



index

A

- AAPT, 22
- ABB Transmission and Distribution Limited, 39
- Abigroup Limited, 70
- Aboriginal Australians, *see* indigenous Australians
- Abtronic device, 44
- ACCC Briefing, 4, 26
- ACCC Consultative Committee, 28, 174–5
- ACCC Consumer Express, 4, 26
- ACCC corporate publications, 26, 171
- ACCC ejournal, 26
- ACCC Info kit for the medical profession, 29
- ACCC Infolink, 26
- ACCC journal, 26
- ACCC role and functions, 36
- ACCC update, 26
- access for disabled people, 121
- access regimes
- electricity, 68, 81–7
 - gas, 68, 88–91
 - rail, 98
 - telecommunications, 68, 92–7
- accident incidents reported by ACCC staff, 119
- accommodation, ACCC, 121
- accountability and management, 114–24
- accounting framework, Telstra, 94
- acquisitions, mergers and joint ventures, 68–71
- Action Group into the Law Enforcement Implications of Electronic Commerce, 28
- additional funding, 117
- addresses of ACCC, 178–9
- Adelaide airport, 97
- Adelaide–Brisbane air route, 41
- Adelaide–Moomba gas pipeline system, 90
- Adelaide port, 99
- adjudication, 7, 72–9
- committee, 116
- ADMA, 75
- Administrative Decisions (Judicial Review) Act 1977*, 78
- ADT Security, 64
- Advanced Medical Institute Pty Ltd, 43, 59
- Advantra Pty Ltd, 120
- advertising, 53, 55
- bait, 52–3, 62
 - by ACCC, 121
 - fine print, 45–6
 - health insurance, 45–6, 47
 - two-price, 25
 - see also* misrepresentations
- AGL, 5, 71
- agreements lessening competition, *see* collusion; anti-competitive agreements
- agricultural sector, 44
- authorisations, 75, 76, 78
 - merger activities, 69
 - see also* food and beverage industry; rural and regional Australia
- agricultural shows, 77
- aid, international, 27
- Air New Zealand, 7, 78
- airconditioning, 39, 61
- airlines, 41, 71, 78
- airports, 96, 97
- funding, 9, 117
- Airports Act 1996*, 97
- Airservices Australia, 96, 97
- alarm systems, 40
- Alberici, Emma, 24
- alcohol retail, 42, 50, 79
- Alice Springs airport, 97
- Alinta Limited, 71
- All Australian Owned Fruit Juice Company Pty Ltd, 59
- Allianz Australian Insurance Limited, 76
- Alstom Australia Limited, 39
- alternative health therapies, *see* health claims

AMP Shopping Centre Trust, 71
 Ampol/Caltex brand petroleum, 50
 amusement services, 55
 AMWU, 40
 analogue subscription television, 94
 ANF, 76
 Anglo Estates Pty Ltd, 54
 animal vitamins and supplements, 40, 44
 annual reports/statements,
 see reporting arrangements
 Ansell latex gloves, 46
 anti-competitive agreements,
 see market sharing; price fixing; collusion
 anti-competitive conduct, 5, 7, 31, 34,
 see also authorisations
 complaints received, 35
 energy, 80
 gas, 89
 leniency policy, 5, 30
 mergers, 68, 69
 remedies and penalties, 15, 23
 telecommunications, 7, 92, 93, 94
 undertakings, 58–9
 waterfront and shipping, 98
 Apco brand petroleum, 50
 appear in person, notices to, 30
 apprenticeships, 75
 APS code of conduct, 121
 aquaculture, 42, 59
 armour linings, 62
 Arnhem Club Inc., 42
 Arnold's Ribs and Pizza Australia Pty Ltd, 43
 articles on consumer issues, 25
 artists, Aboriginal, 9, 38, 43
 asbestos removal, 50
 Asia Australia Discussion Agreement, 98
 ASIC, 14, 28
 asset sales, mergers and joint ventures, 68–71
 associate commissioners, 11, 116
 Astrix Pty Ltd, 60
 at risk consumers, 8, 25
 Atlantic salmon farmers, 42, 59
 Attorney-General's Department, 121
 audits, 117
 committee, 116
 Austar, 95
 Australia Post, 7, 71, 99, 117
 Australian Air Express, 71
 Australian Aboriginal Art Pty Ltd, 38
 Australian Biologics Testing Services Pty Ltd, 51
 Australian Capital Territory, 83, 87, 97, 165
 Electricity, 81
 see also regional offices
 Australian Communications Industry Forum, 27, 95
 Australian Competition Tribunal, 6, 7, 74, 78, 90
 Australian Consumers Association, 28
 Australian Customs Service, 97
 Australian Direct Marketing Association, 75
 Australian Early Childhood College, 43
 Australian Energy Regulator, 10, 17, 80
 Australian Fire Services Pty Ltd, 40
 Australian Fire Services (SA) Pty Ltd, 40
 Australian Gas Light, 71
 Australian Government Solicitor, 120
 Australian Icon Products Pty Ltd, 43
 'Australian made', *see* country/place of origin
 Australian Medical Association (Western Australia), 40
 Australian National Audit Office (Auditor-General),
 117, 120
 Australian Newsagents' Federation, 76
 Australian Postal Corporation, 71, *see* Australia Post
 Australian Postal Corporation Act 1989, 7, 99
 Australian Public Service code of conduct, 121
 Australian Public Service Commission, 121
 Australian Rail Track Corporation, 98
 Australian Safeway Stores Pty Ltd, 49
 Australian Securities and Investment Commission,
 14, 28
 Australian Workers' Union, 40
 Australian workplace agreements (AWAs), 119
 Austrim Nylex's Pryda Reid Group, 70
 authenticity, artworks, 33
 authorisations, 7, 72–9
 electricity, 82, 85–6
 gas, 88, 90–1
 Automotive, Food, Metals, Engineering,
 Printing and Kindred Industries Union, 40
 automotive industry, *see* motor vehicles
 average staffing levels, 21
 aviation, 41, 71, 78, 96–7, 117
 AW Baulderstone Holdings Pty Ltd, 70
 AWU, 40
 Ayers Rock airport, 96

