



Best Practice Guide

Furniture & Television Toppling Prevention

V2, 2025

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Contents

INTRODUCTION.....	4
HOW TO USE THIS GUIDE	5
PART 1 MANDATORY INFORMATION STANDARD FOR CERTAIN FURNITURE	7
Scope	8
Consumer information required.....	10
Applying warnings on-product	12
PART 2 RECOMMENDED PRACTICE FOR ALL FURNITURE THAT MAY TOPPLE	15
Other furniture which may topple.....	16
Toppling prevention principles	17
Achieving best practice.....	19
APPENDIX 1 DESIGNING MORE STABLE FURNITURE	23
APPENDIX 2 ANCHORING	28
APPENDIX 3 INSTRUCTIONS – ASSEMBLY AND INSTALLATION	31
APPENDIX 4 ACTION CHECKLIST.....	34
APPENDIX 5 STAFF EDUCATION FACTSHEET	35
APPENDIX 6 REFERENCED STANDARDS AND GUIDES	38
APPENDIX 7 FURTHER READING AND RESOURCES	39
APPENDIX 8 AUSTRALIAN PRODUCT SAFETY LEGAL FRAMEWORK	40

About the National Retail Association



The National Retail Association is a not-for-profit organisation that represents the interests of retailers across Australia.



We exist to support, inform, protect and represent the interests of retail businesses. We understand the issues and opportunities facing retailers every day.



Our members can expect to receive the latest industry information, the fastest news updates and the best range of industry insights to help their business grow and succeed



The retail industry plays a huge role in Australia's economy, employment and greater livelihood and we are dedicated to helping unite retailers and stakeholders for the success of the industry now, and for the future.

Introduction

Purpose

Products must be safe in the context of their environment. In the design and marketing of furniture, it is essential to consider the behaviours of children, whose need for exploration and challenge drives them to use products in new and different ways.

Children are less aware of “cause and effect” and are therefore far less cautious than adults. Young children may climb on furniture despite being told not to do so. Since 2000, 28 people, including 17 children under five, have died in Australia from toppling furniture, and each year more than 900 Australians suffer injuries requiring medical assistance. Children aged up to 4 years of age are most at risk, with older Australians also vulnerable. This Best Practice Guide provides information to assist key stakeholders to understand and mitigate the critical safety hazards associated with toppling furniture and televisions. Stakeholders include designers, suppliers of raw materials and components, manufacturers, importers, exporters to Australia, buyers, agents, distributors and regulators.

The **objective** is that all individuals and businesses involved in the manufacture and supply of furniture at risk of toppling follow best practice, as set out in the following pages.

Everyone has a role to play in ensuring safety

Toppling furniture and TVs are not always a well-recognised hazard in the home.

Retailers can alert and guide customers at the time of sale – not just parents, but grandparents and carers of young children. This can be done in a variety of ways. **Designers** (sometimes known as product developers), **suppliers** and **consumers** also have a role to play in managing safety.

This guide explains how everyone can play a key role in improving purchasing choices, raising consumer awareness and providing the means to secure furniture to ensure children are kept safe in their homes.

How to use this guide

> Part 1

Part 1 of this guide covers the ***Consumer Goods (Toppling Furniture) Information Standard 2024 (the Mandatory Information Standard)***, which takes full effect from 4 May 2025.

Compliance with this standard is compulsory.

Some content of this part and other information on the National Retail Association website are intended to provide **additional guidance where needed to aid compliance with the Mandatory Information Standard**.

> Part 2

Part 2 of this guide provides recommended best practice and guidance for voluntary measures by suppliers, including retailers. All suppliers are encouraged to take steps to ensure that furniture at risk of toppling is designed and made in a way that mitigates the risk as far as reasonably practical.

Benefits to all suppliers

All manufacturers, importers and retailers (collectively known as suppliers) should have a policy that outlines a commitment and systems to address hazards associated with their product range. This includes furniture and television toppling hazards.

All suppliers can take action to limit the hazards associated with toppling furniture and televisions. Benefits to suppliers, in the context of this known hazard, include fulfilment of corporate social responsibility and coverage against product liability claims.

The contents of this publication are not intended, nor should they be taken, as legal advice.

National Retail Product Safety Committee

The National Retail Association's Product Safety Committee (NRPSC) is a group of quality assurance and product compliance specialists who come together from many of Australia's retail businesses to address the challenges of product safety and compliance. NRPSC actively participates in regulatory, industry and standard reviews relating to the safety of retail merchandise.

The Committee is an important forum for the development of retail industry policy. It communicates regularly on behalf of the industry with government decision-makers and agencies, including Standards Australia, the Australian Competition and Consumer Commission (ACCC), offices of Fair Trading and Consumer Affairs and others, conveying the issues and concerns of the retail sector.

Review of this document

Comments on this document can be submitted to the *National Retail Association Product Safety Committee* at policy@nationalretail.org.au. This guide will be reviewed from time to time in response to user feedback, or at least after the first twelve months of operation. Submissions and suggestions should state the nature of any concern and recommended improvement.

Acknowledgments

This guide is a result of the collective input from various retail organisations and their representatives, under the broader banner of National Retail Association's Product Safety Committee.

All contributors' efforts are recognised and appreciated.

Documents referenced throughout this guide

- [Consumer Goods \(Toppling Furniture\) Information Standard 2024](#) (the *Mandatory Information Standard*)
- [Product Safety Australia website Mandatory Information Standard supplier guide](#) (*PSA Supplier Guide*)



PART 1

Mandatory Information Standard for certain furniture

Part 1 of the guide deals with furniture that is subject to the Mandatory Information Standard. **From 4 May 2025 the mandatory *Consumer Goods (Toppling Furniture) Information Standard 2024* comes into force.** The Mandatory Information Standard specifies that consumer warnings and information must be provided on and with three categories of furniture where they are 'consumer goods'.

As with all mandatory standards, it is important to read the legislative instrument as the first point of reference. The ACCC has also provided supplier guidance on the Product Safety Australia website.

Information contained in this Best Practice Guide aims to **fill in some gaps** and answer some remaining questions.

- [Consumer Goods \(Toppling Furniture\) Information Standard 2024](#)
- [Product Safety Australia website Mandatory Information Standard supplier guide](#)

Part 1

Scope

From 4 May 2025 the mandatory *Consumer Goods (Toppling Furniture) Information Standard 2024* comes into force. The Mandatory Information Standard specifies that consumer warnings and information must be provided on and with these three categories of furniture where they are 'consumer goods':

- **Category 1 furniture** – A clothing storage unit or bookcase with a height of 686 mm or more. A clothing storage unit is an item of furniture designed to be used primarily to store clothes and that contains one or more doors, drawers or other extendable elements.
- **Category 2 furniture** – Entertainment units of any height. Entertainment units are designed to be used primarily to house, support or carry a television.
- **Category 3 furniture** – Hall tables, display cabinets, buffets, and sideboards with a height of 686 mm or greater.

The 'categories' use common names of items of furniture. Where furniture of the same kind or type may be known by other names, it will also be captured by the mandatory information standard. For example:

- a hall table may also be referred to as a console table
- a sideboard may also be referred to as a buffet, buffet cabinet or table, or credenza
- a bookcase may also be referred to as bookshelves or a shelving unit
- a clothing storage unit may also be referred to as a tallboy, dresser, dressing table, chest of drawers or wardrobe.

The PSA supplier guide states that the following furniture is also included in the mandatory information standard as defined.

- Stackable drawers or cubes - When sold in a kit or set, that results in a unit of 686mm in height or greater, stackable drawers or cubes are captured by the mandatory information standard, regardless of the weight. Individually sold drawers or cubes that don't meet the height requirement aren't captured.
- Removeable totes, baskets or drawers - Removeable totes, baskets or drawers are considered drawers or extendable elements as part of the definition of a clothes storage unit in the mandatory information standard. However, totes or baskets sold separately (without a furniture unit) aren't captured.
- Furniture with castors - Furniture captured within a category in the mandatory information standard and that has castors is still captured.

