ACCC
AUSTRALIAN COMPETITION & CONSUMER COMMISSION

Does a product safety incident require a mandatory report?

1 — Did the incident involve a consumer good or product related service that you supply? → **NO**

↓ **YES**

2 — Is the incident exempt? That is, agricultural and veterinary chemicals, biological agents, a report to a coroner, a road vehicle accident on a public road → **YES**

↓ **NO**

3 — Did the incident result in a death or serious injury or illness that is serious or acute? → **NO**

↓ **YES**

4 — Is the injury or illness unrelated to a pre-existing condition? → **NO**

↓ **YES**

5 — Was the injury or illness treated medically or surgically? Or did extenuating circumstances prevent treatment? → **NO**

↓ **YES**

6 — Was the treatment provided by or under the supervision of a medical practitioner or nurse? Or did extenuating circumstances prevent this? → **NO**

↓ **YES**

7 — Did the goods cause, or may have caused, a death or serious injury or illness? Or does someone else consider that they did? → **NO**

↓ **YES**

8 — Was the incident caused by the consumer using the product in a normal way, or a reasonably foreseeable way? → **NO**

↓ **YES**

YES — You must submit a mandatory report within 2 days of becoming aware of the death or serious injury or illness.

NO — Mandatory report not required but a voluntary report is encouraged.

You can find more detailed information about your mandatory reporting obligations in the Mandatory Reporting Guideline at www.productsafety.gov.au/mandatoryreporting/download.