B

bait advertising, 52–3, 62
Ballarat area, 50
banks and banking, 53, 76, 78, 102
banned consumer products, 27, 30
barge services, 49
Bartter Enterprises, 75
BASF Aktiengesellschaft, 50
Basslink, 84
Boulderstone Holdings Pty Ltd, 70
Baxter Healthcare Pty Ltd, 49
beauty products, 49, 52
Berri Ltd, 5, 43, 70
betting services, 57, 70, 77
beverages, *see* food and beverage industry
Bi-Lo supermarkets, 79
Bilfinger Berger Australia Pty Ltd, 70
Billbusters Pty Ltd, 51
Bio Enviro Plan Pty Ltd, 45
Black on White Pty Ltd, 43
blood analysis, 51
BMW (Australia) Pty Ltd, 51
Bolans clot retraction test, 51
Bonnet Imports Pty Ltd, 60
Boral Ltd, 5
Botswana, 27
boycotts, 40, 50, 55, 58
BP brand petroleum, 50
Braithwaite, Michael John, 60
Bray v F Hoffmann-La Roche Enterprises, 40
Brazil, 27
bread and flour market, 49, 50
bricks, 41, 58, 75
Bridge Printing Office Pty Ltd, 42
Brisbane–Adelaide air route, 41
Brisbane airport, 97
Brisbane port, 99
Bristle Operations Pty Ltd, 41, 58
broadband services, 93, 94, 95
broadcasting, *see* television
Buangor, 41
budget, *see* finance
building industry, 41, 50, 58, 70, 75
bundled telecommunications services, 94
Burnie, 99
business publications, 26
Buyplus Commodities Brokers Pty Ltd, 45

C

cab services, 58
Cadbury Schweppes Pty Limited, 44
Caltex, 79, 101
Camden Council, 77
cameras, digital, 52
Campbelltown Council, 77
camping and sport equipment retailing, 35, 54
Canberra airport, 97
candles, 60
Care labelling, 36
cars, *see* motor vehicles
cartels, 4, 5, 29, 31
see also collusion
CBPI, 75
CDs, 4, 42
 compliance, 26
 parallel importations, 31
Central Ranges gas tender, 90
CEPU, 40
certification trade marks, 74
certified agreement, 119
Chaste Corporation Pty Ltd, 51, 58
Chen, Richard, 47
chicken growing services, 75, 78
Chien-Hsuen Liu, 118
child care training services, 43
children's toys, 8, 62
 cosmetics, 8
Chinese Taipei, 26
chipping, 41
Chubb Security Australia Pty Ltd, 55
cinema operators, 59
Clancy, Sharon, 118
Clay Brick and Paver Institute, 75
Clientwise Pty Ltd, 119
clothing industry, 50
coal services, 76
Coca-Cola Amatil Limited, 5, 70
codes of conduct, 27, 28
 authorisations, 76, 77
 breaches/contravention, 45, 47, 48, 61:
 undertakings, 58, 62
 ACCC, 121
coercion, *see* harassment and coercion
Coles Myer, 71, 79, 101
collective bargaining, 75, 76–7, 78
collective negotiations, 8

collusion, **32, 39, 40**, *see also* anti-competitive agreements; cartels; market sharing; price fixing

Comcare premium, **119**

commercial leases, **48**

commission meetings, **115**

commissioners, **11, 114–6, 172–3**

committees ACCC, **9, 115, 119**
external, **25, 27, 28, 29, 174–7**

Commonwealth Bank of Australia, **44, 53**

Commonwealth Disability Strategy, **121**

Commonwealth legislation authorizing conduct, **165**

Commonwealth Office of Small Business, **27**

Commonwealth Ombudsman, **115, 120**

communications, **25–9, 174–7**
committee, **115**
see also publications

Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia, **40**

communications industry, **69**
see also computers and computing; printing and publishing industries; television

compact discs, **42**
compliance, **26**

Competing Fairly Forum, **24, 26**

competition, publications about, **26**

competitive market structures and informed behaviour, **21, 68–111**

competitive safeguards regime (telecommunications), **92, 93**

competitive tendering and contracting, gas industry, **90**

complaints and inquiries, **4, 23, 34–6**
about ACCC, **121**
fuel pricing, **101**
telecommunications, **35, 93**

compliance, **3–4, 21, 23–79**
publications about, **25, 26**
see also enforcement

compliance programs, **23, 28**

compliments about ACCC, **121**

compulsory acquisition of information, **30, 57**

computer game consoles, **41**

computers and computing, **53**
ACCC, **120**
GST-related software, **52**
industry merger activities, **69**
see also internet

concrete masonry, **75**

Concrete Masonry Association of Australia, **75**

conditional authorisations, **76, 77**

conferences and forums, **25, 27**
Competing Fairly Forum, **26, 29**
international, **29**
property investment seminars, **4, 39, 56**
see also meetings

conflict of interest, **121**

construction industry, **41, 50, 58, 70, 75**

consultants engaged, **121**

consultative committee, **174–5**

Consumer Affairs Victoria, **8**

Consumer Consultative Committee, **25, 27, 28, 175**

consumer product safety, *see* product safety

consumer protection,
see fair trading and consumer protection

contact numbers and addresses, **178–9**

container stevedoring operations, **99**

contempt of court, **48, 52**

contraceptives, **52**

contracts, online, **25**

copyright, **41, 103**

corporate governance, **114–21**
committee, **115**

corporate publications, **26, 171**

Corrs Chambers Westgarth, **120**

country/place of origin, **38, 43, 47, 56**
publications, **25, 36, 171**
undertakings, **59, 63**