Notably, the following furniture items are exempt from the mandatory information standard:

- Second-hand furniture - This includes business to consumer transactions such as second-hand furniture stores and consumer to consumer transactions.
- Furniture designed to be affixed to a wall or structure and cannot be used properly unless it's affixed. For example, in-built wardrobes and certain kitchen cabinets.

For most items, it is clear whether they fall within the scope of the mandatory information standard. For some items, however, there is room for interpretation and retailers and suppliers may need to take care how the product is marketed. The following guidance may help.

Determining if your furniture is captured

The Mandatory Information Standard uses the term 'primarily' in the definitions of clothes storage unit and entertainment unit: A 'clothes storage unit' is one 'designed to be used primarily to store clothes' and an 'entertainment unit' is one 'designed to be used primarily to house, support or carry a television'.

As the term 'primarily' is not otherwise defined, the common meaning of the word would apply. It seems self-explanatory, and the Macquarie Dictionary simply gives 'chiefly' and 'principally' as synonyms.

So, even if the term 'clothing' was listed among other items that could be stored in a drawer unit or cupboard, it would not render the unit as one designed to primarily to store clothes. There is of course a bit of a fine line as to what primarily means. If clothes storage was high on a list of potential uses of a product, this would push it towards being captured by the standard and labelling may be needed (at least to limit the chance of an argument with a regulator).

For general storage units and entertainment units, this has some strong implications for product naming, descriptions and imagery used online, on-product and in-store. For example, if treating a storage unit as being designed for general household items and thus not in scope of the mandatory standard, it would be wise not to reference clothes storage in the product's description or photographs, or display the unit in store alongside wardrobes.

The objective of the mandatory standard is essentially to stop injuries from 'weighty' units toppling, especially chests of drawers, tallboys, wardrobes and bookshelves as well as units designed to support freestanding TVs. Items like lightweight plastic drawer units not primarily designed to store clothes or have TVs placed on them would not be captured by the mandatory standard.

For any furniture where scope or categorisation is uncertain, it may be best to err on the side of caution and select the category of closest fit.

Occasional extra guidance

The National Retail Association may post extra guidance on its website from time to time to help suppliers know how to comply with the Mandatory Information Standard.

Consumer information required

Information is a fundamental part of the measures aimed at preventing injuries from toppling furniture. Warnings and instructions alert consumers to the hazards and advise what measures they need to take post-purchase.

The Mandatory Information Standard requires information and warnings. **Suppliers of products captured by the mandatory standard must follow the explicit specifications** for all four elements:

- In-store (if applicable)
- Online (if applicable)
- On-product
- In instructions (if any)

Specified warnings and information

Symbols, Icons, Warnings, Instructions and Information Statements

The Mandatory Information Standard formalises the symbols, icons, warnings, instructions and information statements that must be displayed on labels, swing tags, hang tags, placards, stickers, instruction manuals and electronic media for certain categories of furniture. A summary of the minimum requirements is shown in Table 1.




The preferred label contents (and downloadable examples) are provided on the PSA website Supplier Guide. Using these options is **recommended**, to avoid errors that might be introduced when generating alternative labels. Suppliers must always refer to the mandatory standard to ensure compliance, and be aware that in the event of any discrepancies between the supplier guide and the legislation, the legislation takes precedence.

However, the exact wording and diagrams are not absolutely prescribed. The phrase “to the following effect” is used throughout and the diagrams are described in generic terms. Furniture manufacturers and suppliers may wish to accommodate other markets with variations in the warning labels or draw attention to certain aspects of their furniture. There is a range of images and statements in use.

Colours to be used in labels have not been specified. Suggested colour choices can be found in ISO Standard 3864-2 *Safety Colours and Safety Signs* or the ASTM standard F2057-23.

The PSA website guidelines state “*For simplicity, suppliers may combine warnings....*”

Consumer Goods (Toppling Furniture) Information Standard 2024 Warning Labels Summary – Minimum Requirements

<p>All labels: Clauses 7(3), 8(3), 9(3), 10(3)</p> <p>An alert word A safety alert symbol Pictogram with child climbing or standing on furniture; crossed through. Children have died from toppling furniture statement.</p>	<p>Category 1 A clothing storage unit, designed primarily to store clothes with a height of 686 mm or more.. A bookcase with a height of 686 mm or more.</p>	<p>Category 2 An entertainment unit that is designed to be used primarily to house support or carry a television. (any height)</p>	<p>Category 3 A hall table, a cabinet, a buffet, a sideboard; with a height of 686 mm or more.</p>
<p>Warnings at Point of Sale- Online An electronic platform offering supply of toppling furniture. Clauses 7(4), 7(5), 7(6)</p>	<p></p> <p>Children have died from furniture toppling over.</p>	<p></p> <p>Children have died from furniture toppling over.</p>	<p></p> <p>Children have died from furniture toppling over.</p>
<p>Warnings at Point of Sale- In stores Swing tag, placard, removeable sticker. Clauses 8(4), 8(5), 8(6)</p>	<p>This furniture type is at high risk of toppling over. Always secure this furniture with an anchor device. For more information, ask staff or visit www.productsafety.gov.au</p>	<p>Always secure your television with an anchor device. For more information, ask staff or visit www.productsafety.gov.au</p>	<p>This furniture type is at risk of toppling over. You should secure this furniture with an anchor device. For more information, ask staff or visit www.productsafety.gov.au</p>
<p>Warnings to be affixed on toppling furniture Located to be visible when the furniture is empty. Must last the lifetime of the product. Clauses 9(4), 9(5), 9(6)</p>	<p>Always secure this furniture with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves. Never open more than one drawer at a time. Place heavy items down low. Never place a television on this furniture. This is a permanent label. Do not remove!</p>	<p>Always secure your television with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves. This is a permanent label. Do not remove!</p>	<p>Secure this furniture with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves. Always secure your television with an anchor device. This is a permanent label. Do not remove!</p>
<p>Warnings to be provided with instructions Clauses 10(4), 10(5), 10(6)</p>	<p>Always secure this furniture with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves. Never open more than one drawer at a time. Place heavy items down low. Never place a television on this furniture.</p>	<p>Always secure your television with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves.</p>	<p>Secure this furniture with an anchor device. Never allow children to stand, climb or hang on drawers, doors, or shelves.</p>

In-store

In-store warnings are mandatory for products covered by the Mandatory Information Standard. These must be visible and prominent for prospective customers. For packaged product, the warning label could be prominently printed or placed on the box/pack. For non-packaged goods, there are several options for providing the warnings. Floor staff will need to be aware of how the required signage is to be placed and maintained to ensure compliance.

Online

The appropriate warnings and icons are required to be clearly visible, prominent and legible for products offered or displayed for online sale. To be clearly visible and prominent, the information may be provided as a thumbnail image near the top of the carousel of images so scrolling is not required to view the warning. Alternatively, or in addition, the warning and pictogram could be incorporated into the product descriptions so they are visible without having to expand or expose other content.

Each individual item of furniture still requires a label on the physical product according to the correct category.

Applying warnings on-product

Visibility

The Mandatory Information Standard states that warnings must be clearly visible, prominent and legible. The examples shown in the PSA Supplier Guide are good examples of what is expected. (This labelling is also best practice for products *not* covered by the Mandatory Information Standard).

Types of Labels and Lettering

The type of label depends on its purpose – on-product, online, in instructions or in-store.

Physical labels are required for **in-store display**, which may be adhesive stickers, banners, swing tags or hang tags (or printed the box/pack).

Regardless of a product's in-store display situation, labelling on packaging is recommended as it is an extra opportunity to convey the message when consumers are transporting and opening the item to install at home.

Instructions may display the warnings by transcribing the warnings exactly as shown in the PSA supplier guide, or they may be rearranged to show the warnings in a format that better suits the instructions page.

Permanent labels are required to provide warnings for the life of the product. To be considered permanent, **on-product** labels must be durable and last the lifetime of the product. The durability and permanence are not defined in the Mandatory Information

Standard. Other standards describe methods of assessing of these properties. A few of these methods are described below.

