

## appendix

# the law

## amendments to the Trade Practices Act

*Trade Practices Legislation Amendment Act 2003 No 134*

commenced 1 March 2004

replaced the Prices Surveillance Act creating a new Part VIIA in the Trade Practices Act

*Trade Practices Amendment (Australian Energy Market) Act 2004 No 108*

commenced 30 June 2004

*Corporate Law Economic Reform Program (Audit Reform and Corporate Disclosure) Act 2004 No 103*

commenced 30 June 2004

*Treasury Legislation Amendment (Professional Standards) Act 2004 No 118*

commenced 13 July 2004

*Trade Practices Amendment (Personal Injuries and Death) Act (No. 2) 2004 No 113*

commenced 13 July 2004

## other laws

*Airports Act 1996*

focusing on access, prices and the quality of service at Australia's privatised airports

*Australian Postal Corporation Act 1989*

defining access to the postal network

*Broadcasting Services Act 1992*

covering the payment of TV licences

Gas Pipelines Access Law

National Electricity Law

*Telecommunications Act 1997*

implements a regulatory framework for the telecommunications industry

*Telecommunications (Consumer Protection and Service Standards) Act 1999*

provides a range of safeguards that are available to consumers of telecommunication services

*Trade Marks Act 1995*

governing the approval of a trade mark that certifies that goods or services are of a particular standard of quality, origin, material or mode of manufacture

# exceptions under Commonwealth, state and territory legislation

Some Commonwealth, state and territory Acts permit conduct that would normally be an offence under the Trade Practices Act. Section 51(1) of the Trade Practices Act provides that such conduct may be permitted if it is specifically authorised under those other Acts.

Below is a list of the legislation that allows such conduct or provides for regulations to be made authorising particular conduct. The list includes legislation which the ACCC has been notified of or has otherwise become aware of.

exceptions under Commonwealth, state and territory legislation

## Commonwealth

*Trade Practices Act 1974*, Part X, Division 5, section 173  
*Wheat Marketing Act 1989*  
*Australian Postal Corporation Act 1989*  
*Year 2000 Information Disclosure Act 1999*  
Payment Systems (Regulation) Regulations 2003

## New South Wales

*Coal Industry Act 2001*  
*Farm Produce (Repeal) Act 1996*  
*Gaming Machines Act 2001*  
*Grain Marketing Act 1991*  
*Industrial Relations Act 1996*  
*Industrial Relations (Ethical Clothing Trades) Act 2001*  
*Liquor Act 1982*  
*Marketing of Primary Products Act 1983*  
*Poultry Meat Industry Act 1986*  
*Registered Clubs Act 1976*  
*Totalizer Act 1997*  
*Wine Grapes Marketing Board (Reconstitution) Act 2003*

## Queensland

*Chicken Meat Industry Committee Act 1976*  
*Competition Policy Reform (Queensland) Act 1996*  
*Forestry Act 1959*  
*Gladstone Power Station Agreement Act 1993*  
*Petroleum Act 1923*  
*Sugar Industry Act 1999*  
*Transport Operations (Passenger Transport) Act 1994*  
*Year 2000 Information Disclosure Act 1999*

## Victoria

*Electricity Industry (Residual Provisions) Act 1993*  
*Gas Industry (Residual Provisions) Act 1994*  
*Gas Industry Act 2001*  
*Health Services Act 1998*  
*Outworkers (Improved Protection) Act 2003*  
*State Owned Enterprises Act 1992*  
*Water Industry Act 1994*

## Tasmania

*Electricity Supply Industry Act 1995*  
*Electricity Supply Industry Restructuring (Savings and Transitional Provisions) Act 1995*

## Western Australia

*Grain Marketing Act 2002*  
*North West Gas Development (Woodside) Agreement Act 1979*

## South Australia

*Authorised Betting Operations Act 2000*  
*Barley Marketing Act 1993*  
*Chicken Meat Industry Act 2003*

## Northern Territory

*Consumer Affairs and Fair Trading Act 1990*  
Consumer Affairs and Fair Trading (Tow Truck Operators Code of Practice) Regulations  
*Electricity Reform Act 2000*  
*Water Supply and Sewerage Act 2000*  
*Year 2000 Information Disclosure Act 1999*

## Australian Capital Territory

*Health Act 1993*

# freedom of information

## statistics 2003–04

The ACCC received 18 freedom of information requests. The requests were for access to documents generally relating to investigations and complaints. There were five requests carried over from last year.

