

## **ROBIN BROWN - CURRICULUM VITAE**

### **A QUALIFICATIONS**

#### **Qualifications:**

##### **Bachelor of Arts 1975**

Australian National University  
(Burgmann College)

- psychology double major, zoology major

##### **Master of Public Policy 2003**

Australian National University - Crawford School

- comparative social policy, economic policy, international economics and development co-operation, environmental policy

### **B CURRENT EMPLOYMENT / APPOINTMENTS / MEMBERSHIPS**

**Consultant in governance, accountability, dispute resolution, market regulation and consumer policy, including civil society participation in public policy, for example:**

- Advising UNCTAD on COVID19 related consumer protection assistance to Asia Pacific developing countries (Honorary Partner Consultant)
- A UNDP project to advise the national civil society consumer organisation of Egypt on policy development. (Co-principal Consultant)
- Australian Agency for International Development projects for capacity building for government and civil society consumer organisations in the Philippines and in Fiji. (Principal Consultant)
- A UNIDO/Consumers International project on implementation of the Consumer Rights Protection Law in Bangladesh. (Partner Consultant)
- ASEAN Consumer Policy Road Mapping Project (Partner Consultant)
- A review for AusAID of the Accountability Programme of the Regional Assistance Mission to Solomon Islands. (Principal Consultant/Team Leader)
- Presentations in consumer and competition training courses for government officials and civil society leaders in various countries including Vietnam, China, India and the Philippines. (Honorary Consultant to Consumers' International, CUTS International and other organisations)

- A review of the system for monitoring compliance with the Australian Banking Code (Partner Consultant)
- A report on development of consumer protection regulation in the Australian National Energy Market for the Public Interest Advocacy Centre. (Principal Consultant)
- A report on the establishment of the Private Health Insurance Complaints Commissioner for the Australian Department of Health. (Principal Consultant)
- A review of statutory oversight (ombudsman) agencies and community advocacy and development of proposals for restructuring for the Government of the Australian Capital Territory. (Partner Consultant)
- A project the Australian National Energy Consumer Advocacy Panel to advise consumer organisations on European climate change energy policy experience (Project Manager)
- A review of New Zealand's financial services industry complaints/disputes scheme: Financial Services Complaints Ltd system for (Co-Principal Consultant)
- Preparation of key papers on the United Nations Guidelines for Consumer Protection (Honorary Consultant to Consumers' International)

(Most current consultancies conducted under the auspices of the Foundation for Effective Markets and Governance – see below)

#### **Dental Board of Australia – Member - since 2014**

Appointment by Australian Health Ministers. The Board's function is development of standards, codes and guidelines for the dental profession and registration and regulation of dentists

#### **Indigo Foundation – Secretary/Director (Honorary), Board of Management – since 2017**

This is a non-profit international development organisation – ([www.indigofoundation.org](http://www.indigofoundation.org))

#### **A Fairer Future – the Foundation for Effective Markets and Governance – Deputy Chair (Honorary) – since 1999**

This is a non-profit organisation which I instigated in 1999 to provide expert public policy, legal and administrative advice, especially to developing countries, for the development and maintenance of effective (fair & efficient) markets and governance institutions. It is affiliated with the Regulatory Institutions Network at the ANU. ([www.femag.org.au](http://www.femag.org.au))

#### **Burgmann College, Australian National University – Council Member since 2005, Secretary (Honorary) of the Board of Management - since 2012**

**Australian Consumers' Association/Choice (ACA) – Voting member (former Councillor)**

**Australian Conservation Foundation – Ordinary member (former Councillor)**

**Transparency International – Ordinary member**

**ACT Council of Social Service – Associate member (former President)**

## **C FORMER EMPLOYMENT / MAJOR APPOINTMENTS**

**Psychology Board of Australia – Regional Board for ACT, Tasmania and Victoria – Member – 2011 to 2017**

Appointment by ACT Health Minister. The Board's function is registration and regulation of psychologists.