courts, *see* litigation; undertakings

criminal penalties, **5**

Crowded Planet, **52**

Crown immunity, **64**

CSX World Terminals Pty Ltd, **99**

D

Daikin, **39**

Danoz Direct Pty Ltd, **44, 60**

Danoz Directions Pty Ltd, **60**

dart guns, **62**

Darwin airport, **97**

Dataline.net.au Pty Ltd, **52**

Davenport, Brendon Barry, **60**

Deacons, **120**

DeAgostini UK Ltd, **60**

debt collection, **33, 45, 55**

deceptive conduct,
see misleading or deceptive conduct

decision-making structure, **115**

delegations, international, **26**

demolition services, 50
 Denbri Investments Pty Ltd, 61
 Department of Health and Ageing, 28
 Department of the Prime Minister and Cabinet, 118
 Department of the Treasury, 27, 28, 118
 Department of Transport and Regional Services, 97
 Dermalogica, 49
 Des's Cabs Pty Ltd, 58
 digital cameras, 52
 digital pay TV, 94
 direct marketing, 75
 Direct Marketing Code of Practice, 75
 Directlink, 81, 84
 disabilities, people with, 53, 57, 121
 staff, 122
 disadvantaged consumers, 8, 25
 discount and sale prices, 79
 discount recovery applications, electricity, 82
 diversity, staff, 119, 122
 doctors, 29, 40
 documents, 168
 ACCC statutory powers, 30, 57
 see also publications
 Domain Names Australia Pty Ltd, 55
 domestic airlines, 41, 71, 78
 domestic appliances rental, 47, 57
 domestic appliance retailing, 35, 53, 63
 DM Faulkner Pty Ltd, 49
 draft decisions and determinations, 73, 75, 76, 77
 Duke Energy, 71

E

e-commerce, 25, 28, 30
 complaints received, 35
 e-consumer.gov.international consumer complaints site/facility, 30
 Earthstrength, plastic bags, 38
 earthworm farming, 45
 East Australian Pipeline Limited (Moomba to Sydney), 6, 90
 ECA Stack weight loss product, 60
 Econovite, 44
 education and training services, 43, 47
 apprenticeships, 75
 educational activities, ACCC, 25–6, 68
 see also publications;
 staff training and development
 effective competition and informed markets, 15, 37
 complaints received, 35, 36
 litigation, 38, 39–42, 49–51, 54–5, 104–11:
 undertakings, 58–9
 publications, 171
 EFTPOS interchange fees, 7, 76, 78
 egg products, 61
 ElectraNet, 84
 electrical goods industry, 25, 53, 63
 electricity, 6, 71, 80–7
 ACCC's use, 121
 access code, 82
 litigation, 54
 principles for regulation, 87
 regulatory test, 87
 service standards guidelines, 87
 transformer industry, 31, 39
 electronic commerce, *see* e-commerce
 electronic information, *see* internet
 electronic muscle stimulation products, 44, 52
 electronic pest repellent devices, 54
 email, complaints to ACCC by, 35
 email newsletters, 26
 Emerald Ocean Distributors Pty Ltd, 52
 Emjoi Australasia Pty Ltd, 60
 employee assistance program, 119
 employee attitude survey, 119
 energy committee, 115
 energy efficiency targets, ACCC, 121
 energy industries, 69, 71, 80–91
 see also electricity; gas; petroleum products
 EnergyAustralia, 6, 81, 84, 86, 87
 enforcement, 4–5, 15, 16, 30–3
 committee, 115
 see also litigation
 enter and inspect, notices to, 30
 environmental awareness campaign, ACCC, 121
 environmental claims, 33, 38, 39
 Epic Energy, 90
 equal employment target groups, 122
 equity and diversity, ACCC, 119, 122
 Esanda Finance Corporation Ltd, 45
 Esperance, Shire of, 54
 eucalyptus oil, 38
 Eureka Operations Pty Ltd, 79
 Eurong Beach Resort Limited, 49
 ex-officio commissioners, 11, 116
 Exceed Systems Integration Pty Ltd, 120

exclusionary conduct, 42, 59
 exclusionary provision, 40, 54
 exclusive dealing, 42, 49–50
 complaints received, 35
 notifications, 72, 74, 79
 expenditure, *see* finance
 external liaison, 25, 26, 27, 28–9, 174–7
 see also conferences and forums; meetings;
 publications
 external scrutiny, 115

F

F Hoffman-La Roche Enterprises Ltd, 40, 50
 facsimile directories, 53
 fair trading and consumer protection, 8, 16
 inquiries and complaints, 35, 36
 litigation, 37, 38–9, 43–8, 51–4, 55–7:
 undertakings, 59–64
 publications about, 26, 170
 telecommunications investigations, 93
 false or misleading conduct,
see misleading or deceptive conduct
 fast food franchises, 43
 Federal Court, *see* litigation
 female staff, 122–4
 FFE Building Services Ltd, 40
 Fila Sports Oceania Pty Ltd, 50
 film exhibition market, 59
 final approvals for access arrangement/undertakings,
 82, 88
 final decisions and determinations, 72–3, 76
 electricity, 82
 finance, airports, 97
 finance, ACCC, 117, 121, 126–62
 funding, 9
 funding review, 117
 legal services, 9, 120
 operating loss, 3, 21, 117
 by output group, 21
 judgment debts, 30
 learning and development expenditure, 118
 financial and investment services, 53
 complaints received, 35
 debt collectors, 45, 55
 EFTPOS interchange fees, 76, 78
 merger activities, 69
 investment seminars, 39, 56
 see also insurance
 financial statements, ACCC, 126–62
 fine print advertising, 44–6

fines (pecuniary penalties), 15, 16, 31, 39, 40, 41, 42,
 46, 48, 58
 fire-fighting services, Ayers Rock airport, 96
 fire protection industry, 40
 fitness and weight loss products and claims, 44, 51,
 52, 58, 60
 flour and bread market, 49, 50
 flu vaccinations, 119
 food and beverage industry, 27, 28, 43, 44
 bread and flour, 49, 50
 country of origin claims, 43, 47, 56, 59
 liquor retail, 42, 50, 79
 merger activities, 69, 70
 undertakings, 59, 63
 see also agricultural sector
 Food Standards Australia and New Zealand, 27
 forestry/mining merger activities, 69
 Foster, Peter, 51
 4WD Systems Pty Ltd, 48
 Fox Symes & Associates, 55
 Foxtel, 94, 95
 Franchise Consultative Panel, 27, 28, 176
 franchises and franchising, 43, 45, 47, 48, 51, 58, 61
 complaints received, 35
 publications, 36
 undertakings, 58, 62
 Franchising Industry Code of Conduct, 45, 47, 48, 51,
 58, 61, 62
 Francis, David, 44
 Fraser Island, 49
 fraud control, 117
 freedom of information, 166–9
 freight services, 46, 70, 71
 see also shipping
 Fremantle, 99
 frog ornaments, 60
 fruit and vegetable industry, 26, 29
 fruit juice/drinks, 43, 44, 59, 63
 merger activities, 70
 fuel, *see* electricity; gas; petroleum products
 Fujitsu Australia Ltd, 39
 full price not disclosed, 60
 full-time equivalent staff, 118
 functions, ACCC, 12–14, 36
 funding, ACCC, *see* finance