In eight cases access was granted in part. Access was granted in full in two cases and refused in two. Six cases were not proceeded with. Four requests had not been finalised by the end of the year.

One decision was made by the Administrative Appeals Tribunal on 9 February 2004. This related to an application by the Shopping Centre Council of Australia (SCCA) to review a decision by the ACCC not to disclose a number of documents to the SCCA which related to communications between the ACCC and the Victorian Government about the 'draw-down' of s. 51AC of the Trade Practices Act into the Victorian Retail Tenancies legislation. The ACCC decision was affirmed by the tribunal.

## Section 8 of the Freedom of Information Act 1982

This section requires the ACCC to report annually on:

- > the organisation and functions of the agency
- > the arrangements that exist for outside participation in agency decision making
- > the categories of documents that are held by the agency, and
- > how the public can access these documents.

The following information addresses these requirements.

## organisation, functions and decision making

The structure, functions, legal basis, organisation and detailed descriptions of the exercise of powers of the ACCC are set out in detail earlier in this report.

## arrangements for outside participation

The ACCC's functions bring it into frequent contact with private individuals, companies, industry and consumer groups and other state, territory and Commonwealth government agencies. This contact allows interested bodies outside the ACCC to express their opinions and to have them taken into account by the ACCC when it establishes its policies and priorities.

The Trade Practices Act sets out formal procedures for the submission of views and information on adjudication matters and conferences. Less formal arrangements have been established

through contact with industry associations and consumer groups. There is the ACCC Consultative Committee which comprises representatives from a variety of business and industry associations and which provides a wide range of views on competition policy and consumer protection. The ACCC convenes a general consumer consultative committee four times a year to act as a forum to exchange views and information on trade practices issues. It has expanded its liaison by establishing a small business advisory group that includes representatives from a wide range of business and professional areas. The ACCC has, on a trial basis, a rural and regional advisory committee with business and community groups in South Australia. There is a franchising consultative panel with Australia-wide representation. These advisory groups meet every six months. The ACCC has also established the Utility Regulators Forum which meets three times a year to discuss specific issues in regulated industries. The ACCC also meets with ad hoc consultative committees from time to time. For further details see appendix 5.

## public registers

The ACCC maintains 24 public registers, both statutory and voluntary. The majority of documents placed on the register in recent years can be downloaded from the ACCC website. Those documents not on the website, or copies of them, are accessible by contacting the Public Register Officer (telephone: (02) 6243 1330 or email: [public.registers@accc.gov.au](mailto:public.registers@accc.gov.au)).

## statutory registers

The Trade Practices Act requires the ACCC to maintain a number of public registers.

### the notifications and authorisations registers

These registers contain details of notifications (section 95) and authorisation (section 89) applications, related submissions, the ACCC's decisions and reasons for its decisions.

### consumer protection/product safety register (section 65)

This is a register on conferences held on bans or mandatory recall of defective goods.

### access to services register (sections 44Q, 44ZW, 44ZZC and 44ZZL)

This is a register of decisions and declarations under Part IIIA. They may be decisions of the Commonwealth minister that a regime established by a state or territory for access to a service is an effective access regime for the service; or proposed service declarations that a service is an essential one of national significance.

### register of price notifications (section 95ZC)

This register contains copies of all locality notices given to the ACCC under section 95Z of the Trade Practices Act, and copies of any notices given under Part VIIA of the Act to or by the ACCC in relation to the locality notice. When section 95ZC commenced, the register in place under section 23(1) of the Prices Surveillance Act effectively became the register under section 95ZC.

