



GPO Box 5359
Melbourne VIC 3001

26 May 2008

Mr Roger Beale
Chairman
Quarantine and Biosecurity Review
C/- Department of Agriculture, Fisheries and Forestry
GPO Box 858
Canberra ACT 2601

Dear Mr Beale

Re: Quarantine and Biosecurity Review

The Consumers' Federation of Australia (CFA) is a network of over 100 community based consumer organisations. CFA is managed by a volunteer Executive Committee sourced from member groups and does not employ any full-time staff. Since 1997, the CFA has not received any Federal Government funding.

The Review of Australia's Quarantine and Biosecurity systems is of interest to a number of our member groups and to the CFA. In the past, CFA has been in a position to make submissions on a range of issues relevant to consumers. However, despite the clear need for a consumer voice to be heard on important issues like quarantine and biosecurity, our lack of resources means that CFA does not currently have the capacity to make a detailed submission.

We would, however, appreciate being advised of the outcome and are interested in assisting with any particular consumer related queries.

We would also like to encourage the Reviewers to keep the following basic principles at the forefront of their minds:

Consumers in Australia are entitled to:

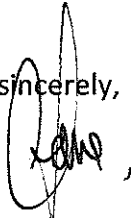
- *affordable and equitable access to essential services*
- *protection from unsafe or unfit products and services*
- *products and services that are sustainable in terms of their environmental effects*
- *fairness*

- *information and education to assist them in making choices in an increasingly complex marketplace*
- *accessible and effective remedies for failures and breaches of the law*
- *active monitoring and enforcement of consumer protection laws*
- *input through representative bodies to policy-making that affects their interests*

Low income and disadvantaged consumers deserve special protection.

Please do not hesitate to contact our Standards Coordinator, Jo Higginson, on (03) 9670 5088, jo@consumeraction.org.au if you wish to discuss this matter further.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'CLW', is written over a vertical line that extends from the signature down to the typed name below.

Catriona Lowe
Chair
Consumers' Federation of Australia