G

gambling services, 57, 70, 76, 77
Gary Peer & Associates, 55
gas, 6, 80, 88–91
 Duke Energy sale, 71
 Litigation, 54
 Patricia Baleen plant, 40
Gasgo Pty Ltd, 54
GasNet, 90
Gazette advertising, 121
Geelong area, 54
George Weston Foods Limited, 49, 50
Giraffe World Australia, 45
Global Pre Paid Pty Ltd, 52
globalisation, 5, 69
gloves, latex, 46
Go Drew Pty Ltd, 61
Gold Coast, 53
Golden Casket Agents' Association, 76
Gove, 70
governance, ACCC, 114–21
government and parliamentary requests, 27
government tender, price fixing in, 50
graduate recruitment, 118
Greater Union Limited, 59
Greenstar Cooperative Ltd, 45
Greenstar Management Pty Ltd, 45
Gregson, Scott, 118
groceries, *see* supermarkets and groceries
Guide to unconscionable conduct, 29
Gulf Freight Services, 70

H

Handicott, Teresa, 11, 116
harassment and coercion, 45, 49, 52, 53
Harvey Norman Holdings Pty Ltd, 52
health and medical services, 29, 33, 40, 51
 authorisations, 76, 77, 78
 fluids, 49
 medical indemnity insurance premiums, 102, 117
 merger activities, 69
 oral contraceptives, 52
health and safety, ACCC staff, 119
health claims, 52, 57, 63
 fitness and weight loss, 44, 51, 52, 58, 60
 impotence and erectile dysfunction, 43, 59
health insurance, 45–6, 47
 report to Senate, 29

Health Services Advisory Committee, 29
Heatshield Ductair Pty Ltd, 61
High Adventure Pty Ltd, 54
High Court, 4, 31, 54
Hill End, 60
Hitachi, 39
HMA Blaze Pty Ltd, 121
Holliday, Vanessa, 118
honey drink, 56
Hornsby Council, 77
horticultural industries, 24, 26, 76
household appliances rental, 47, 57
household appliance retailing, 35, 53, 63
housing loans, 53
How to comply with the TPA, 36
Howarth, Susan, 118
HSAC, 29
Hughes, David Zero Population Growth, 52
human resources, *see* staff
Hunters Hill Council, 77
Hydro Tasmania, 86

I

IAG Insurers, 79
IGA supermarkets, 79
Ikuson Trading Company Pty Ltd, 56
imports, parallel, 42
In-Touch Networks Pty Ltd, 52
income earning and business opportunities, 33, 52
 pyramid selling, 45, 48, 57
indexation, additional funding for, 117
indigenous Australians, 9, 38, 43
 staff, 122
Indonesia, 27
influenza vaccinations, 119
Infocentre, 34–6
Info4pc.com Pty Ltd, 53
information and communication technology committee, 115
information and liaison activities, 25–9, 174–7
 see also conferences and forums; meetings; publications
information powers of ACCC, 30, 57
information requests, international, 26
information technology,
 see computers and computing; internet
informed markets,
 see effective competition and informed markets

infrastructure service markets, regulation of, 6–7, 80–103

- parts of Trade Practices Act dealing with, 17
- publications, 171

Inghams Enterprises Pty Ltd, 75

Inglewood Olive Processors Limited, 47

injury incidents reported by ACCC staff, 119

inquiries, *see* complaints and inquiries

inquiries, submissions to, 27, 97

inspect, notices to, 30

insurance, 35, 76, 79

- Comcare premium, 119
- ACCC monitoring, 102, 117
- see also* health insurance

intellectual disability, people with, 53, 57

intellectual property, 41, 103

- certification trade marks, 74

interest, conflict of, 121

interim authorisations, 75, 76

interim decisions, 73

internal audit committee, 115

international agreements, 26

International Competition Network, 5, 29, 69

international conferences, 29

International Consumer Protection and Enforcement Network, 5, 26

international cooperation, 5–6, 28

- internet sweeps, 5, 24, 26

international delegations, 26

international information requests, 26

international liner cargo, 98

international meetings, 25

international staff exchanges, 118

international study visits, 27

international technical assistance, 27

internet, 33

- consumer campaigns, 22, 25, 26
- domain names, 55
- e-consumer.gov.international consumer complaints site/facility, 30
- internet sweeps, 5, 22, 26
- mirror sites, 47
- online contracts, 25
- online gambling, 57
- see also* e-commerce

internet, ACCC, 26, 29, 30, 120

- accessibility, 121
- retail petrol price information, 101

internet service providers, 52

internet sweeps, 5, 22, 26

interstate rail network, 98

intranet, ACCC, 120

investigations, 23, 30, 35

- electronic, 25
- staff conduct, 121
- telecommunications, 93

investment in electricity transmission, 81, 84, 85, 87

investment services, *see* financial and investment services

Iran, 27

Ireland, 26

Irish Competition Authority, 118

IT&T AG, 6, 53

Ixon Japan KK, 56

J

jacks, 51, 64

John Bevins Pty Ltd, 53

joint ventures, mergers and asset sales, 68–71

Joondalup Health Campus, 40

judgment debts, 30

K

Kabushiki Kaisha Sony Computer Entertainment v Stevens, 41

Kaye, Henry, 56

Kendrick-Smith, Miles, 51

kerbside waste collection, 77

King, Stephen, 11, 114–6, 173

King, Yasmin, 11, 116

Kirin Direct Marketing Pty Ltd, 61

kits, 60, 61

Korea, 27

Kwik Fix International Pty Ltd, 45, 61

L

labelling, 36

- fruit juice/drinks, 44, 63
- stock feed supplements, 44
- sunglasses, 61, 64
- see also* country/place of origin

land, *see* real estate and real estate agents

Lane Cove Council, 77

latex gloves, 46

Lawson's Trading Co Pty Ltd, 62

lead wicks, 60

Leahy Petroleum Pty Ltd, 41, 50, 54

leases, 48

legal services, 46, 62

- ACCC, 9, 120

Legal Services Manager, 120

legislation, 15, 99, 164–5
 review of Airports Act, 97
 Singapore, 27
 see also Trade Practices Act 1974