**Code Authority for the Association for Data Driven Marketing and Advertising – Member - 2000 to 2017**

The Authority administered the code for protection of consumers in relation to direct marketing and use of personal data.

**Australian Council for International Development – Code of Conduct Committee – Member (Honorary) - 2003 to 2009**

This committee administers a non-statutory code of conduct for overseas aid NGOs and adjudicates complaints/disputes.

**Travel Compensation Fund – Member of the Board of Trustees - 2005 to 2009**

Appointment by the Australian Ministerial Council on Consumer Affairs to provide prudential supervision of travel agents and to compensate consumers in the event of agency failure.

**Community Inclusion Board of the Government of the Australian Capital Territory (ACT) – Member - 2004 to 2008**

Appointment by the ACT Chief Minister. The Board developed strategies for dealing with the causes of social exclusion, undertook research and advised on social policy.

**Choice/Australian Consumers' Association (ACA) – Council Member and Policy Advisory Group Chair (Honorary) - 2002 to 2008**

Elected by members of Choice/ACA, the major consumer organisation in Australia which advocates for the consumer interest in the public policy process, tests products and publishes (print and internet) product information for consumers.

**ACT Council of Social Service (ACTCOSS) – President (Honorary) - 2002 to 2008**

Elected by members of the General Committee

**Australian Agency for International Development (AusAID) - 1997 to 1999**

Responsible for advising on general policy development for AusAID including assistance in governance and related civil society capacity building and on

developments in the multi-lateral agencies (World Bank, UNDP etc).

**National Drugs and Poisons Scheduling Committee – Member - 1995 to 1997**

Appointment by Australia's Federal/State Health Ministers Council on the nomination of the Consumers' Health Forum. The Committee was the principal agency responsible for determining the regulatory arrangements for marketing drugs and poisons.

**Pharmaceutical Benefits Pricing Authority – Member - 1992 to 1997**

Appointment by the Federal Minister responsible for the Pharmaceutical Benefits Scheme (PBS) on the nomination of the Consumers' Health Forum. The Authority advised on prices to be offered to pharmaceutical companies for drugs to be included in the PBS, and on assistance for the development of the pharmaceutical industry in Australia.

**Life Insurance Industry Complaints Panel – Member - 1992 to 1997**

Appointment by the Federal Minister responsible for consumer affairs. The Panel conciliated and arbitrated complaints and disputes between policyholders and life insurance companies.

**Australian Telecommunications Authority (AUSTEL) - (Board) Member - 1991 to 1996**

A statutory appointment by the Federal Minister responsible for telecommunications to represent the interests of consumers and small business. Involved in a number of aspects of AUSTEL's role as supervisor of the deregulating telecommunications industry.

**Australian Food Standards Committee - Executive Committee - 1986 to 1991**

Appointment by the Australia's Federal/State Health Ministers Council.

**Trade Practices Commission (now the Australian Competition and Consumer Commission) - 1990 to 1992**

On Executive interchange, I managed a major inquiry into the competitive effectiveness of a sector of the insurance market (consumer credit insurance) and subsequently served on an interdepartmental committee for implementation of the recommended reforms. This resulted in some significant changes to regulation of the insurance sector.

**Australian Federation of Consumer Organisations (AFCO, now called the Consumers' Federation of Australia) – honorary Chair, then CEO - 1982 to 1990**

Achievements included:

- significant changes to consumer policy and legislation including **class actions and product liability**
- instrumental in establishment of the **Federal Bureau of Consumer Affairs** and appointment of the first **Federal Minister for Consumer Affairs**
- establishment of two specialist consumer bodies with dedicated funding - the **Consumers' Telecommunications Network** (now expanded to the **Australian Communications Consumer Action Network**) and the **Consumers' Health Forum**
- significant contributions to developments in **micro-economic reform and regulatory policy** change including in the food, pharmaceutical, aviation, telecommunications and financial services markets
- instrumental in the establishment of **industry-based co-regulatory dispute resolution schemes** initially in banking and insurance

- the establishment of the **Telecom Consumer Consultative Council** (one of the founding co-chairs)
- securing **consumer representation** on all relevant national policy advising and regulatory bodies
- a landmark win in a **court case against the tobacco industry** (AFCO V Tobacco Institute of Australia) on the hazards of passive smoking which has allowed much subsequent successful litigation against the industry nationally and internationally and regulation
- a **quadrupling of funding** for the Federation and funding of the new organisations when government spending elsewhere was severely declining.