### Part X investigations register (international liner shipping)

This register contains: references given to the ACCC by the minister under sections 10.47(1) and 10.57(1); particulars of decisions made by the ACCC to hold investigations under sections 10.48(2) and 10.58(2); requests to the ACCC by the minister under sections 10.48(3) and 10.58(3); relevant documents given to the ACCC; particulars of oral submissions; reports given to the minister by the ACCC in relation to such investigations.

## telecommunications registers (sections 151AR–152EA)

The telecommunications registers include declared services, determinations, competition notices, ministerial pricing determinations, access codes and undertakings.

## voluntary registers

Although it is not obliged to by statute, the ACCC also maintains public registers on mergers and acquisitions, and undertakings under section 87B of the Trade Practices Act.

The mergers and acquisitions register makes brief details of mergers and acquisitions considered by the ACCC available to the public. The details include the names of the target, acquirer and possible acquirer, product description, outline of the matter and the ACCC's decision, including an outline of the reasons for that decision.

The undertakings register relates to section 87B of the Trade Practices Act, under which enforceable undertakings may be given to the ACCC about a matter in which the ACCC has a power or function other than under Part X. Such undertakings provide for the ACCC to negotiate administrative settlements. The register contains copies of those undertakings.

## categories of documents

The ACCC maintains the following categories of documents: particulars of agreements furnished to the Commissioner of Trade Practices under previous Acts; court, adjudication and legal material; library material; organisation matters; publications, speeches and media releases; personnel records; working documents including staff investigations, reports, analyses, recommendations, correspondence and complaints, public registers and confidential material excluded from public registers; ACCC papers relating to parliamentary committees and questions relating to meetings of the ACCC with government and non-government bodies relating to new and amending legislation; and general correspondence with members of the public.

## facilities for access

ACCC publications may be inspected at any of the ACCC's offices at the contact addresses shown at the end of this report. Most publications are available from any of the ACCC's offices. Some are available on the ACCC's internet website [www.accc.gov.au](http://www.accc.gov.au). Documents on the public register may be examined and photocopies bought at the ACCC's national office by contacting the Public Register Officer during business hours. Information about facilities available to help people with a disability gain access to documents may be obtained from ACCC offices. Special arrangements can be made to overcome any difficulties with physical access.

## procedures and contact officer

Inquiries about access to documents or other matters related to freedom of information should be directed to the freedom of information officer.

Telephone inquiries should be directed to the FOI officer on (02) 6243 1244 between 9.00 am and 5.00 pm Monday to Friday (except public or public service holidays). Email inquiries may be sent to [foi@accc.gov.au](mailto:foi@accc.gov.au).

Applicants seeking access to documents under the *Freedom of information Act 1982* should apply in writing to:

FOI officer  
Australian Competition and Consumer Commission  
PO Box 1199  
Dickson ACT 2602

The application fee is \$30 and should accompany the request. The ACCC levies the applicable fees and charges imposed under the Freedom of Information Regulations (Fees and Charges). Such fees and charges may be remitted, reduced or not imposed for any reason, including if grounds of financial hardship or general public interest can be established.

Access may be refused to a document that is deemed to be exempt or contain exempt material. Alternatively, access may be granted in part, if practicable. A refusal to grant access will be supported by a statement of reasons. An applicant may apply for internal review of the decision. The officer authorised to make decisions is the Chairman of the ACCC who has delegated that power to certain specified officers.

# publications

The ACCC's publications—print, electronic and audio visual—provide guidance to business and community on the Trade Practices Act and information on the ACCC's functions and objectives. Publications include technical reports, parliamentary reports and papers, guides to legislation, consumer leaflets and magazines, product safety brochures, small business booklets and videos. The list below is for the current year only. A full list of publications is available on the website [www.accc.gov.au](http://www.accc.gov.au).

