2	28.6	28.6	100.0
		Total	7	100.0	100.0	
Government Departments	Valid	Neither Agree nor Disagree	4	40.0	44.4	44.4
		Agree	5	50.0	55.6	100.0
		Total	9	90.0	100.0	
		Missing	1	10.0		
	Total	10	100.0			
Industry Associations	Valid	Disagree	1	7.1	9.1	9.1
		Neither Agree nor Disagree	3	21.4	27.3	36.4
		Agree	6	42.9	54.5	90.9
		Strongly Agree	1	7.1	9.1	100.0
		Total	11	78.6	100.0	
	Missing	Don't Know	2	14.3		
		System	1	7.1		
Total	3	21.4				
Total	14	100.0				
Journalists & Academics	Valid	Agree	2	50.0	66.7	66.7
		Strongly Agree	1	25.0	33.3	100.0
		Total	3	75.0	100.0	
	Missing	1	25.0			
Total	4	100.0				
Legal & Economic Experts	Valid	Neither Agree nor Disagree	2	12.5	16.7	16.7
		Agree	9	56.3	75.0	91.7
		Strongly Agree	1	6.3	8.3	100.0
		Total	12	75.0	100.0	
	Missing	4	25.0			
Total	16	100.0				
Regulated Businesses	Valid	Disagree	1	6.3	6.3	6.3
		Neither Agree nor Disagree	5	31.3	31.3	37.5
		Agree	10	62.5	62.5	100.0
		Total	16	100.0	100.0	
Regulators & Ombudsmen	Valid	Disagree	1	11.1	16.7	16.7
		Agree	4	44.4	66.7	83.3
		Strongly Agree	1	11.1	16.7	100.0
		Total	6	66.7	100.0	
	Missing	3	33.3			
	Total	9	100.0			

## **APPENDIX C: Questionnaire concordance with 2019**



Comparability	2023 Question wording	2019 Question wording
<b>Overall impressions of the ACCC</b>		
<i>Directly comparable</i>	q2a The ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future	q2a The ACCC is effective at achieving its purpose of making markets work for consumers, now and in the future
<i>Directly comparable</i>	q2b Markets in Australia are more competitive due to the ACCC's work	q2b Markets in Australia are more competitive due to the ACCC's work
<i>Wording change</i>	q2c Consumers are significantly better off due to the ACCC's work	q2c Consumers are better off due to the ACCC's work
<i>Directly comparable</i>	q2d The ACCC liaises effectively with partner organisations and stakeholders to achieve its purpose	q2d The ACCC liaises effectively with partner organisations and stakeholders to achieve its purpose
<i>Wording change</i>	q2e The ACCC is effective in advocating for change to regulatory frameworks that assist it to achieve its purpose of making markets work for consumers	q2e The ACCC is effective in advocating for change to regulatory frameworks that assist it to achieve its purpose
<i>Directly comparable</i>	q2f The ACCC communicates effectively with its stakeholders	q2f The ACCC communicates effectively with its stakeholders
<i>Directly comparable</i>	q2g The ACCC works well with partners to enhance the effectiveness of its compliance and enforcement initiatives	q5b The ACCC works well with partners to enhance the effectiveness of its compliance and enforcement initiatives
<i>New question</i>	q2h The ACCC is responsive to changes in its operating environment to meet complex challenges and demands	- -
<i>Directly comparable</i>	q3a The ACCC's enforcement action is effective in deterring harmful anti-competitive market conduct	q3b The ACCC's enforcement action is effective in deterring harmful anti-competitive market conduct
<i>Wording change</i>	q3b The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities here)	q3c The ACCC's enforcement and compliance priorities related to anti-competitive conduct are appropriate
<i>Wording change</i>	q3c The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and businesses resulting from anti-competitive conduct,	q3a The ACCC effectively addresses harm to consumers and businesses resulting from anti-competitive conduct, such as cartel conduct, anti-competitive