Leighton Group, 70

leniency policy, 5, 30

liaison, 25–9, 174–7
 see also conferences and forums;
 meetings; publications

library services, ACCC, 120

liner cargo, international, 98

liquor retailing, 42, 50, 79

Liquorland (Australia) Pty Ltd, 50, 79

litigation, 23, 31–2, 37–57, 65–7, 104–11
 ACCC legal services, 9, 120
 Committee, 115
 legal expenses, 9
 publicity about, 3–4, 25
 see also undertakings

Litigation Contingency Fund, 9

Liverpool Council, 77

Lloyd Brooks Pty Ltd, 38

logos, deceptive, 61

lottery agents, 76
 see also gambling services

Loy Yang Power, 5, 71

Lux Pty Ltd, 53

M

McCain Foods (Aust) Pty Ltd, 76

McMahon Services Pty Ltd, 50

McNeil, Patrick, 118

McNeill, Jennifer, 11, 115–6, 173

Macquarie Corporate, 22

‘made in ...’ claims, *see* country/place of origin

magazines, 60, 63

mail services, 99, 117

Malaysia, 27

males, *see* men

Managed Investments Act 1998, 5

management and accountability, 114–24

mandatory product safety standards,
see product safety

Mannum area, 42

manufacturing merger activities, 69, 70

market power, misuse of, 41–2, 49–50, 58

market research and advertising, ACCC, 121
 see also surveys

market sharing, 31, 39, 40, 49, 50–1

Martin, John, 11, 114–6, 172

Marven poultry, 78

masonry, concrete, 75

Mayne Group Ltd, 40

MBF, 46, 53

media, 3–4
 see also internet; printing and publishing
 industries; television

media releases, ACCC, 25, 68

Medibank Private, 45

Medical Benefits Fund of Australia Ltd, 46, 53

medical claims, *see* health claims

medical indemnity insurance, 102, 117
 funding, 9

medical practitioners, 29, 40

medical services, *see* health and medical services

Medicines Australia, 76

meetings, 25, 27, 28
 communications industry, 96
 Workplace Relations Consultative Committee, 119

Melbourne airport, 97

Melbourne port, 99

men
 impotence and erectile dysfunction, 43, 59
 staff, 123–4

mergers, asset sales and joint ventures, 5, 68–71, 116
 committee, 115

metal products sector, 49

Metcash Trading Limited, 79

Metro Brick, 5

microwave ovens, 63

Midland Brick Company Pty Ltd, 5, 41

mining/forestry merger activities, 69

Minister for Industry, Tourism and Resources
 v Mobil Australia Pty Ltd, 38

Minmetals Australia Pty Ltd, 8, 62

miracle health claims, *see* health claims

misleading or deceptive conduct, 38–9, 43–8,
 51–4, 55–7
 complaints received, 35
 undertakings, 58, 59–64
 see also advertising

misrepresentations, 44–8, 50, 51, 52, 54, 56,
 57, 58–64
 air conditioning, 39, 61
 complaints and inquiries about, 35
 country/place of origin, 38, 47, 56, 59, 63
 fitness and weight loss claims, 44, 51, 52, 58, 60
 franchises, 48, 51
 health claims, 43, 59, 63

- household goods and appliances, **47, 63**
- about income (earnings), **43, 52, 58**
- legal services, **46, 62**
- pest eradication, **54, 60**
- price, **35, 46**
- product availability, **64**
- product capacity/capability, **44, 63–4**
- product ingredients, **44, 63**
- pyramid selling, **45**
- telecommunications services, **46, 51, 52, 57, 62**
- misuse of market power, **35, 41–2, 49–50, 58**
- MiTek Australia Ltd, **70**
- Mobil Australia Pty Ltd, **38**
- mobile originating access service, **94**
- mobile telephone services, **33, 57, 62**
 - accessories, **57**
 - prices, **57, 93–4, 112**
- mobile terminating access service, **92, 93–4, 112**
- model kits, **60, 61**
- Mongolia, **27**
- Moomba to Adelaide gas pipeline system, **90**
- Moomba to Sydney gas pipeline system, **6, 90**
- Morgan Buckley Pty Ltd, **46, 62**
- mortgages, **53**
- Mosman Council, **77**
- motor vehicles, **35**
 - body repairs, **28, 45, 61**
 - dealers, **28**
 - franchises, **45, 48**
 - insurance, **79**
 - jacks and owner manuals, **51**
 - parts and accessories, **48, 64**
 - repossession for debt, **45**
 - safety standards, mandatory, **51**
- Multigroup Distribution Services, **46**
- Murraylink Transmission Company, **6, 81, 84, 86**
- muscle stimulation products, **44, 52**
- music CDs, importation of, **42**

N

- nannies training, **43**
- National Chemical Pty Ltd, **38**
- National Consumer Congress, **22**
- National Consumer Rights Day, **22**
- National Electricity Code, **81, 83, 85–6**
- National Electricity Code Administrator Ltd, **83**
- National Electricity Market, **6, 83–7**
- National Electricity Market Management Company Ltd (NEMMCO), **83, 85**
- national gas code, **89**