## regular publications

ACCC Journal: bi-monthly magazine  
 > No. 45, 46, 47, 48, 49  
 > ejournal No. 1, 2, 3

ACCC update: newsletter

Consumer express  
 free monthly electronic newsletter (10 issues over the year)

ACCC infolink  
 electronic (July, August, September, November and February editions)

ACCC briefing  
 electronic (July, October, December, February and April editions)

Network  
 (produced for the Utility Regulators Forum) No. 14, 15, 16

## fair trading and consumer protection

Northern Territory Consumer Summit (brochure)

Northern Territory Consumer Summit (posters)

Warranties and refunds (booklet)

Do businesses have to give refunds? (wallet card)

Do businesses have to give refunds? (flyer)

ICPEN e-newsletter

Disadvantaged consumers referral guide (form)

Global consumer scams—ICPEN (booklet)

Don't get tricked ... know the rules (poster)

If it sounds too good to be true, it probably is (mouse pads)

If it sounds too good to be true, it probably is (brochure)

If it sounds too good to be true, it probably is (poster)

The fair call guide for consumers (booklet)

Your online rights (flyer)

Storecharter (poster)



## effective competition and informed markets

Two-priced advertising poster

Voluntary industry codes discussion paper

Competing Fairly Forum (poster)

Competing Fairly Forum—growing good business relationships (video)

Electrical goods and the Trade Practices Act: country of origin (booklet)

Country of Origin: legislation update insert

Country of Origin claims (flyer)

Country of Origin claims and the Trade Practices Act (booklet)

Country of Origin claims—healthcare (booklet)

Export agreements and the Trade Practices Act (booklet)

Retail Flash (newsletter)

Assessing shopper docket petrol discounts and acquisitions in the petrol and grocery sector (electronic)

Report to the Australian Senate on anti-competitive and other practices by health funds and providers in relation to private health insurance

## infrastructure service markets

Public liability and professional indemnity insurance monitoring report

Public liability and professional indemnity insurance: second monitoring report

Container stevedoring report: monitoring report no. 5

Quality of service—price-monitored airports 2002–03

Quality of service monitoring and financial accounts reporting—non-price monitored airports 2002–03

Airport price monitoring and financial report

Telecommunications—competition notice guideline

Telecommunications report 2002–03

- > Competitive safeguards within the telecommunications industry 2002–03
- > Changes in prices paid for telecommunications services 2002–03
- > Telstra's compliance with price control arrangements 2002–03

Telecommunications report 2001–02

- > Competitive safeguards within the telecommunications industry 2001–02
- > Changes in prices paid for telecommunications services 2001–02
- > Telstra's compliance with price control arrangements 2001–02

Transend draft decision

Transend revenue cap final decision

Network survey card

Medical indemnity insurance: monitoring report

Scoping study into data collection issues for incentive regulation

## corporate

Annual report 2002–03

Corporate plan and priorities 2003–04

ACCC show bags

# commissioners



**Graeme Samuel AO** was appointed acting chairperson on 1 July 2003 and then chairperson for a five-year term commencing 1 August 2003.

Before joining the ACCC, Mr Samuel was president of the National Competition Council for six years. He was executive director of Macquarie Bank from 1981–86. His career as a banker was preceded by 12 years as a partner of leading Melbourne law firm Phillips Fox and Masel. He has held several other offices, including chair of the Melbourne and Olympic Parks Trust, commissioner of the Australian Football League and member of the Docklands Authority.

He was a trustee of the Melbourne Cricket Ground Trust, president of the Australian Chamber of Commerce and Industry and chair of the Inner and Eastern Health Care Network.

Mr Samuel was appointed an Officer of the Order of Australia in 1998.



**Louise Sylvan** was appointed Deputy Chair in November 2003. She was formerly the chief executive of the Australian Consumers' Association and president of Consumers International.

An active member and worker in consumer protection, nationally and internationally, for over 15 years, Ms Sylvan is well known for her work in enhancing consumer rights in a range of areas such as health, food safety issues, financial services, as well as in competition and consumer policy.