It may be helpful to attach a swing tag that directs customers to where the permanent label is placed.

The size of the lettering is not specified in the Mandatory Information Standard. However, a good guide is the US ASTM F2057-23 *Standard Performance Specification for Clothing Storage Units*, which specifies:

“WARNING” shall be in capital letters, sans serif font, bold face type, letter height not less than 3.8 mm.
 Descriptive text: In a sans serif font, capital letter height not less than 2.5 mm.

Placement

The permanent on-product label must be placed in a location where it will be visible when the toppling furniture is empty.

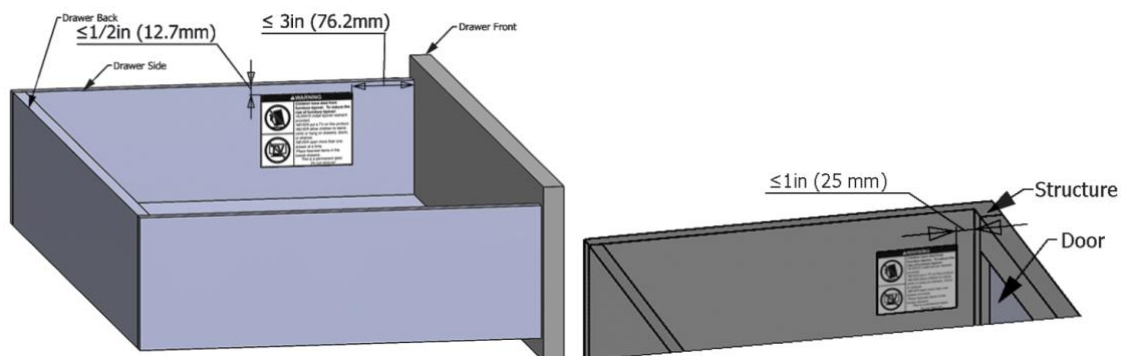
From the PSA supplier guide:

The appropriate placement of the warning label may vary depending on the design of a specific furniture item.

The warning label should be in a location where it is visible when the product is empty, such as on the inside of a drawer or door (see diagram below).

For products that don't have drawers or doors, this could be on a leg of the furniture, side of a shelf or underside of the top of a sofa table. For products where affixing a sticker label is problematic (such as a wireframe or glass shelving unit) the warning label could for example be attached to the furniture with a cable tie.

Examples from ASTM F2057-23 Standard Performance Specification for Clothing Storage Units:



> Stackable drawers or cubes

Stackable drawers or cubes present a special case because the requirements for warnings don't apply to the individual components, but they do apply to stacked units.

The PSA Supplier Guide explains this as follows:

"When sold in a kit or set, that results in a unit of 686mm in height or greater, stackable drawers or cubes are captured by the mandatory information standard, regardless of the weight. Individually sold drawers or cubes that don't meet the height requirement aren't captured."

It is recommended that if the product is promoted as being stackable to a height of 686 mm or higher, that each unit of the stackable product carries the full permanent warning, possibly qualified with a statement such as "If stacked 3 high or more ...".

Assessing permanent label durability

The process for assessing permanent on-product label durability is not specified in the Mandatory Information Standard. However, useful guidance is available in other standards:

From the Cot Standard (AS/NZS 2172:2013):

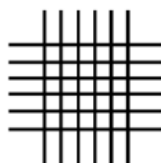
12.3 Marking durability

Labels shall show no detachment from the cot, and the wording on labels either fixed to the product or on marking shall be easily legible when rubbed by hand for 15 s with a piece of cloth soaked in water, allowed to dry and rubbed for 15 s with a piece of cloth soaked with undiluted liquid domestic dishwashing detergent.

When this process is complete, the warning label must not show signs of coming away from the underlying furniture and the text of the warning must be legible.

The ASTM F2057-23 Standard in turn refers to: ASTM D3359 Test methods for Rating Adhesion by Tape Test.

This method describes making cuts in the label 2 mm apart and then applying adhesive tape to the warning label and removing it, after which the text must be legible.



Instructions

The Mandatory Information Standard specifies that consumer safety information and warnings must be provided in any **instructions** (including assembly instructions) that accompany in-scope furniture. This information must be clearly visible, prominent and legible and include the safety alert symbol and pictogram.



PART 2

Recommended practice for all furniture that may topple

Part 2 of this guide applies to all household furniture, especially those items that are prone to being climbed on by a child, and televisions that can topple.

This section provides recommended practice and guidance for voluntary measures by suppliers, including retailers. All suppliers are encouraged to take steps to ensure that furniture at risk of toppling is designed and made in a way that mitigates the risk as far as reasonably practical.

Part 2

Other furniture which may topple

- Other furniture items **not** included in the Mandatory Information Standard may also benefit from toppling prevention measures, such as:
- Entertainment units with a height of 686 mm or more for purposes other than holding televisions (eg. entertainment units for gaming)
- Filing cabinets or similar over 500mm tall
- Laundry shelving over 600mm tall
- Toy furniture over 500mm tall
- Some desks, especially those on legs and with drawers
- Garage, shed and garden shelving over 600mm tall, and
- Second-hand furniture of a type covered by the Mandatory Information Standard

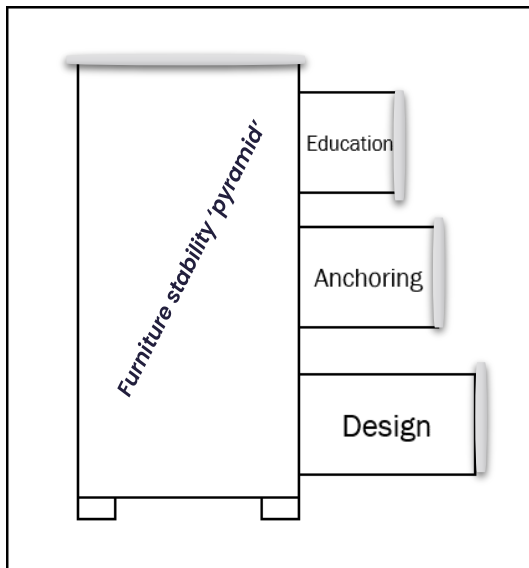
Also, baby change tables may be prone to toppling, including storage furniture with optional change tables. Guidance on achieving stability for these is available in the standards EN 12221 or ASTM F2388.

Guidance and testing for stability of bunk beds, including any integrated features such as desks, cupboards and shelves, is contained in AS/NZS 4220. Please note that the mandatory standard for bunk beds is only based on certain sections of AS/NZS 4220 and does not include the stability tests.

Freestanding cooking ranges have also been associated with toppling. Standard AS/NZS 60335.2.6 is available to help manage this hazard.

Toppling prevention principles

This section of the Best Practice Guide outlines the principles of toppling furniture hazard reduction.



There are three key concepts that are important for increasing the safety of furniture.

In order of effectiveness, they are:

1. Product design
2. Anchoring
3. Consumer education

It is best to implement a strategy involving all three.

1. Furniture design

Design is fundamental to any product's safety. While anchor kits and consumer education may assist in improving the safety of a furniture product, design is the most important element. This is especially important for the increasing number of families in rented dwellings, where anchoring may be problematic.

Where a product has been designed with an emphasis on stability, then anchor kits and education may provide additional peace of mind. On the other hand, a product that is designed poorly and is found to be unstable is likely to present a safety risk to consumers irrespective of anchor kits or consumer education.

Further information on design can be found in Appendix 1

2. Anchoring

Anchoring can reduce the risk of furniture and televisions toppling over.

It is strongly recommended that anchor systems be preinstalled on furniture units to encourage consumers to use the system. Where they are not, they should at a minimum be provided with the product when sold.

An anchor should be as far from the pivot point as possible, and it is generally recommended that anchors are attached close to the top of the furniture to reduce the risk of toppling.

Further information on the types of anchors can be found in Appendix 2

3. Consumer education

Consumer education is a vital part of the safety measures and is best done at time of sale.