- National Heart Foundation Tick logo, **61**
- National Investment Institute Pty Ltd, **56**
- National Telecoms Group Pty Ltd, **46, 62, 95**
- National Training Conference, **39**
- Nationwide Mercantile Services, **45**
- natural gas, *see* gas
- negative ion mats, **45**
- New South Wales, **165**
 - electricity, **81, 83, 84, 86, 87**
 - fire protection industry, **31, 40**
 - gas, **6, 90**
 - see also* regional offices; Sydney
- New South Wales Department of Health (NSW Health), **78**
- New Zealand Commerce Commission, **26**
- Newcastle, **76**
- News Limited v South Sydney District Rugby League Football Club Ltd, **41**
- news releases, **4, 25, 68**
- newsagents, **76**
- newsletters, ACCC, **26**
- newspaper publishing, **31, 42**
- Nhulunbuy, **42**
- Nicholas, Ian, **118**
- Nokia mobile handsets, **62**
- non-English speaking background, staff from, **122**
- non-supply, after payment, **35, 53, 55, 62, 64**
- Norman Waterhouse, **120**
- North Sydney Council, **77**
- Northern Pacific Paper, **51**
- Northern Territory, **96, 97, 165**
 - see also* regional offices
- notifications, **7, 72, 74, 79**
 - telecommunications, **95**
- notices to acquire information, **30**
- NRMA Health Pty Ltd, **47**
- NRMA Insurance Ltd, **76**
- NSW Health, **78**
- NT Power Generation Pty Ltd v Power and Water Authority and Gasgo Pty Ltd, **54**
- NW Frozen Foods Pty Ltd v ACCC, **38**

O

- occupational health and safety, **119**
- Oceana Commercial Pty Ltd, **53**
- offices, **121**
 - see also* regional offices
- olive oil, **47**
- Ombudsman, Commonwealth, **115, 120**

ombudsmen, access to electricity metering data, **85**
 On-Line Fire Protection Pty Ltd, **40**
 online services, *see* internet
 opening hours, ACCC, **121**
 operating loss, **3, 21, 117**
 Optus Mobile Pty Ltd, **62, 95**
 oral contraceptives, **52**
 orange juice, **63**
 organisation and structure, **11, 120**
 decision-making, **115**
 outcome and outputs, **20**
 Organisation for Economic Cooperation and Development (OECD), **28**
 origin claims, *see* country/place of origin
 Outback Juice Company Pty Ltd, **63**
 outside participation, arrangements for, **166–7**
 Owens, Lew, **11, 116**

P

P&O Ports Pty Ltd, **99**
 Pacific Dunlop Ltd, **46**
 packaging, **46, 63, 64**
 paper recycling industry, **51**
 Papua New Guinea, **27**
 paragliders, **54**
 parallel imports, **4, 42**
 Parker Freight Express, **46**
 parliament, reports to, **27, 29**
 parliamentary committees, **27, 120**
 part-time staff, **124**
 pasta, **63**
 pathology services, **78**
 Patricia Baleen gas plant, **40**
 Patrick Stevedores Operations Pty Ltd, **99**
 pay, ACCC staff, **119**
 pay television, **94–5**
 payment, acceptance without intending/able to supply, **35, 53, 55, 62, 64**
 payments system, **76, 78**
 penalties and fines, **4, 15, 16, 31, 39, 40, 41, 42, 46, 48, 58**
 prison option for hard core cartel conspirators, **5**
 people and resources committee, ACCC, **115**
 people management, **118–9, 121**
 people with disabilities, **121, 122**
 see also staff
 performance, misrepresentation of, **35**
 performance indicators, ACCC
 communicating with businesses and consumers, **25–7**
 enforcing for business and consumers, **30**
 Infocentre, **34**
 infrastructure services: mergers, **68**; adjudication, **72**;
 electricity, **81**; gas, **88**; telecommunications, **92**;
 aviation, **96**; rail, **98**; waterfront, **98**; post, **99**;
 petrol, **100**; insurance/prices oversight, **102**
 performance pay, **119**
 Perkins Shipping, **70**
 Perth airport, **97**
 Pest Contro and Pest Offence devices, **60**
 Pest Free Australia Pty Ltd, **54**
 petroleum products, **7, 71, 79, 100–1**
 litigation, **41, 50, 54**
 see also gas
 pharmaceuticals, **76**
 Philippines, **27**
 Phillips Fox, **120**
 Phoneflasher.com Pty Ltd, **57**
 phones, *see* telecommunications
 pipelines, gas, **6, 71, 88–91**
 place of origin, *see* country/place of origin
 plastic bags, **38**
 PlayStation consoles, **41**
 P&O Ports Pty Ltd, **99**
 Port Waratah Coal Services Ltd, **76**
 port services, **99**
 postal services, **99, 117**
 power, *see* electricity; gas
 Power and Water Authority, **54**
 Powerlink, **84**
 powers of ACCC, **30, 57**
 pre-paid telephone cards, **52**
 prescription medicines, **76**
 presentations given, **25, 26**
 Preston area, **49**
 price fixing, **31, 39–40, 41, 42, 49, 50, 54**
 undertakings, **58, 59**
 price misrepresentation, **35, 46**
 price not disclosed, **60**
 prices and pricing, **35, 36**
 aeronautical charges, **96–7, 117**
 committee, transport and prices, **115**
 electricity, **85, 86**; spot market, **83–4**
 gas, **90**
 insurance, **102**
 magazines, **60**

mobile telephone, 22, 57
petrol, 100–1: litigation, 41, 50, 54
postal, 99
shipping, 98–9
surveillance, 36
telecommunications, 93–5
Prices Surveillance Act 1983, 15, 97, 99
primary boycotts, 50, 58
primary produce,
see agricultural sector; horticultural industries
printing and publishing industries
magazines, 60, 63
newsagents, 76
newspapers, 31, 42
unsolicited goods and services, 53, 63
prison option for hard core cartel conspirators, 5
private health insurance, *see* health insurance
procurement, *see* purchasing
‘Product of Australia’, *see* country/place of origin
product safety, 8, 30, 33
bans, 27
litigation, 46, 51: undertakings, 60, 61, 62, 64
reviews of mandatory standards, 27
standards, 27
surveys, 8
Productivity Commission, 91, 97
professional indemnity insurance, 102
professions, 29, 40
property market, 56
see real estate and real estate agents
Pryda Reid Group, 70
public liability insurance, 76, 102
public registers, 120, 167–8
Public Service Act 1999, 119
public undertakings, *see* undertakings
publications, ACCC, 4, 26, 29, 120, 170–1
intellectual property guidelines, 103
media releases, 4, 25, 68
petrol prices, 100–1
sent to Infocentre callers, 34, 36
see also printing and publishing industries;
reporting arrangements
publicity, 3–4, 25, 26, 68
purchasing, 117
gas industry, 90
pyramid selling, 22, 45, 48, 57

