

**Senate Economics Legislation Committee**  
ANSWERS TO QUESTIONS ON NOTICE

**Treasury Portfolio**

Supplementary Budget Estimates

2016 - 2017

**Division/Agency:** Financial and Procurement Division  
**Question No:** 464  
**Topic:** Regulation of debt management firms  
**Reference:** Hansard page 44-45 (20 October 2016)  
**Senator:** Gallagher, Katy

**Question:**

Senator GALLAGHER: [...] will debt management firms be part of that work? Or are you just saying that you are not looking at regulation of debt management firms at this point?  
Ms Quinn: We are currently not working on a measure related to debt management firms. But I am aware of the general issues that have been raised.

Senator GALLAGHER: It is probably a question for government—the weight that they are attaching to those concerns. But the concerns have been raised by ASIC and by a number of consumer groups, including the Financial Ombudsman Service and the Credit and Investments Ombudsman. I guess I am trying to identify, with the various pieces of work underway, where this would fit or whether it sits outside of that work at this point in time—that is, it is not being done.

Ms Quinn: There are quite a lot of different issues in relation to the different concerns. Some of them fit under other elements of the work program that they are looking at. I am happy to take that question on notice.

**Answer:**

Consumer Affairs Australia and New Zealand (CAANZ) is a forum of consumer affairs agencies — represented by senior officials — in Australia and New Zealand, established to support the formal responsibilities of Consumer Affairs Ministers.

In March 2016, CAANZ requested that its Policy Research Advisory Committee (PRAC) conduct research into debt management firms. CAANZ asked PRAC to survey the regulatory landscape, examine the extent to which there are regulatory gaps and develop possible options to report back to CAANZ by the end of the year.