



5 March 2024

Committee Secretary  
Senate Standing Committees on Economics  
Parliament House  
Canberra ACT 2600  
E: [economics.sen@aph.gov.au](mailto:economics.sen@aph.gov.au)

Dear Committee Secretary,

On behalf of the Australian Food and Grocery Council (AFGC), I welcome the Senate's referred provisions of the Competition and Consumer Amendment (Fair Go for Consumers and Small Business) Bill (the Bill) 2024 to the Senate Economics Legislation Committee for inquiry on 29 February 2024, and am pleased to write in support of the initiative.

By way of background, the AFGC is the leading national organisation representing Australia's \$140 billion food, beverage and grocery manufacturing sector – the makers of the essential food and grocery products Australians know and trust every day. The diverse and sustainable industry is made up of over 17,000 businesses ranging from some of the largest globally significant multinational companies to small and medium enterprises.

The sector makes a substantial contribution to the Australian economy each year and is vital in ensuring the nation's sovereign capability and its future prosperity. The industry is the largest manufacturing employer in the country and makes tremendous efforts to provide employment for over 270,000 people across Australia, 40% of which are in rural and regional areas.

Our sector is also one that, with adequate policy frameworks, can bring about its immense potential. The AFGC welcomes the Senate's commitment in fostering a 'Fair Go' for consumers and small business under the proposed provisions.

Having a reasonable complaint system that provides more opening for consumers and small business allows greater opportunity for trust, transparency, better regulation and assures that significant market grievances are dealt with to the highest standards for positive resolutions to come about. The AFGC certainly supports the establishment of a new designated complaints function under the Bill and sees the initiative being well received in our sector.

Any opportunity to work with government and our membership to ensure the inquiry delivers outcomes that continue to build trust and transparency is welcomed by the AFGC. Should any assistance be required from us in this space, I invite you to contact Scott McGrath, Director of Government and Media Relations on [REDACTED] or via [REDACTED] to make further arrangements.

Yours sincerely,

[REDACTED]  
Tanya Barden  
Chief Executive Officer