Q

Qantas Airways Ltd, 7, 41, 71, 78
QBE Insurance (Australia) Limited, 76
quality, misrepresentation of, 35
Queensland, 83, 84, 165
see also Brisbane; regional offices
Queensland Newsagents’ Federation (QNF), 76

R

Radio Rentals, 47, 57
rail, 98
Reader’s Digest (Australia) Pty Ltd, 63
real estate and real estate agents, 4, 28, 33, 53, 54, 55
complaints received, 35
investment seminars, 33, 39, 56
undertakings, 60
record keeping, Australia Post, 99
records management, ACCC, 120
recruitment of staff, ACCC, 118, 120
recycling, *see* waste recycling
Reeves, Andrew, 11, 116
referral (pyramid) selling, 45, 48, 57
refrigerants, 39
refunds and warranties, 36
Refusal to deal, 36
Regional Consultative Committee, 28, 177
regional offices, 120, 121
contact numbers and addresses, 178–9
litigation and undertakings, 65–7
staff, 122–4
see also rural and regional Australia
registers, public, 120, 167–8
regulatory activities, 6–7, 80–103
publications, 171
Regulatory reporting guidelines for gas pipeline service providers, 91
reliability safety net, 85
remedies for breach of law, 15, 16, 30, 31, 38–64
prison option for hard core cartel conspirators, 5
see also litigation
remuneration of staff, 119
reporting arrangements
airports, 97
telecommunications industry, 93, 94
requests for information, international, 26
resale price maintenance, 41, 49, 51, 52, 54
undertakings, 58
rescue and fire fighting service, Ayers Rock airport, 96
reserve trade sunset clause, 85

Resolution of transmission pipeline access disputes, 91

resources, *see* finance; staff

retail and retailers, 33

ACCC product safety surveys, 30

complaints received, 34–5

electricity, 83

gas, 90

industry codes of conduct, 27

liquor, 42, 50, 79

National Electricity Market, 83

sales catalogues, 52

shopping centres, 48, 71

sports apparel, 50

two-price advertising, 25

see also prices and pricing;
supermarkets and groceries

Retail Flash, 4, 26

retail leases, 48

revenue, *see* finance

revenue caps, electricity, 82, 86–7

review of ACCC employment actions and decisions, 119

Review of the impact of Part IV of the Trade Practices Act 1974 on the recruitment and retention of medical practitioners in rural and regional Australia, 29

Rhonwood Pty Ltd, 42

ring fencing, 81, 88

The River News regional newspaper, 42

road sweepers, 63

Robertson, Geoffrey, 26

rubber gloves, 46

rugby league, 41

rural and regional Australia, 26, 28, 177

agricultural shows, 77

newspapers, 31, 42

petrol prices, 100–1

recruitment and retention of
medical practitioners, 29

Rural Press Ltd, 42

Ryde Council, 77

S

Saatchi & Saatchi, 47

safety, ACCC staff, 119

see also product safety

salaries, staff, 119

sale and discount prices, 79

salmon farming, 42, 59

Samuel, Graeme, 3, 11, 115–6, 172

San Remo Macaroni Company Pty Ltd, 63

Sanyo Airconditioning Australia, 39

scams, 22, 26

Scams and spam booklet, 24

Schneider Electric (Australia) Pty Ltd, 39

Schwartz Industries Australia Pty Ltd, 63

scrap metal auctions, 49

secondary boycotts, 40

secondment of staff, 118

section 87B undertakings, *see* undertakings

section 155 notices, 30

security services, 55, 64

seminars, *see* conferences and forums

Senate, report on private health insurance to, 29

Senate Economic References Committee inquiries, 27

senior executive staff (SES), 119, 124

senior management committees, 115

service charter, 121

Seven Network Ltd, 57

Sharp Corporation of Australia Pty Ltd, 63

Shell brand petroleum, 50

Shell Company of Australia Limited, 71, 79, 101

shipping, 70, 76, 98–9

barge services, Fraser Island, 49

Showmen's Guild of Australasia, 55, 77

shopper docket discounts, 79, 101

shopping centres, 48, 71

Simplot Australia Pty Ltd, 76

Singapore, 27

Sisters of Charity Health Service, 77

Sky Channel, 70

Slater and Gordon, 120

Slendertone Health and Beauty Pty Ltd, 52

slimming products and claims, 44, 51, 52, 58, 60

small business, 35

meetings with, 25

publications for, 25, 26, 36

Senate inquiry into effectiveness of
Trade Practices Act, 27

training and development franchise system, 47

Small Business Advisory Group, 27, 28, 175–6

Small business and the Trade Practices Act, 36

Small Business Rural and Regional Program, 24

small print advertising, 45–6

smash repair industry, 28, 45

Smith, David, 114–6, 173

social justice, 119, 122

software products, 52

Sonya Valentine Pty Ltd, 64

South Africa, 27

South Australia, 165

- electricity, 81, 83, 84
- fire protection industry, 40
- gas, 90
- Regional Consultative Committee, 28, 177
- see also* Adelaide; regional offices

South Australian Olive Corporation Pty Ltd, 47

South Sydney Rugby League Football Club, 41

spam, 22, 25, 26

speeches, by commissioners and staff, 26

SPI PowerNet, 81, 84, 86

sport, 41

sport and camping equipment retailing, 35, 54

sports apparel, 50

spot market, 83–4

staff, 9, 118–9, 122–4

- average levels, 21
- commissioners, 11, 114–6, 172–3
- conduct, 121

staff survey, 119

staff learning and development, 118

- electronic investigations, 25
- fraud awareness, 117
- occupational health and safety, 119