		such as cartel conduct, anticompetitive agreements and practices, and misuse of market power		agreements and practices, and misuse of market power
<i>Wording change</i>	q4a	The ACCC is effective in making decisions on authorisation, notification and certification trademark applications in the public interest	q4b	The ACCC is effective in making decisions on authorisation and notification applications that are in the public interest
<i>Directly comparable</i>	q5a	The ACCC's market studies and inquiries have been effective in developing an understanding of how well competition and markets are working in particular sectors	q10a	The ACCC's market studies and inquiries have been effective in developing an understanding of how well competition and markets are working in particular sectors
<i>Directly comparable</i>	q5b	The ACCC's market studies and inquiries have identified policy and regulatory options that could assist in addressing competition and consumer issues in particular sectors	q10b	The ACCC's market studies and inquiries have identified policy and regulatory options that could assist in addressing competition and consumer issues in particular sectors
<i>Directly comparable</i>	q5c	The ACCC's market studies and inquiries support competition, consumer and regulatory outcomes	q10c	The ACCC's market studies and inquiries support competition, consumer and regulatory outcomes
<i>New question</i>	q5d	The ACCC's market studies and inquiries are effective in contributing to improved market outcomes	-	-
<i>New question</i>	q6\$	Do you have any comments regarding the ACCC's performance in addressing anti-competitive conduct and promoting competition? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.	-	-
<i>Directly comparable</i>	q7a	The ACCC's assessment of mergers is effective in preventing changes in market structures that substantially lessen competition	q4a	The ACCC's assessment of mergers is effective in preventing structural changes in markets that would substantially lessen competition
<i>New question</i>	q8\$	Do you have any comments regarding the ACCC's performance in preventing anti-competitive mergers? If you disagreed with the above statement, could you please explain why and offer suggestions for improvement.	-	-
<i>New question</i>	q9a	The solutions provided for the Consumer Data Right are fit for purpose	-	-

<i>New question</i>	q9b	The solutions provided for the Consumer Data Right are secure and allow for secure disclosure to trusted third parties	-	-
<i>New question</i>	q9c	The ACCC effectively facilitates the enabling technology solutions for the Consumer Data Right	-	-
<i>New question</i>	q10a	The onboarding process is clear and easy to follow	-	-
<i>New question</i>	q10b	The ACCC is responsive to technical incidents and helps to resolve them in a timely manner	-	-
<i>New question</i>	q10c	The ACCC effectively supports Consumer Data Right participants, including through assistance with testing and onboarding	-	-
<i>New question</i>	q11a	Information relating to the various participation pathways is accessible	-	-
<i>New question</i>	q11b	Information relating to the various participation pathways is useful	-	-
<i>New question</i>	q11c	Guidance material in relation to the accreditation process and requirements is accessible	-	-
<i>New question</i>	q11d	Guidance material in relation to the accreditation process and requirements is useful	-	-
<i>New question</i>	q11e	The ACCC effectively accredits Consumer Data Right data recipients	-	-
<i>New question</i>	q12a	Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is accessible	-	-
<i>New question</i>	q12b	Education and guidance material regarding regulatory responsibilities for Consumer Data Right participants is useful	-	-
<i>New question</i>	q12c	Visibility of the ACCC's compliance activities is evident through engagement and messaging	-	-
<i>New question</i>	q12d	The ACCC effectively promotes compliance with and enforces Consumer Data Right rules and standards	-	-
<i>New question</i>	q13\$	Do you have any comments regarding the ACCC's performance in facilitating safe and secure data	-	-

		sharing by consumers through the consumer data right? If you disagreed with any of the above statements, could you please explain why and offer suggestions	
<i>Directly comparable</i>	q14a	The ACCC's enforcement action is effective in stopping and deterring breaches of the Australian Consumer Law (ACL), including misleading and deceptive conduct, unconscionable conduct and failure to comply with ACL warranty provisions	q5a The ACCC's enforcement action is effective in stopping and deterring breaches of the ACL, including misleading and deceptive conduct, unconscionable conduct and failure to comply with ACL warranty provisions
<i>Wording change</i>	q14b	The ACCC's enforcement and compliance priorities are appropriate (see compliance and enforcement priorities here)	q5c The ACCC's enforcement and compliance priorities related to consumer protection are appropriate
<i>New question</i>	q14c	The ACCC's compliance and enforcement actions are effective in addressing harm to consumers and small businesses resulting from non-compliance with the Australian Consumer Law and industry codes	- -
<i>Directly comparable</i>	q15a	The ACCC is effective in supporting fair trading in markets affecting small business	q8a The ACCC is effective in supporting fair trading in markets affecting small business
<i>Directly comparable</i>	q15b	The ACCC's small business education resources are effective in helping small business understand their rights under the Competition and Consumer Act	q8b The ACCC's small business education resources are effective in helping small business understand their rights under the Competition and Consumer Act
<i>Directly comparable</i>	q15c	The ACCC liaises effectively with partner organisations and stakeholders to develop and update small business education resources	q8c The ACCC liaises effectively with partner organisations and stakeholders to develop or update small business education resources
<i>New question</i>	q15d	The ACCC effectively empowers small businesses by increasing awareness of their rights under the Australian Consumer Law and industry codes	- -
<i>Directly comparable</i>	q16a	The ACCC's consumer education resources are useful	q7b The ACCC's consumer education resources are useful
<i>Directly comparable</i>	q16b	The ACCC's information campaigns help to protect consumers from harmful market conduct	q7c The ACCC's information campaigns help to protect consumers from harmful market conduct
<i>Directly comparable</i>	q16c	The ACCC effectively empowers consumers by increasing awareness of their rights under the Australian Consumer Law	q7a The ACCC is effective in empowering consumers by increasing their awareness of their rights under Australian Consumer Law