- Consumers should be made aware of the potential for furniture instability. To help customers make an informed decision, information should be made available prior to purchase. The best way to achieve this is with clear, easy to understand, point of sale information that alerts customers to the potential hazards and guides them towards more stable products and the importance of anchoring.
- Staff should be trained to inform customers that the product needs to be securely fastened to a wall or other suitable surface if young children may be exposed to it. The following practices are recommended:
- **Pre-sale information in-store** that alerts customers the product should be attached to a wall or other suitable surface (regardless of whether the unit has passed stability testing)
- **Online point of sale** - Suppliers of furniture and televisions direct to consumers online also have several opportunities to adopt best practice. Online shopping also allows effective messaging, such as linking anchor kit purchase to furniture unit transactions.
- **Company website** should include copies of all assembly and user instructions for ongoing reference by customers and other relevant consumer information and/or videos
- **Consumer information on the product** that advises customers of the risk of toppling furniture, and clearly informs customers that the product is recommended to, or required to, have a wall anchor attached securely to a wall or other suitable fixture
- **Assembly/installation instructions** should reinforce the consumer information/advice, clearly show how to attach the wall anchor to the product (if not already pre attached) and how to attach the wall anchor to the wall or other suitable fixture. Guidance on user instructions is given in Appendix 3

The consumer information specifications in the Mandatory Information Standard are a good model for any furniture prone to toppling, including those not covered by the Standard.

Retail sales personnel can make a real difference in consumer education – highlighting the issue right at point of sale. Floor staff should understand how to alert customers to the potential hazard of toppling furniture, advise on choosing more stable items, emphasise the need to anchor and the importance of using the furniture safely.

Achieving best practice

All commercial stakeholders can reduce the likelihood of young children and others being harmed by implementing the following best practices.

Product designers, manufacturers and buyers should:

- review product design to identify product at risk
- maximise stability
- affix/supply anchor devices with the products

Retailers should:

- specify their suppliers pre-install anchor devices which are fit for purpose
- have anchor kits and drawer locks available for sale

All members of the supply chain should:

- have a company policy that outlines systems to address toppling hazards associated with their product range along with a commitment to support the policy
- conduct range reviews to assess the design intent of furniture products
- conduct initial reviews of items to assess whether they pose a toppling hazard or are capable of tipping over in different circumstances, such as top-heavy loading. For example, if the item has drawers, does the item tend to topple when one or all drawers are open?
- arrange stability testing where appropriate
- have an adequate quality management system which ensures products they supply are safe and compliant
- audit/visit factories prior to purchasing to ensure that the correct quality procedures are in place
- keep documented evidence of quality assurance measures in place
- inspect goods (preferably before shipment on goods that are imported)
- follow the specifications in the Mandatory Information Standard to provide consumer information on and with their products

An action checklist is provided at Appendix 4.

Retail staff knowledge

As consumers are often unaware of toppling hazards, point of sale is the ideal time to alert customers, guide them toward effective product choice and emphasise the importance of anchoring. In-store signage or package marking is required for those items covered by the Mandatory Information Standard, so staff awareness will be important to assist customer choices.

To do so, it is important that sales staff have an understanding of toppling risks and the simple measures required to address the hazard. This is especially relevant for specialty furniture retail stores.

General

Any floor staff selling furniture items to the public that require anchor fixing should be made aware of:

- The retailer's policy regarding the supply of items requiring anchor fixing
- Why securing items to wall is important for safety
- Why warning labels have to be permanent (especially for those products under the Mandatory Information Standard)
- Which items are covered by this policy and which are not
- Safety tips related to toppling
- How to explain this information to customers

This information should be made easily available to selling staff and form part of any specific training related to furniture or safety.

Anti-toppling regulation and policy coverage

Staff should be clearly advised what items are affected by regulation and policy in terms of:

- Product types and/or
- Product categories and/or
- Product ranges and
- Products above a specified height

Likewise, staff should be clearly advised of the type of furniture not covered by this policy.

Safety Tips to Prevent Toppling

Staff should understand the different ways to reduce the risk of furniture toppling:

- The importance of consumer awareness-raising at time of purchase
- Stability through design – understand design principles that affect a product's toppling potential, including compliance with AS/NZS 4935 or ASTM F2057
- Anchoring the furniture item to the wall to prevent toppling. (Customers should be advised whether the item comes with the anchor kit or not and what hardware is supplied or not)
- The need to keep toys and TVs off tall units like a tallboy
- Children using drawers to climb a unit can cause toppling. Child safety drawer locks can help prevent this
- Hardware stores can assist with appropriate hardware for wall types
- Local tenancy agencies may be able to help renters with any concerns about their rights to fix wall anchors
- Floor staff should ensure that customers are made aware of the above information during the sales process and prior to the financial transaction
- Where possible, a sample item on display should be affixed to the wall so the customer can see how the anchor system works
- If this is impractical then Point of Sale (POS) signage should be visible so customers are made aware of any anchor devices or points
- Staff should be able to demonstrate how anchor systems work
- Any website used by the company promoting the item should advise consumers if the anchor is being provided and its importance

A Staff Fact Sheet template is provided at Appendix 5



APPENDICES

- Appendix 1** **Designing more stable furniture**
- Appendix 2** **Anchoring**
- Appendix 3** **Instructions – Assembly and installation**
- Appendix 4** **Action Checklist**
- Appendix 5** **Staff education factsheet**
- Appendix 6** **Referenced standards and guides**
- Appendix 7** **Further reading and resources**
- Appendix 8** **Australian product safety legal framework**

Appendix 1

Designing more stable furniture

Why furniture tips over

When examining the stability of furniture, it is important to understand the mechanics that result in the furniture tipping when climbed on by a child.

An object will not tip over when its centre of mass¹ is located above and inside its base of support (or pivot point). As shown in Figure 1 below, when a unit is tipped over, providing its centre of mass stays above and inside its base, it will fall back into place. However, if the centre of mass extends over the base, then the unit will fall over.

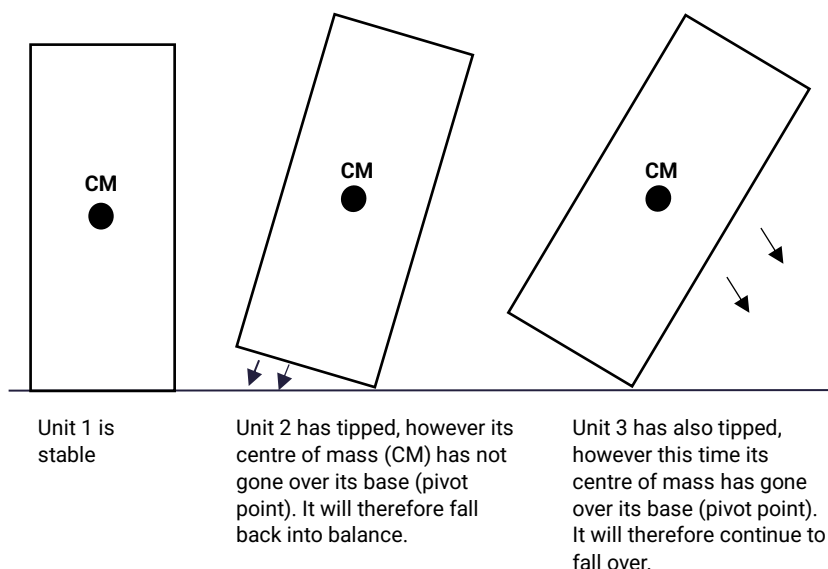


Figure 1

Two factors determine the necessary angle at which the unit will topple over:

1. Where the centre of mass is located; and
2. How deep the base is

¹ The centre of mass is a position defined relative to an object or system of objects. It is the average position of all the parts of the system, weighted according to their masses (source:

<https://www.khanacademy.org/science/physics/linear-momentum/center-of-mass/a/what-is-center-of-mass>)

Consequently, the higher the weight is placed toward the top of a piece of furniture or towards the front, the shallower the angle needed to topple the furniture over. Examples of this are shown below in Figure 2.