staff welfare, 119

Standing Committee of Officials on Consumer Affairs, 28

Star Track Express, 71

stevedoring industry, 98–9

stock feed supplements, 44

structure, *see* organisation and structure

study assistance, 118

study visits by overseas officials, 27

submissions, papers and reports, 27, 91, 97

subscribers to ACCC journals and newsletters, 26

subscription television, 94–5

substitute authorisations, 75

sunglasses, 61, 64

superannuation, ACCC employer contributions, 117

supermarkets and groceries, 49, 71, 79, 101

- industry code of conduct, 27

surveys

- ACCC employee attitudes, 119
- telecommunications infrastructure, 94

Swift petroleum, 50

Sydney airport, 97

Sydney–Moomba gas pipeline system, 6, 90

Sydney Opera House bookings, 47

Sydney port, 99

Sylvan, Louise, 11, 114–6, 172

Synergy in Business Pty Ltd, 47

T

TAB Agents' Association of NSW, 77

TAB Limited, 70, 77

Tabcorp Holdings Limited, 70

Taiwan Fair Trade Commission, 118

takeaway liquor retailing, 42, 50

Tamblyn, John, 11, 116

Tamworth Radio Cabs Co-operative Limited, 58

Tasmania, 165

- chicken growers, 75
- electricity, 84, 86, 87
- see also* regional offices

Tasmanian Farmers and Graziers Association, 76

Tasmanian Salmonid Growers Association, 42

Tassal Ltd, 42, 59

tax invoices, 46, 62

taxi services, 58

technical assistance, 28

- international, 27

telecommunications, 6–7, 92–6

- committee, 115
- competition notice guideline, 94
- complaints received, 35, 93
- funding for ACCC regulation, 117
- reports, 93, 94
- see also* mobile telephone services; Telstra Corporation Limited

Telecommunications Competition Act 2002, 94

telephone bill-paying services, 51

telephone calls to ACCC, 34, 35

telephone cards, pre-paid, 52

telephone number portability, 94

television, 57, 94–5

- Sky Channel, 70

Telstra Corporation Limited, 6–7, 51, 57, 93, 94, 95

- bill-paying services for, 51
- competition notice, 93
- price control arrangements, 93

Telstra Enterprise Services, 120

Telstra Multimedia, 94, 85

temporary staff, 124

tenancy, retail, 48

Thailand, 27

Therapeutic Goods Advertising Code Council, 27

thermography, 51

third line forcing, 79, 95

- see also* exclusive dealing

Thorn Australia Pty Ltd, 47

time open for public contact, 121

timeline, ACCC cases and decisions, 104–11

timeliness

- electricity authorisations, **81, 82**
- Infocentre calls answered, **34**
- mergers etc. finalised, **68**

Torres Strait Islanders, *see* Indigenous Australians

tow trucks, **79**

Toyota Motor Corporation Australia Ltd, **64**

toys, **62**

Trade Practices Act 1974, **15–17, 35, 103**

- amendments, **164**
- information powers under, **30, 57**
- medical profession and Part IV, **29**
- parliamentary inquiries, submissions to, **27**
- registers maintained under, **167–8**
- Wilkinson report, implementation of, **117**

trade marks, certification of, **74**

trade unions, **40**

training, *see* education and training services;
staff learning and development

Transend, **6, 81, 84, 87**

Transgrid, **81, 84, 86, 87**

transport and prices oversight committee, ACCC, **115**

transport industry, **69, 71**

see also aviation; motor vehicles; shipping

Treasury, **27, 28, 118**

TRIMit, **51, 58**

trolley jacks, **64**

two-price advertising, **25**

two tier marketing, **53**

Tyco Australian Pty Ltd, **40, 64**

U

unconscionable conduct, **43, 45, 48, 51–2, 53, 55, 57**
publication about, **29**

undertakings, **23, 30, 31, 58–64**

- media releases about, **68**
- mergers resolved through, **69**

undue harassment and coercion,
see harassment and coercion

unions, **40**

United Kingdom Office of Fair Trading, **26**

United States Federal Trade Commission (FTC), **25, 28**

Universal Music Australia Pty Ltd, **42**

unleaded petrol prices, **100–1**

unsolicited goods and services, **33, 53, 55, 61, 63**

Utility Regulators Forum, **28, 103, 177**

V

vaccination of staff, **119**

vacuum cleaners, **53**

VBBTF, **75**

vegetable industry, **26, 29, 76**

vehicles, *see* motor vehicles

VENcorp, **81, 86, 88, 90, 91**

veterinary products, **40, 44**

Victoria, **165**

- chicken growers, **75, 78**
- electricity, **81, 83, 84, 86**
- gas, **90, 91**
- Melbourne airport, **97**
- Melbourne port, **99**
- see also* regional offices

Victorian Brick and Blocklaying Training Foundation
Ltd, **75**

Victorian Energy Networks Corporation (VENCorp),
81, 86, 88, 90, 91

Victorian Farmers Federation (VFF), **75, 78**

video presentations and productions, ACCC, **26**

Village Roadshow Limited, **59**

Virgin Blue Airlines Pty Ltd, **41**

Visy Paper Pty Ltd, **51**

vitamins, **40, 50**

Viva brand olive oil, **47**

voluntary compliance, **23, 28**

see also codes of conduct

vulnerable consumers, **8, 25**

W

wagering services, **57, 70, 77**

Waikerie Printing House, **42**

Walker Stores Pty Ltd, **57**

Warner Music Australia Pty Ltd, **42**

warranties, **35**

Warranties and refunds, **36**

Warringah Council, **77**

waste management, **51, 77**
by ACCC, **121**

waterfront industry, **98–9**

Watt, Don, **11, 116**

websites, *see* internet

weight-loss products and claims, **44, 51, 52, 58, 60**

Western Australia, **90, 165**

see also regional offices

Western Tool Distributors Pty Ltd, **64**

Westfield Holding, **71**

Westfield Shopping Centre Management Co.
(Qld) Pty Ltd, **48**

wheaten flour, **50**

whistleblowers, **5, 31**

Wilkinson report, implementation of, **117**
funding, **9**

Wilkinson, Warwick, **11, 116**

Will Writers Guild Pty Ltd, **48**

will writing, **48**

Willett, Ed, **11, 115–6, 173**

Willoughby Council, **77**

Wilson Transformer Company, **39**

Wingecarribee Council, **77**

Wollondilly Council, **77**

women staff, **122–4**

Woolworths Ltd, **50, 79, 101**

Woolworths (South Australia) Pty Ltd, **42**

Wordplay Services Pty Ltd, **57**

workplace agreement, **119**

workplace diversity, **119, 122**

Workplace Relations Act 1996, **119**

Workplace Relations Consultative Committee, **119**

workplace safety, **119**

workshops, *see* conferences and forums

World Consumer Rights Day, **22**

World Netsafe Pty Ltd, **48**

worm farming, **45**

X

Xenoudakis, Constantine, **58**