



Filenote telephone call from Lisa Nouh to Tanya Hobbs, ACCC 19 August 2013 at 10:45-10:54am

Matter name: Homeworke Code Committee Incorporated - Revocation & Substitution - A91354 - A91357

ACCC parties: Tanya Hobbs (TH)

Other parties: Lisa Nouh (LN), Tuffys and Tuffetts

TRACKIT No: 50762, File No. C2013/142

LN asked to make a public submission in relation to the Homeworke Code Committee's application for authorisation of the Homeworke's Code of Practice (the Code).

LN owns 'Tuffys and Tuffetts', a business which manufactures underwear and clothing. LN is a small business employing under 10 staff and no outworkers and does not give out any work. LN was originally part of the Australian Made campaign, after which she was contacted to let her know about the Code.

After finding out about the Code, LN decided to seek accreditation because it shows that a product is made in Australia under ethical conditions.

LN stated that in her experience:

- the accreditation process was very smooth and easy, especially since she makes all of her products in-house. The Ethical Clothing Australia staff were very helpful and provided assistance in understanding what she had to do to gain accreditation.
- the TCFUA gave her a call to set up a time to visit and check her premises. She was not sure what information would be necessary but she found the audit easy to get through.
- the TCFUA was thorough and went through everything that she would need to do as a new business and also looked at occupational health and safety.
- the association with Ethical Clothing Australia and the Code gives credence to her business's claims to its customers that everything is produced ethically.
- she had no difficulties in providing copies of records for auditing and had no difficulties with the auditing process.
- the accreditation allows her business to explain the quality and price point of her business and that all production occurs in Australia (and her business also uses Australian fabrics).
- Ethical Clothing Australia involved the business in some marketing, including mentions in their newsletter and their sustainability show. Her business will also be part of an event to be held in Brisbane.
- her business also sells directly to consumers and uses the certification logo prominently on its website.

TH thanked LN for her submission.