**Centre for Continuing Education (CCE), Australian National University - Co-ordinator, Public Policy and Administration Studies Program - 1983 to 1985**

**Commonwealth Scientific and Industrial Research Organisation (CSIRO) Advisory Council - Assistant Secretary - 1980 to 1983**

**Australian Academy of Science – Assistant to the Executive Secretary - 1977 to 1980**

## **D OTHER FORMER APPOINTMENTS TO GOVERNMENT REGULATORY AND ADVISORY BODIES, INDUSTRY AND NGO BODIES**

H indicates honorary position

Anti-Poverty Week ACT Facilitating Group – Chair (H)

Australian Agricultural Council Agricultural Chemicals Consultative Group

Australian Banking Industry Ombudsman Council

Australian Conservation Foundation – Council Member (H)

Australian Government Standards and Conformance Advisory Council

Australian Institute of Criminology - Research Ethics Committee

Australian Law Reform Commission – Honorary Consultant on various aspects of consumer protection law reform (H)

Australian Manufacturing Council – Federal Ministerial appointment

Burgmann College Alumni Association (ANU) - President

Code Authority of the Association for Data-driven Marketing and Advertising (ADMA) – Member

Conservation Council of the South Eastern Region and Canberra - Executive Committee (H)

Consumers' Health Forum - General Committee (H)

Consumers' International – Consultant on UN Guidelines for Consumer Protection

Consumers' Telecommunications Network - Chair (H)

International Network of Civil Society Organisations on Competition (INCSOC) – Committee Member (H)

International Society of Consumer and Competition Officials – Executive Committee (H)

Lifeline Canberra – Counsellor (H)

National Consumer Affairs Advisory Council – Member (Federal Ministerial appointment)

National Infrastructure Committee

Public Health Committee of the National Health and Medical Research Council (NH&MRC) – Member (Federal Ministerial appointment)

Telecom Australia Consumer Council – Co-Chair

Trade Practices Commission (now ACCC) – Consultative Committee

Wadjularbinna Foundation – Board Member (H)

**F      SELECTED LIST OF PUBLICATIONS, ESSAYS, REPORTS,  
DISCUSSION AND CONFERENCE PAPERS, ETC**

*A Global Competition Policy: A Role for Civil Society?* - co-author: Imelda Maher

a paper presented at a seminar "Developing a Global Competition Culture", Australian National University - 2003

*A People's Planning System for the ACT?*

an essay published in "Bogong" the journal of the Canberra and South-east Region Environment Centre – 2001

*Australia's Consumer Policy Framework*

Submission to the Productivity Commission's Inquiry - 2007

*A View of the Australian Consumer Movement from the Middle of the Web - 'When spiders unite they can tie down a lion' (Ethiopian proverb)* - co-author: Jane Panetta

a chapter on the history of the Australian consumer movement published in "In the Consumer Interest" editor Simon Smith, SOCAP, ISBN No. 0646403001 - 2000

*Business Regulation: When Does the Consumer Profit?* – co-author: Ian McAuley

a paper published in proceedings of Australian Federation of Consumer Organisations Conference - 1988

*Changing the regulatory system – a consumer view*

an article on food regulation in the Journal of the Council of Australian Food Science and Technology V 43 N 3 - 1991

*Citizen Participation in Public Policy Formulation*

an essay published in the periodical "The Public Sector Informant" – 2003 Libraries Australia ID 41896640