Ms Sylvan is part of Australia's delegation to the OECD's Consumer Policy Committee and serves on the federal government's Expert Group in Electronic Commerce and the Australian Statistics Advisory Council to the ABS. Prior memberships included six years on the Australian Prime Minister's Economic Planning Advisory Council and the Self-Regulation Task Force in 1999–2000.

Ms Sylvan has a BA and MPA from universities in her original homeland of Canada and immigrated to Australia in 1983.



**John Martin** was executive director of the Australian Chamber of Commerce and Industry from 1989 until his appointment to the ACCC in June 1999. In his position at ACCI he was responsible for representation of business interests nationally and development of business policies and programs, particularly as they affect small and medium enterprises. Mr Martin was a member of the Board of Standards Australia for over five years and was an Australian industry representative on the Business Industry Associations Committee to the OECD.

Mr Martin has responsibility for the ACCC's small business and rural and regional program and he is chair of the ACCC's Transport Committee.

Mr Martin holds an economics degree from the Australian National University. He started his second five-year term on 7 June 2004.



**Jennifer McNeill** was appointed in July 2002 for a five-year term. Before joining the ACCC, Ms McNeill was a partner in the law firm of Blake Dawson Waldron where her practice focused on litigation, regulatory and risk management advice for both Commonwealth departments and the private sector.

Ms McNeill also tutored in litigation and dispute management at the Australian National University.



**Edward Willett** was appointed in January 2003 for a five-year term. Before his appointment to the ACCC, he was the inaugural executive director of the National Competition Council for seven years. Before that he worked as an assistant commissioner with the Industry Commission, and helped develop the Commonwealth Department of Industry, Science and Technology's role in business law and regulation, spent three years as deputy head of the Commonwealth Office of Regulation Review, and was involved in other Industry Commission inquiry work and research.

He also spent three years with the New Zealand Ministry of External Relations and Trade as an advisor on international economics and trade, and eight years as an economist with the Department of Defence. Mr Willett has degrees in law and economics and a post-graduate diploma in international law.



**David Smith** was a long-serving staff member of the ACCC and the previous Trade Practices Commission before being appointed commissioner on 6 June 2004. He has nearly 30 years experience in all areas of regulatory activity covered by those bodies before his appointment in June 2004.

From 1990 he managed various branches within the TPC and ACCC, such as Mergers and Asset Sales, Deregulating Industries and Enforcement Coordination.

From 2000–04 he held the position of Executive General Manager, Enforcement and Compliance Division, responsible for the management of the ACCC's broad range of compliance functions both in Canberra and across the ACCC's network of regional offices. Mr Smith's degree is in economics from the Australian National University.



**Stephen King** was appointed commissioner on 6 June 2004. He was Research Fellow in the Economics Program, at the Australian National University's Research School of Social Sciences from July 1994 to December 1997. Previously he lectured in economics at the University of Melbourne from July 1991 to June 1994, and at Harvard College from 1988 to June 1991.

Before his US stint, he tutored in economics at Monash University. Dr King's specialisation is applied microeconomic theory, industrial organisation and regulation.

# external committees

## ACCC Consultative Committee

The ACCC has revamped its consultative committee and put in place more formal arrangements for its committee meetings as part of improving consultation with key stakeholders.

The consultative committee meets regularly and members contribute to discussions regarding trade practices and consumer protection issues with ACCC members. These new arrangements give committee members the opportunity to provide feedback to the ACCC on its activities, including its priorities, draft publications and the way it administers the Trade Practices Act 1974.

During 2003–04 the consultative committee met four times. It brought together senior representatives of peak industry and consumer bodies for an open exchange of information and views on current issues affecting the ACCC and its work.

The ACCC's *Recent activities report* was circulated to committee members at each meeting to provide updates on the ACCC's work including recent litigation, international developments and details of calls to the ACCC's national Infocentre.