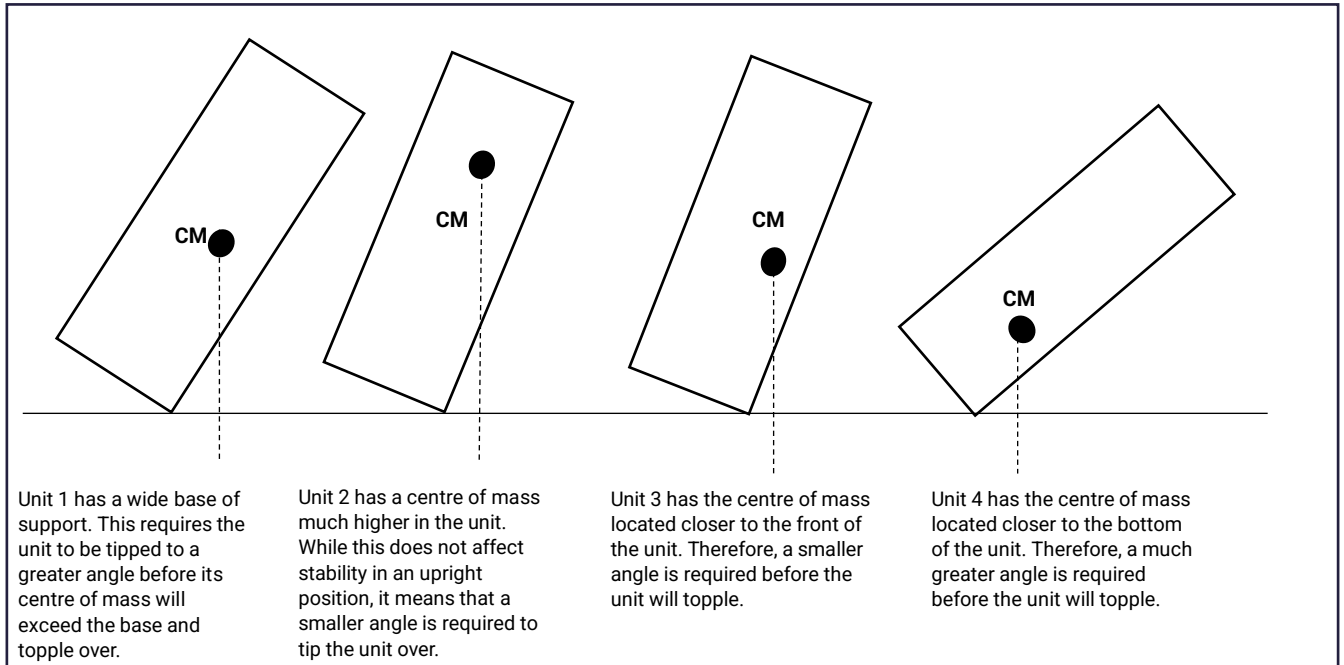


Figure 2

With many **casegoods**, such as chests of drawers and display cabinets, the weight tends to be more concentrated towards the front of the unit – the back of the unit is typically a lightweight board (such as plywood), whereas the front of the unit usually has drawer fronts or doors which are much heavier. This results in a centre of mass which is closer to the front of the unit and so the angle required to topple forward is less.

If heavily laden drawers are opened simultaneously, or if a child climbs onto furniture, the centre of mass can move beyond the pivot point. This will cause the furniture to start tilting immediately, and because the centre of mass is beyond the pivot point it will continue to fall as shown in Figure 3.

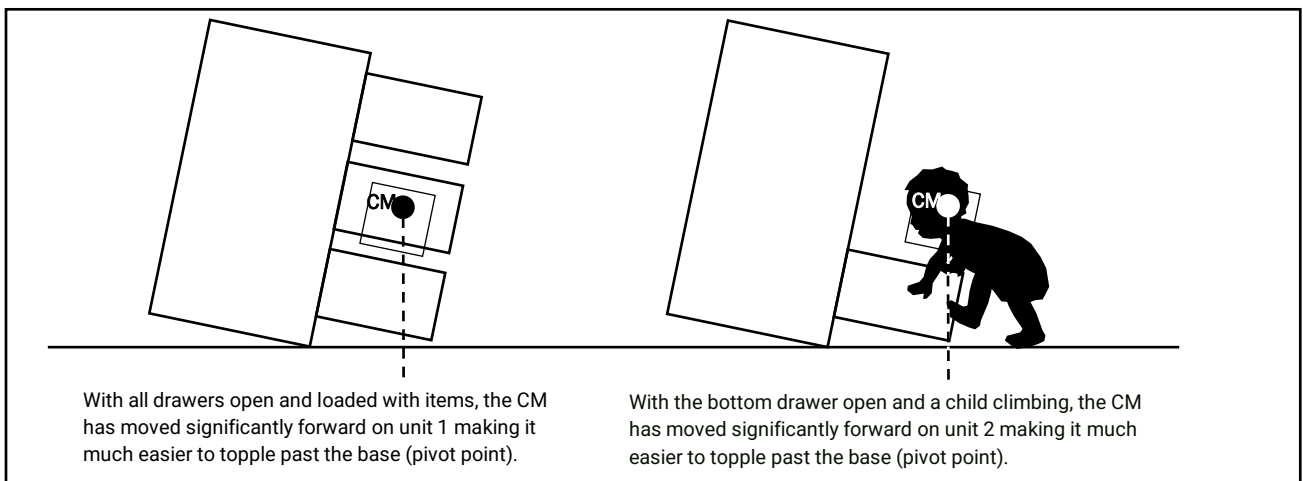


Figure 3

Design guidance

Information in this section was compiled with reference to the Furntech-AFRDI Testing Information Kit – Stability of Furniture.

Consideration should be given to making furniture **deeper**, which increases the base of support and increases the angle at which the unit will topple.

Larger drawers should be located towards the bottom of the unit, encouraging the distribution of weight towards the base and lowering the centre of mass. The front-heavy weight of furniture with drawers is further increased when the drawers are used to store things.

Designs that incorporate **legs** that are set back from the front of the unit should be avoided wherever possible, as this results in more weight being distributed over the base of support.

An item of furniture with a **big 'footprint'** is better than the same item with a smaller one. By 'footprint' it is meant the area enclosed by a line drawn around the furniture's feet or supports e.g. its glides, slides, castors etc. (see Figure 4). The depth of the footprint is more important than its width.

The **height** of an item does not affect compliance with the standard, however in practice, sloping and/or carpeted floors may produce more pronounced instability effects on relatively tall items of furniture.

Generally speaking, the **heavier** a furniture item is the more stable it is likely to be. However, a heavy item may cause more severe injury if it does topple.

While not always commercially viable, other design methods to improve furniture stability can include:

- Incorporating a mechanism which prevents more than one drawer being opened at a time (drawer interlock system / anti-tip interlock system) – like what is commonly found in a filing cabinet
- Making drawers which do not extend all the way out from the unit; as discussed above, the further the weight is distributed outside the base of support, the more likely the unit is to topple
- More evenly distributing the weight, such as solid bases, cabinet backs or ballast

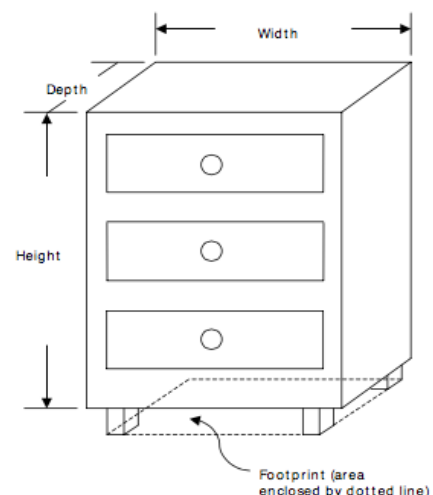


Figure 4

Greater assurance of safety can be obtained by having the furniture tested to the Australian/New Zealand Standard *AS/NZS 4935 Domestic furniture – Freestanding chests of drawers, wardrobes and bookshelves/bookcases – Determination of stability*, which specifies testing requirements for domestic and commercial furniture stability.