*Competition Policy and Regulation in Australia* – co-authors: Suresh Bhojani and Imelda Maher

a chapter for a book published by the International Network of Civil Society on Competition - 2003

*Consumer Credit Insurance – An Inquiry*

a report of an inquiry into the consumer credit insurance market for the Trade Practices Commission (now Australian Competition and Consumer Commission) which led to reforms to insurance regulation - 1991

*Consumer Expectations from Regulatory Reform*

a paper for Australian Bureau of Transport & Communications Economics Seminar "Domestic Aviation in Transition" - 1989

*Consumer Input into the Public Policy Process*

a paper for Canberra University Public Policy & Administration Course - 1993

*Consumer Perspectives on Taxation* – co-author: John Braithwaite  
papers delivered in Opening Session and Business Taxation Session of  
the Australian National Taxation Summit -1985

*Consumer Protection 2000: A Strategy Document for the Central Egyptian  
Society for Consumer Protection* – co-author: Allan Asher  
a consultancy report pursuant to project EGY/96/010-Consumer  
Protection Society, a project of the United Nations Development  
Programme - 1996

*Consumers and the Market Place*  
a paper for a South Pacific Consumer Affairs Workshop - 1990

*Developing Countries and the Market System - Toward Better Policy for  
Aiding the Contribution of Civil Society Consumer Organisations*  
a discussion paper published by the Australian National University  
Public Policy Program 2002 – Discussion Paper 96/2002 (ISBN No:  
7315 34395, ISSN: 10302190) - 2002

*How should the Australian Public Service Relate and Respond to Various  
Elements of Australian Society in the 1990s?*  
a paper for Australian National University Conference - "The Role of the  
Public Service in the 1990s" - 1990

*Information and Communication and the Rights of the World's Consumers in  
the 21st Century: Updating the UN Guidelines for Consumer Protection* – co-  
author: Jeremy Malcolm  
a chapter in conference proceedings "Consumers in the Information  
Society - Access, Fairness and Representation", editor Jeremy  
Malcolm, Consumers International, ISBN: 978-0-9567403-9-7 - 2012

*International Effective Markets Regulation: Collaboration amongst Asia  
Pacific Countries in Consumer and Competition Regulation*  
a paper for General Policy Workshop, Manila 2002 of the Consumer  
Protection & Competition Law Development Project under the APEC  
Support Program (Australian Agency for International Development) -  
2002

*Making Markets Work for Consumers*  
an introduction to consumer protection and competition policy and  
regulation prepared for the Consumer Assistance Facilitation Project of  
the Philippines-Australia Governance Facility (Australian Agency for  
International Development) - 2001

*Power and policymaking, to the people - Citizens' assemblies*  
an essay published in the periodical "The Public-Sector Informant" –  
2010 Libraries Australia ID 41896640

*Regulation and Consumer Benefit: Compliance in the National Energy  
Market* – co-author: Howard Hollow  
a discussion paper for the Public Interest Advocacy Centre - 2005

*Regulation – how important has it been in removing the "great (and not so great)  
positive evils of the world" in the advancement of civilisation?*  
an essay to be published in the Burgmann Journal 2019 ISSN 2201-3903

*Resource Manual to Support Revisions to the UN Guidelines for Consumer*



*Protection* – co-author: Allan Asher  
prepared for Consumers International, ISBN:978-0-9569943-8-7 –  
2013

*Review of Statutory Oversight Agencies and Community Advocacy* – co- author:  
John Wood  
the report of a consultancy for the ACT Government - 2009

*Successful Deregulation and Privatisation*  
an article published in the periodical “Reguletter” No 15 - 2003

*The UN Guidelines for Consumer Protection: Making Them Work in  
Developing Countries*  
a chapter in conference proceedings “Consumers in the Information  
Society - Access, Fairness and Representation”, editor Jeremy Malcolm,  
Consumers International, ISBN: 978-0-9567403-9-7 - 2012