Discussions during 2003–04 meetings covered among other things:

- > proposed amendments to the Trade Practices Act
- > the ACCC's attitude towards investment in the utility sectors
- > committee feedback on the ACCC's informal merger assessment processes and industry codes of conduct
- > the February 2004 report, *Assessing shopper docket discounts and acquisitions in the petrol grocery sectors*
- > the ACCC's enforcement priorities, including focus on the property industry, online trading, actions on behalf of disadvantaged consumers, media promotions and price advertising
- > the ACCC's involvement in international competition and consumer protection forums, including OECD, the International Competition Network and International Consumer Protection Enforcement Network

Membership for 2003–04 comprised all ACCC commissioners, the Chief Executive Officer and the most senior officer of each of the peak industry and consumer organisations.

Its members are:

- Mark Bethwaite, Chief Executive Officer, Australian Business Limited
- Ian Chalmers, Chief Executive Officer, Australian Local Government Association
- Greg Combet, Secretary, Australian Council of Trade Unions
- Anna Cronin, Chief Executive Officer, National Farmers Federation
- Michael Delaney, Executive Director, Motor Trades Association of Australia
- Peter Hendy, Chief Executive, Australian Chamber of Commerce and Industry
- Peter Kell, Executive Officer, Australian Consumers Association

- Katie Lahey, Chief Executive, Business Council of Australia
- Alan Mason, Executive Director, Insurance Council of Australia
- Stan Moore, Chief Executive Officer, Australian Retailers Association
- Bill Nagle, Chief Executive Officer, Energy Networks Association
- Brad Page, Chief Executive Officer, Energy Supply Association
- Bill Reid, Chair of the Trade Practices Committee, Business Law Section of the Law Council of Australia
- Heather Ridout, Chief Executive, Australian Industry Group
- Bob Stanton, Chairman, Council of Small Business Organisations of Australia

## The Consumer Consultative Committee

This is a committee of consumer, community and welfare organisations from around Australia that meet to advise the ACCC on issues and trends affecting consumers that fall within the scope of the Trade Practices Act. It meets quarterly.

Its members are:

- Aboriginal Coordinating Council
- Australian Consumers Association
- Australian Federation of Disability Organisations
- Communications Law Centre
- Consumer Credit Legal Service (WA)
- Consumer Law Centre of Victoria
- Consumers Federation of Australia
- Consumers Health Forum of Australia
- Country Women's Association of Australia
- Tasmanian Council of Social Service

## The Small Business Advisory Group

This group promotes consultation in the sector, especially bringing the ACCC's attention to particular trade practices issues that affect small business and allowing the ACCC to inform the small business community about its activities. It meets quarterly.

Its members are:

- Lee & Associates (for Australian Federation of Business and Professional Women)
- Australian Society of Certified Practising Accountants
- Council of Small Business Organisations of Australia
- Housing Industry Association
- Master Builders Australia Inc
- Motor Trades Association of Australia
- Real Estate Institute of Australia
- The Australian Council of Professions
- The Pharmacy Guild of Australia

- Australian Chamber of Commerce and Industry
- Dibbs Barker Gosling (for Law Council of Australia)
- Australian Industry Group
- Australian Retailers Association
- Law Council of Australia
- Department of Industry, Tourism and Resources
- Franchise Council of Australia
- Australian Business
- Institute of Chartered Accountants in Australia
- National Farmers Federation
- Australian Asia/Pacific Wholesalers (NARGA)
- Australian Hotels Association

## Franchising Consultative Panel

The Franchising Consultative Panel gives the ACCC an opportunity not only to identify specific issues in the franchising industry, but also to develop specific compliance tools to help both franchisors and franchisees understand their rights and obligations under the Trade Practices Act. Its membership includes franchisors, compliance professionals, franchise associations, franchisees, and other members of the Australian Government responsible for franchising policy.

The ACCC hosts biannual meetings of the panel.

