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14 December 2016

Coroner Audrey Jamieson
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006
Pdf via email: cpuresponses@coronerscourt.vic.gov.au

Dear Ms Jamieson

Re: Investigation into the death of Lloyd Hill

Thank you for your correspondence of 14 September 2016 to the Australian Competition and Consumer Commission (ACCC) forwarding your finding without inquest investigation report into the death of Lloyd Douglas Hill.

The ACCC regrets the tragic circumstances of Mr Hill's death. A consumer product was not implicated in Mr Lloyd's death; however, effective use of a compliant vehicle jack may have averted such an outcome.

The ACCC's product safety role is focused on the safe supply and use of consumer products. The ACCC commenced a national safety campaign for the safe use of vehicle jacks in 2011. The education campaign was followed by a compliance campaign focused on suppliers of jacks, to ensure products sold to consumers complied with mandatory safety standards. The compliance campaign resulted in successful legal action against suppliers of vehicle jacks that did not meet relevant standards.

The subsequent ACCC media release about the infringement notices paid by the suppliers of these non-compliant products included a reminder about Australian consumer deaths in D-I-Y vehicle maintenance <http://www.productsafety.gov.au/news/high-lift-jacks-suppliers-pay-penalties-following-acc-infringement-notices> . The ACCC also promotes the recalls of non-compliant jacks through social media – in 2016 ACCC information about a recalled jack was shared by more than 400,000 consumers.

In response to your recommendations I advise that the ACCC has reviewed the 'Don't be a jackass' campaign (website material and Youtube video). Figures from 2011 until July 2016 indicate total web page views of 20,471 – the majority in 2012. To date the ACCC Youtube video has been viewed 5,037 times.

The ACCC intends to promote safe D-I-Y vehicle maintenance as part of a "Safe Summer" campaign that commenced on 25 November 2016. Specific focus on D-I-Y vehicle maintenance and jacks is scheduled for the week commencing 23 January 2017. The ACCC will promote relevant safety information via social media. The ACCC will coordinate with WorkSafe Victoria to amplify messaging via workplace safety channels and will provide a

refreshed brochure/factsheet for hard copy printing that can be distributed to businesses supplying D-I-Y products.

Thank you for giving the ACCC the opportunity to consider this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Neville Matthew', with a long horizontal stroke extending to the right.

Neville Matthew
General Manager
Consumer Product Safety Branch