While AS/NZS 4935 is currently a voluntary standard, retailers and suppliers can use it to determine if their product's design meets minimum requirements for stability.

To improve the likelihood of a unit complying with the standard:

- drawers should be capable of supporting 29kg on the front edge when extended 2/3 of the length of the drawer; and
- doors should be capable of supporting 29kg on the front edge when opened perpendicular to the cabinet

The standard sets out a method for assessing products' stability when a load is added to the elements most likely to be climbed by a child, such as drawers, doors and shelves. The test method as well as warning labelling for compliant and non-compliant products is specified within the standard.

Laboratories accredited to perform testing and certification to the standard can be found through the National Association of Testing Authorities (NATA).

American standard *ASTM F2057-23 Standard Performance Specification for Clothing Storage Units* also provides specifications and guidance for achieving stability.

Third-party testing by a competent test company is an important element in achieving safety and compliance.

Television stability

TV unit stability

There are different types of televisions still present in homes - from old cathode ray televisions to newer flat panel models, which come in a variety of sizes and shapes. While the weight of television units has become relatively lighter over time, flat screen television design can adversely affect stability. This is due to two main factors:

- Larger screen sizes and surface areas – resulting in heavier weight being located towards the front of the TV; and
- Smaller footprints, resulting in TV's being able to be located on furniture not designed for such use

Televisions, including flat panel models, toppling onto children continue to be the cause of severe injuries and fatalities.

While the safest option is to mount a television directly to a wall, in some cases this is not possible. If placed on furniture, the TV should be anchored to the wall, or moved as far back

as possible and anchored to the furniture unit.

Televisions sold in Australia are required to comply with Australian Standards which include instructions, stability requirements (and soon to include a restraining device regardless of the TV's weight). These requirements cannot take into account every user's circumstance and televisions are typically only tested with the stands with which they are supplied.

Furniture stability when TVs are placed on top

It is common for televisions to be placed on top of a chest of drawers, especially in bedrooms. However, placing TVs on top of furniture may change the stability of the furniture and create its own hazards should the TV or furniture become unstable.

Even if the furniture does not topple, any instability in the furniture can cause the television to topple or slide off, creating a serious hazard.

It is recommended that televisions not be placed on top of furniture items which have not been designed for that purpose, especially where the customer has children.

- To increase stability, televisions should only be placed on surfaces that are able to accommodate their size. When placed in the centre of the furniture, it is recommended that there be at least 50mm clearance on all four sides to reduce the risk of toppling.

No televisions should be placed on tall furniture such as tallboys, as this can affect the stability of both items.

Appendix 2

Anchoring

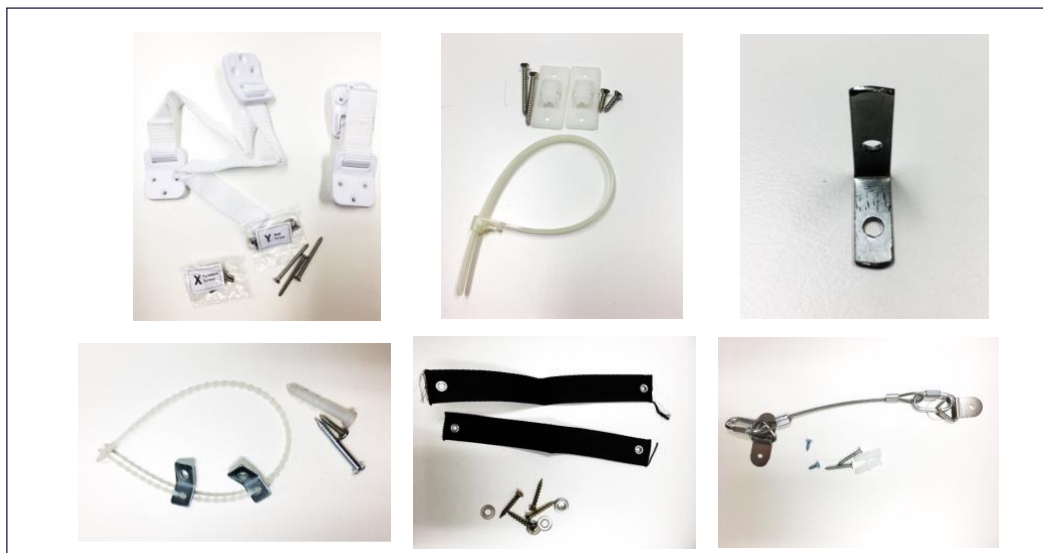
Anchoring products to a wall (or other structure) reduces the toppling risk, however, is not a substitute for inherent stability as outlined in Appendix 1.

Furniture anchors

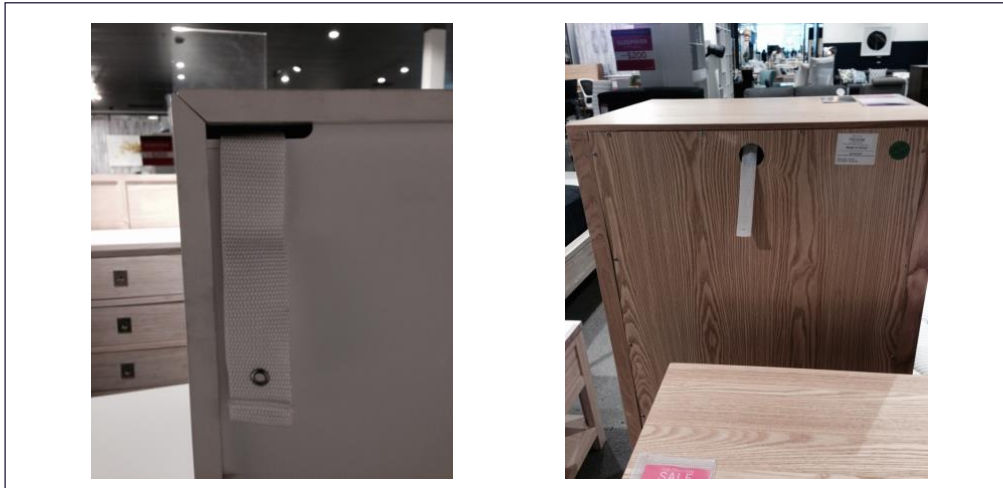
There are many types of wall anchors available. The most common type is a nylon strap with either metal eyelets or metal plate screw attachments. Metal 'L' bracket connectors and rope/wire straps are also frequently used.

Anchoring devices may be preinstalled to the unit or supplied as a kit but do not always include fixing hardware to attach the anchor to a wall or other fixing surface. This is due to the varieties of walls and surfaces that the anchor could be attached to.

Examples of commonly used wall anchors:



It is recommended all furniture within scope of the Mandatory Information Standard or that otherwise poses a risk of toppling be supplied with anchor kits. Even a well-designed unit can still topple in certain circumstances.



It is further recommended that the anchor system is preinstalled to the unit, as this will encourage consumers to use the system. Preinstalled systems will preferably include fixing plates, or a hole in the tether to attach the item to the wall, as shown here:

Where the anchor device is not attached, pilot holes or guides should be provided to the customer to allow for correct placement of the wall anchor.

When selecting and installing anchoring devices to prevent toppling, manufacturers should:

- Ensure the device is suited to the furniture item
- Install the device at a suitable position on the furniture item or carefully show where the anchoring device(s) should be installed
- Ensure the device is fit for purpose*
- Provide a means to minimise slack in the tether strap (preferably less than 5mm)
- Provide user instructions on how to anchor the furniture and warnings on the need to do so

*ASTM standard *F3096 Standard Performance Specification for Tipover Restraint(s) Used with Clothing Storage Unit(s)* provides a test method for strength of anchoring devices.

The US Consumer Product Safety Commission has published a report *Tipover Prevention Project: Anchors without Tools to address cases where consumers are unable to install anchor kits*.

Television anchors

If not mounted onto a wall, a television placed on furniture should be anchored to either the wall or other suitable surface.

If the unit is placed on a taller product (such as a tallboy) anchoring to the furniture unit is not recommended, as this may cause the entire unit to topple if it becomes unstable.