Its members are:

- Richard Evans, Chief Executive Officer, Franchise Council of Australia
- Steven Giles, President, Franchise Council of Australia
- Michael Delaney, Motor Trades Association of Australia
- Chris Baulch, Federal Chamber of Automotive Industries
- Therese Ryan, Federal Chamber of Automotive Industries
- David Newton, Office of the Mediation Adviser
- John Longmire, Just Cuts (franchisee)
- Robert Gardini, Home Wilkinson Lowry
- Frank Zumbo, University of NSW
- Derek Sutherland, Dibbs Barker Gosling
- John O'Brien, PoolWerx (franchisor)
- Tim Hantke, Franchising Solutions
- Matthew Penfold, Kwik Kopy (franchisor)
- Peter Chesworth, Office of Small Business
- Julie Owen, McDonald's (franchisor)

## Regional Consultative Committee

This South Australian pilot committee provides a two-way flow of information about trade practices and business issues affecting small business, and regional and rural communities in South Australia. The ACCC provides committee members with information about relevant activities and seeks comment from the committee on community and business perceptions of the activities of the ACCC. It meets twice a year.

Its members are:

- South Australian Farmers Federation
- Office of the Small Business Advocate
- Centre of Innovation Business and Manufacturing
- Eyre Regional Development Board
- Motor Trade Association of South Australia Inc
- South East Area Consultative Committee
- Business SA

## Utility Regulators Forum

The forum encourages consultation between state and federal regulators. It discusses issues arising in the network industries where public utilities that traditionally operated as monopolies are being opened up to competition as a result of the competition reform process. It meets three times a year.

Its members are:

- Independent Pricing and Regulatory Tribunal
- Essential Services Commission
- National Competition Council
- Government Prices Oversight Commission
- Office of the Tasmanian Energy Regulator
- Queensland Competition Authority
- Economic Regulation Authority
- Essential Services Commission of South Australia
- Independent Competition and Regulatory Commission
- Utilities Commission Northern Territory
- Commerce Commission New Zealand



# addresses and contacts

## Australian Competition and Consumer Commission

### National office

470 Northbourne Avenue  
Dickson ACT 2602

PO Box 1199  
Dickson ACT 2602

telephone: 02 6243 1111  
facsimile: 02 6243 1199

## ACCC Infocentre

business and consumer inquiries  
1300 302 502

## ACCC website

[www.accc.gov.au](http://www.accc.gov.au)



regional office	regional director	address	telephone facsimile
New South Wales	Rose Webb	Level 7 123 Pitt Street Sydney NSW 2000  GPO Box 3648 Sydney NSW 2001	02 9230 9133 02 9223 1092
Victoria	Tom Fahy	Level 35, The Tower Melbourne Central 360 Elizabeth Street Melbourne VIC 3000  GPO Box 520J Melbourne VIC 3001	03 9290 1800 03 9663 3699
South Australia	Bob Weymouth	Level 14, ANZ House 13 Grenfell Street Adelaide SA 5000  GPO Box 922 Adelaide SA 5001	08 8213 3444 08 8410 4155
Queensland	Alan Ducret	Level 3, AAMI Building 500 Queen Street Brisbane QLD 4000  PO Box 10048 Adelaide Street Post Office Brisbane QLD 4000	07 3835 4666 07 3832 0372
North Queensland	Kim McBey director	Level 6 Commonwealth Bank Building Flinders Mall Townsville QLD 4810  PO Box 2016 Townsville QLD 4810	07 4729 2666 07 4721 1538
Western Australia	Sam Di Scerni	Level 3, East Point Plaza 233 Adelaide Terrace Perth WA 6000  PO Box 6381 East Perth WA 6892	08 9325 0600 08 9325 5976
Tasmania	Peter Clemes	Level 3, AMP Building 86 Collins St Hobart TAS 7000  GPO Box 1210 Hobart TAS 7001	03 6215 9333 03 6234 7796
Northern Territory	Derek Farrell	Level 8 National Mutual Centre 9–11 Cavenagh Street Darwin NT 0800  GPO Box 3056 Darwin NT 0801	08 8946 9666 08 8946 9600