

How could the multi-law, multi-regulator system work better?

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What would a multi-law, multi-regulator look like in the therapeutic goods and services area?

- **Multi-regulator participants:** ACCC, AHPRA, TGA, State and Territory Health Departments, Fair Trading Agencies and Health Services Commissioners.
- **Collective expertise:** utilise the expertise and jurisdictional knowledge for a complementary and coordinated enforcement model.
- **Collegiality:** discuss what compliance or enforcement tools are most appropriate to use for a given matter.
- **No wrong door:** single entry point for complainants; why not the existing:



- **Risk-based response:** triage the complaint to efficiently and effectively deal with risk; including serious health risks, monetary rip-offs and repeated offences. Appoint a lead agency to investigate and liaise with others as required.
- **Good communication:** internal (ACLlink) and external (public national complaint database) to keep other regulators and the complainant are informed of progress (at regular intervals) until the outcome is published.