Appendix 3

Instructions – Assembly and installation

General

The **Mandatory Information Standard** specifies how consumer safety information and warnings must be provided in any instructions that accompany furniture that is in-scope.

For **all other products**, consumer information leaflets and instruction manuals should contain a suitable warning and advice to the customer on managing the toppling furniture risks.

If anchors are included and have separate instructions the warning should be included in them as well as any other instructions provided.

Any furniture item that is intended to be secured to a wall and / or is supplied with an anchor device should come with:

- information explaining the item should be affixed to avoid the risk of toppling;
- clear instructions on how the customer should correctly attach the wall anchor to the product (if not pre-attached) and how this should be secured to the wall;
- information on how different types of walls will require a certain type of screw for the anchor device to be secure. The type of wall is instrumental to the type of hardware used. When an anchor kit is provided, it should be mentioned that different types of walls require specific hardware for its application, eg. drywall hardware is different from a brick wall; and
- regular maintenance instructions.

Instruction manuals and information leaflets should also:

- have sufficient diagrams on how to install an anchor kit.
- include anchoring instructions as a ‘Step’ in the assembly to help ensure anchoring is implemented. list a maximum recommended even-distribution weight that each shelf can support– see example in Figure A1
- come with either the importer’s, wholesaler’s or retailer’s contact details.

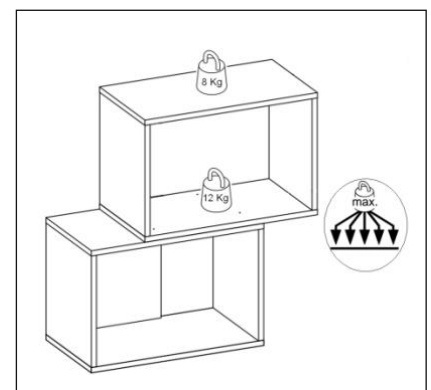


Figure A1

All information should:

- be available digitally for the end-user to download or have emailed for reference if the original is lost or misplaced; and
- provide a link to where the customer can source additional information about wall anchor safety (such as the Product Safety Australia website).

ISO Guide 37 – *Instructions for use of products by consumers* sets out guidance for well written user manuals. It recommends consumer testing and evaluation as part of the manual writing process.

Assembly Instructions

Clear consumer advice should be placed in a prominent position in the assembly instructions notifying customers of the dangers of toppling furniture. The advice should contain a statement, as appropriate:

- that the wall anchor installed on the product be used to permanently affix it to a wall/other suitable surface to avoid serious injury;
- that the wall anchor should be attached to the product and permanently affixed to a wall/other suitable surface to avoid serious injury; and
- where no fixing device is included, advising customers to seek professional advice if they are unsure of what device to safely secure the product to a wall/other suitable surface.

There should be clear advice within the assembly instructions on how the customer should correctly attach the wall anchor to the product (if not pre-attached) and how this should be secured to the wall – see Example Figure A2.

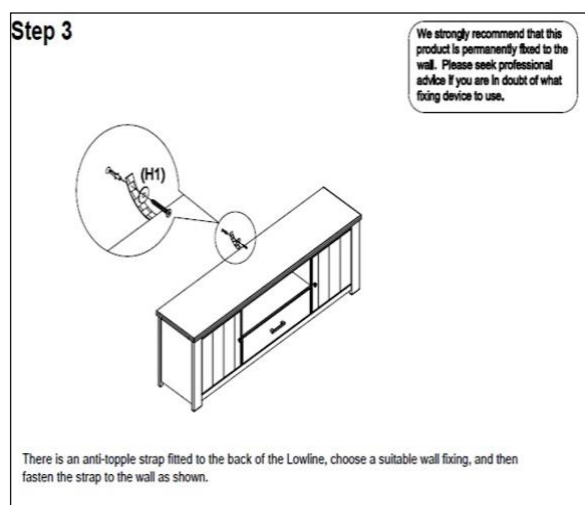


Figure A2

Anchor kit or anti-topple bracket recommendation

As some retailers supply screws and brackets and some do not, it is recommended that the following information is available in the instruction manual:

Items not supplied with an anchor device but intended to be secured to a wall

- Pictorial and/or written instructions must explain this item is intended to be secured to a wall; and
- It must state where to source an appropriate device and hardware; and
- Specific warnings and advice on safe practices to avoid tipping furniture, as described below

Items supplied with an anchor device but no associated hardware (eg. screws, plugs)

- Pictorial and/or written instructions must explain how to secure the item to a wall;
- If the item is for self or partial assembly, these instructions must follow the correct sequence, so they do not adversely affect the item's ease of assembly or functionality;
- It must state where to source such hardware; and
- Specific warnings and advice on safe practices to avoid furniture toppling

Items supplied with an anchor device and associated hardware

- Pictorial and/or written instructions must explain how to secure the item using a wall; and
- If the item is for self or partial assembly, these instructions must follow the correct sequence, so they do not adversely affect the item's ease of assembly or functionality; and
- Its instructions shall state:
 - a) which wall type(s) the hardware is suitable for;
 - b) what tools may be required;
 - c) guidance on how to install and fit the hardware;
 - d) any limitations the hardware may have (such as requiring it be affixed to a wall stud);
 - e) which wall type(s) the hardware is not suitable for.

Specific warnings and advice on safe practices to avoid furniture toppling required by the Mandatory Information Standard

Note that the Mandatory Information Standard specifies that consumer safety information and warnings must be provided in any **instructions** (including assembly instructions) that accompany in-scope furniture. This information must be clearly visible, prominent and legible and include the safety alert symbol and pictogram.

Appendix 4

Action checklist

Ensure compliance of any products covered by the Mandatory Information Standard	<input type="checkbox"/>
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NOTE: The remainder of this checklist is not sequential and can be actioned in any order.

For example, you don't have to wait until you have reviewed all products at risk of toppling before implementing the point-of-sale consumer education steps.

Arrange for all at-risk products to include anchor devices	<input type="checkbox"/>
Review all products for stability	<input type="checkbox"/>
Ensure all products include:	
<ul style="list-style-type: none"> • POS and package information 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Warnings 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Anchoring instructions 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Consumer advice 	<input type="checkbox"/>
Ensure effective quality assurance for at risk products including wall anchor devices	<input type="checkbox"/>
Include consumer education and advice on website and make available at POS	<input type="checkbox"/>
Include assembly instructions and any other critical product information on website	<input type="checkbox"/>
Arrange availability of anchor kits at point of sale where not supplied with furniture / televisions; and lock kits for drawer units	<input type="checkbox"/>
Provide training for staff, especially those with direct customer interface roles	<input type="checkbox"/>
Provide clear reference material for POS staff on company policy, customer education, product range anchor details	<input type="checkbox"/>
Establish a system to ensure ongoing compliance with the company's policy, including store audits	<input type="checkbox"/>

Appendix 5

Staff education factsheet

This is a template information sheet intended for floor staff and should be accompanied by the company's policy statement.

Why furniture and television toppling prevention is important

We know that young children like to explore their world and climbing is all part of that experience. But young children are being crushed by falling furniture and televisions.

According to the ACCC², there have been at least 28 deaths associated with toppling furniture reported in Australia between 2000 and 2022. Additionally, toppling furniture incidents result in approximately 900 injuries that require medical treatment each year.

The most common cause of toppling furniture related fatalities are head and crush related injuries and asphyxiation. Of the 28 fatalities attributed to toppling furniture between 2000 and 2022, 17 involved children aged 4 years and under, with another 4 fatalities involving older Australians (60 years of age or older).

These incidents are easily prevented, but it takes awareness and action by consumers. Retail staff can help with this and have a key role to play.

Guidance information is available in a video produced by the ACCC available on YouTube. The video is helpful for both retail staff and consumers.