<i>New question</i>	q17\$ Do you have any comments regarding the ACCC's performance in protecting consumers from misleading and deceptive conduct and promoting fair trading? If you disagreed with any of the above statements, could you please explain why and offer suggestions	-	-
<i>Wording change</i>	q18a The ACCC is effective in identifying and prioritising safety hazards in consumer products	q6a	The ACCC is effective in identifying and addressing the risk of serious injury and death from safety hazards in consumer products
<i>Directly comparable</i>	q19a The ACCC's education, compliance and enforcement actions encourage the safe supply of consumer products to Australian consumers.	q6b	The ACCC's education, compliance and enforcement actions encourage the safe supply of consumer products to Australian consumers
<i>Directly comparable</i>	q19b The information and resources provided by the ACCC relating to the safety of consumer products are effective at reducing the risk of harm.	q6c	The information and resources provided by the ACCC relating to the safety of consumer products is effective at reducing the risk of harm
<i>Directly comparable</i>	q19c The ACCC is effective in overseeing the recall of unsafe consumer goods, including providing information to consumers about the recall.	q6d	The ACCC is effective in overseeing the recall of unsafe consumer goods, including providing information to consumers about the recall
<i>Directly comparable</i>	q19d The ACCC works effectively in introducing new, and updating existing, mandatory product safety standards and bans.	q6e	The ACCC works effectively in introducing new, and updating existing, mandatory product safety standards and bans
<i>New question</i>	q19e The ACCC is effective in communicating risks of serious injury and death arising from safety hazards in consumer products	-	-
<i>New question</i>	q19f The ACCC is effective in addressing the highest priority risks of serious injury and death arising from safety hazards in consumer products	-	-
<i>New question</i>	q20\$ Do you have any comments regarding the ACCC's performance in protecting consumers from unsafe products? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement.	-	-

<i>Directly comparable</i>	q21a	The ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure	q9a	The ACCC is effective in promoting economically efficient operation of, use of, and investment in infrastructure
<i>Wording change</i>	q21b	The ACCC's regulatory decisions effectively promote the long-term interests of end-users and consumers	q9b	The ACCC's regulatory decisions promote competition in the long-term interests of end-users
<i>Directly comparable</i>	q22a	The ACCC's industry monitoring reports are effective in promoting competition	q9d	The ACCC's industry monitoring reports are effective in promoting competition
<i>Wording change</i>	q22b	The ACCC's industry monitoring reports are effective in informing government and the public about highly concentrated or emerging markets	q9c	The ACCC's industry monitoring reports are effective in informing the public, industry and government
<i>Directly comparable</i>	q23a	The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets	q9e	The ACCC's enforcement of industry-specific competition and market rules improves the efficient operation of markets
<i>New question</i>	q24\$	Do you have any comments regarding the ACCC's performance in regulating monopoly infrastructure and monitoring concentrated markets? If you disagreed with any of the above statements, could you please explain why and offer suggestions for improvement	-	-
<i>Wording change</i>	q25a	Independent: The ACCC inspires confidence in their work by being impartial and objective	q11a	The ACCC is independent: The ACCC pursues the interests of the Australian community, objectively and transparently
<i>Wording change</i>	q25b	Strategic: The ACCC focuses on the bigger picture, ensuring consumers are at the heart of what they do	q11c	The ACCC is strategic: The ACCC makes best use of its resources by taking considered and targeted action
<i>Wording change</i>	q25c	Trustworthy: The ACCC acts with integrity, honesty and ethically	q11d	The ACCC is trustworthy: The ACCC communicates honestly and directly and acts respectfully
<i>Wording change</i>	q25d	Informed: The ACCC's decisions and actions are based on data, evidence and intelligence, as well as expert knowledge	q11b	The ACCC is expert: The ACCC makes timely decisions based on evidence and rigorous analysis
<i>New question</i>	q25e	Inclusive: The ACCC commits to an inclusive and respectful culture and a diverse workforce reflecting the communities that they serve	-	-
<i>Directly comparable</i>	q26a	ACCC staff engaged in a respectful manner	q12a	ACCC staff engaged in a respectful manner

<i>Directly comparable</i>	q26b	ACCC staff demonstrate a desire to genuinely understand my/our position on issues	q12b	ACCC staff demonstrated a desire to genuinely understand my/our position on issues
<i>Directly comparable</i>	q26c	ACCC provided information in a timely manner	q12c	ACCC provided information in a timely manner
<i>Directly comparable</i>	q26d	ACCC provided me/us with an adequate opportunity to provide it with information or feedback	q12d	ACCC provided me/us with an adequate opportunity to provide it with information or feedback
<i>Directly comparable</i>	q26e	ACCC staff responded in an appropriate time frame to issues or concerns raised by me/us	q12e	ACCC staff responded in an appropriate time frame to issues or concerns raised by me/us
<i>New question</i>	q27\$	Do you have any comments regarding the ACCC's engagement with you in your role? If you disagreed with any of the above statements, please explain why and offer suggestions for improvement.	-	-
<i>New question</i>	q28a	Adopting a whole-of-system perspective	-	-
<i>New question</i>	q28b	Continuously improving its performance, capability and culture	-	-
<i>New question</i>	q28c	Managing risks proportionately and maintaining essential safeguards while minimising regulatory burden	-	-
<i>New question</i>	q28d	Leveraging data and digital technology to support those it regulates to comply	-	-
<i>New question</i>	q28e	Communicating transparently and responsively	-	-
<i>New question</i>	q28f	Implementing regulations in a modern and collaborative way	-	-
<i>New question</i>	q29\$	Do you have any comments regarding the ACCC's performance in demonstrating the Australian Government principles of regulator best practice? If you disagreed with any of the above statements, please explain why and offer suggestions	-	-

## **APPENDIX D: Interview discussion guide**



# ACCC 2023 Effectiveness Survey

## interview guide for stakeholder one-on-one interviews

### Explanatory notes

- *This guide provides an idea of the range and handling of issues that will be covered in stage 2 of the ACCC stakeholder research project (follow-up interviews after a stakeholder has completed an online survey).*
- *It is a guide for discussion and will not be used as a script—phrasing, wording and order will be adapted as appropriate for the target audience.*
- *This guide does not represent a complete list of the questions that will be asked or covered in each interview. The coverage will be guided by the researchers and informed by participants. All questions are fully open-ended.*
- *Some questions are necessary for context-setting.*
- *Some questions are similar because they are trying to get at an issue from a number of angles and will validate responses / views.*

### A. Background

- The Australian Competition and Consumer Commission (ACCC) has commissioned ORIMA Research to conduct interviews with some its key stakeholders.
- The main purpose of the interviews is to obtain feedback from stakeholders concerning the ACCC's performance and effectiveness.
- Confirm that the interview will last approximately 30 minutes.
- Confidentiality and anonymity:
  - During the interview, we will be taking notes about any issues that you raise and specific comments that you make that are relevant to the research. These notes will be used to help us analyse and report on the research findings.
  - Our main report will focus on common themes identified among stakeholders interviewed and important issues raised by one or a few interviewees. We also plan to present some brief quotes from interviewees in our report to help illustrate the research findings.
  - We will be conducting this interview on a fully confidential basis. When we write up the research findings, we will de-identify participant responses.

## B. Introduction

Before discussing your views about the ACCC, it would be helpful for us to better understand your role and your key areas of interest.

1. Can you briefly describe your role in relation to your interactions with the ACCC?

## C. ACCC's Performance

*In this section the ORIMA Research interviewer will refer to first-stage online survey results in asking questions – focusing on probing for reasons underlying the quantitative ratings provided in response to the survey. The key aim is to elicit responses for inclusion in the final report.*

*For each question answered by the respondent in the online survey, the interviewer will probe along the following lines: e.g.*

2. In your survey response, you indicated that the ACCC was effective/ not effective at XXXX *[this is an example of what can be asked for each question].*

Why? Can you provide examples of success/ failure?

3. Is there a substantial competition, consumer protection or fair trading issue affecting Australians that you think the ACCC should focus more attention on and use additional resources to investigate/ address? Please explain the issue and its impact.

*If there is time left ask these questions:*

4. What are the key strengths of the ACCC?
5. What is the most important thing the ACCC could do to improve?
6. Is there anything else you would like to communicate to the ACCC through this survey about the ACCC's performance and effectiveness?

## D. Thank You

*Thank participant, describe next steps (aggregate reporting of findings from the Effectiveness Survey and these follow-up interviews, contributing to the ACCC's annual performance reporting) and conclude interview.*