Items covered by Anchor policy and which items are not

It is important to understand coverage across the product range:

- Product types and/or
- Product categories and/or
- Product ranges and
- Products above a specified height

² Consumer Goods (Toppling Furniture) Information Standard 2024 – Explanatory Statement

Point of sale information

Staff should ensure:

- POS signage is maintained and visible (required for items covered by the Mandatory Information Standard)
- Supplies of consumer information literature are maintained
- Assembly instructions should be available for customers and sale staff during the sale
- Customers are made aware of all relevant information during the sales process and prior to the financial transaction
- Where possible, at least one item on display will be affixed to the wall so the customer can see how an anchor system works

Safety Tips to Prevent Toppling

It is important to understand the different ways to reduce the risk of furniture toppling:

- Consumer awareness-raising at time of purchase
- Stability through design – understand design principles that affect a product's toppling potential, including compliance with AS/NZS 4935 or ASTM F2057
- Anchoring the furniture item/television to prevent toppling (Customers should be advised whether the item comes with the anchor kit or not and what hardware is supplied or not)
- The value of child safety locks for drawers
- Seeking anchoring advice from hardware stores on appropriate hardware for different wall types

Guiding customer choices

Check whether customers may have young children in the place where their furniture will be located, and advise on:

- choosing stable products
- the importance of anchoring
- how to anchor

If customers are concerned that property rental terms disallow attaching things to a wall, suggest they check their state laws, then see whether some exceptions may be made by landlords for this purpose. Otherwise advise the customer about choosing a more stable item and reinforce the other safety messages.

Key safety messages for children's safety

- Anchoring is a vital strategy to prevent toppling. Anchors are easy to install
- The inconvenience of putting a screw into a wall (and having to patch it later) is outweighed by the importance of preventing a serious toppling hazard to your children
- One of the reasons children attempt to climb furniture is to access a child-appealing item, such as a toy or television. Therefore, placing a television on top of a furniture item may make it more likely that a child will attempt to climb the product
- Weight load distribution of product stored inside of the product can affect its stability, so it is recommended that you place heavier items as low down in the furniture unit as possible
- Children using drawers to climb a unit can cause it to tip over. Drawer locks can help prevent this
- Placing furniture on thick pile carpet can adversely affect stability

Appendix 6

Referenced standards and guides

- Documents referenced during the compilation of these guidelines include:
- Consumer Goods (Toppling Furniture) Information Standard 2024
- Consumer Goods (Toppling Furniture) Information Standard 2024 – Explanatory Statement
- ACCC’s Product Safety Australia (PSA) website Mandatory Information Standard page and supplier guide page
- ASTM F2057-23 Standard Performance Specification for Clothing Storage Units
- ASTM F3096-23 Standard Performance Specification for Tipover Restraint(s) Used with Clothing Storage Unit(s)
- ASTM F2388 Standard Consumer Safety Specification for Baby Changing Tables for Domestic Use
- Australian/New Zealand Standard AS/NZS 4220 Bunk beds and other elevated beds
- Australian/New Zealand Standard AS/NZS 4935 Domestic furniture – Freestanding chests of drawers, wardrobes and bookshelves/bookcases – Determination of stability
- Australian/New Zealand Standard AS/NZS 60335.2.6:2014 Australian/New Zealand Standard AS/NZS 62368:2018 Audio/video, information and communication technology equipment – Safety requirements (IEC 62368-1:2014 (ED. 2.0) MOD)
- EN12221 Child use and care articles. Changing units for domestic use. Safety requirements
- ISO Guide 37 – Instructions for use of products by consumers

Appendix 7

Further reading and resources

Research reports

- [ACCC Consumer awareness of furniture stability risks and prevention](#)
- [US Consumer Product Safety Commission Project report: Anchoring furniture and televisions without tools](#)
- [Kids in Danger and Shane's Foundation report: Furniture stability: A review of data and testing results](#)

Coroner Report

- [Perth toddler Reef Kite's death under chest of drawers examined in coronial inquiry](#)

Videos

- [Climb, tumble and fall](#)
- [Toppling furniture safety - anchor it and protect a child](#)

Product safety general standards and guides

- Standards Australia Handbook 295: Product Safety Framework
- ISO 10377: Consumer product safety – guidelines for suppliers
- ISO 10393: Consumer product recall – guidelines for suppliers
- ISO/IEC Guide 37 - Instructions for use of products by consumers
- ISO/IEC Guide 50 - Safety aspects - Guidelines for child safety in standards and other specifications (Free of charge)
- ISO/IEC Guide 51 - Safety aspects - Guidelines for their inclusion in standards (Free of charge)

See also

- Australian Competition and Consumer Commission [Product Safety Australia](#)
- [National Retail Association](#)
- Australasian Furnishing Research and Development Institute - [Furntech](#)
Including [Furntech-AFRDI Testing Information Kit – Stability of Furniture](#)

Appendix 8

Australian Product Safety Legal framework

The following provides readers with a short overview of the regulatory environment that governs the supply of products and services in the Australian marketplace. The framework is more complex than can be captured fully within this overview. Readers are encouraged to seek additional information as determined by their specific requirements and not to rely exclusively on the information provided below.

Safety framework overview

The Australian Consumer Law (ACL) is a schedule in the Competition & Consumer Act 2010. The ACL includes laws that relate to the safety of consumer products and product-related services³. Product safety relates to how the product performs in normal use and also extends to the conditions of any reasonably foreseeable use (which may include foreseeable misuse).

The ACL includes a combination of specific safety requirements and a general expectation that all products offered for sale must be inherently and intrinsically safe.

The ACCC and the state and territory agencies have a number of remedies and enforcement options available to deal with product safety related offences. These include ⁴ heavy fines (for corporations and individuals), the power to enforce product recalls and accept court enforceable undertakings.

Product safety provisions

Australian product safety legislation covers a range of provisions:

1. **Mandatory standards** - Products may be required to meet performance, quality, information, marking and/or labelling obligations. It is illegal for businesses to sell products that do not comply with mandatory safety or mandatory information standards.
2. **Product bans** - Products may be banned on a permanent basis, or on an interim basis where the regulator ⁵ requires an opportunity to investigate further. It is illegal to sell products that are covered by either a permanent or interim ban.
3. **Product safety recalls** - Where a product represents a significant safety risk for consumers or does not comply with a mandatory safety or information standard⁶ and where the product has already been offered and sold to the public, wholesalers and

³ Specific product groups (e.g. food, therapeutic goods) are covered by regulations from other government bodies. Please visit the Product Safety Australia website for further information.

⁴ Not an exhaustive list of the options available to the ACCC.

⁵ State or territory based regulators also have the ability to impose interim bans (applicable only in their state or territory) whilst safety investigations proceed.

⁶ This is a risk-based assessment.

manufacturers may need to withdraw products from sale and conduct a public recall. Companies must advise the ACCC so the recall can be posted on the recalls website and monitored for effectiveness. While most recalls are supplier-initiated (i.e. 'voluntary'), the government can also order a 'compulsory' recall.

4. **Mandatory reporting** - Where a person has suffered death, illness or serious injury⁷ whilst using a product (or service), upon becoming aware of the incident the supplier⁸ must submit a report to the ACCC within 48 hours.
5. **Product liability** allows injured parties to claim damages from the manufacturer of a defective product. This applies to products that do not meet the level of safety people are entitled to expect.
6. **Misleading and deceptive claims** are prohibited under the general consumer protection provisions. In product safety terms, this could relate to unsubstantiated claims such as weight-bearing capacity or meeting certain standards. It can also relate to marketing claims, including images, that are contrary to product warnings and safe use.
7. **Consumer guarantees** exist for all products, including the right to safe products. These guarantees entitle consumers to remedies such as product repair or refund.

Product safety provisions and policy can change from time to time. Check and register with the website below to stay up to date on any developments.

Further information

The above provides a high-level overview of the safety framework in Australia. For further details regarding the consumer laws, product safety and product recalls, it is recommended that you visit the following websites:

- Australian Consumer Law website: www.consumer.gov.au
- Product Safety Australia (PSA) website: www.productsafety.gov.au

⁷ Typically, this is where the incident has required the injured party to receive medical and/or clinical attention.

⁸ All entities in the supply chain are suppliers as the term is defined in the ACL and includes (but is not limited to) a retailer, dealer, distributor, importer and manufacturer.

