



Australian  
Competition &  
Consumer  
Commission

## Outcome one

to enhance the social and economic welfare of the Australian community by fostering competitive, efficient, fair and informed Australian markets

Performance information  
for outcome one

### Output 1.1.1

compliance with  
competition, fair trading and  
consumer protection laws  
and appropriate remedies  
where the law is  
not followed

### Output 1.1.2

Competitive  
markets  
and informed  
behaviour

accc  
annual report

2003-04

fostering competitive,  
efficient, fair and informed  
Australian markets

ON

## this year the ACCC



held about 1200 meetings with small business and regional consumers and gave around 200 presentations

coordinated 76 agencies from 24 countries in the 'Too good to be true' international internet sweep

hosted 27 delegations from 16 countries

issued 261 media releases and produced 81 new publications, printing and distributing more than 306 000 copies of publications

initiated two internet orientated consumer campaigns (online contracts, scams)

concluded 52 cases of the 95 matters before the court during the year, plus accepted public undertakings and commenced 22 new cases

reinforced the seriousness of illegal cartel conduct, concluding litigation against suppliers of electricity transformers and fire protection services

completed proactive detection and complaint investigations that led to the withdrawal from sale and/or recall of 39 different products

received 63 695 inquiries and complaints at the ACCC Infocentre recording 43 575 of these in the national complaints and inquiry database, plus a further 6000 sent through regional offices

examined 189 mergers, acquisitions and asset sales—48 in less than 2 weeks, 54 in 2–3 weeks and 31 in 4–6 weeks

made 34 final determinations for 84 applications for authorisation (including gas, electricity, mergers and other authorisations)

approved the conversion of the Murraylink interconnector to regulated status

made a final decision and approval for Moomba to Sydney gas pipeline access

launched a consumer awareness initiative on petrol price cycles on the ACCC website in November 2002 to increase consumers' understanding of petrol price cycles and how to take advantage of them

# accc annual report

2003–04

3

4

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15 September 2004

The Honourable Ross Cameron MP  
Parliamentary Secretary to the Treasurer  
House of Representatives  
Parliament House  
CANBERRA ACT 2600

PO Box 1191  
Canberra ACT 2602  
170 Northbourne Ave  
Canberra ACT 2602  
tel. 622 5494 1122  
fax 622 5494 1122  
[www.accc.gov.au](http://www.accc.gov.au)

In accordance with subsection 171(1) of the *Trade Practices Act 1974* the Australian Competition and Consumer Commission is pleased to present you with its ninth annual report, covering the ACCC's operations for the year ended 30 June 2004.

Graeme Samuel  
Chairman

Louise Sylvan  
Deputy Chair

John Martin  
Commissioner

David Smith  
Commissioner

Jennifer McNeill  
Commissioner

Ed Willett  
Commissioner

Stephen King  
Commissioner

EXECUTIVE OFFICE



# about this report

The structure of the report closely follows the outcome and output structure of the ACCC portfolio budget statements 2003–04.

## outcome one

to enhance the social and economic welfare of the Australian community by fostering competitive, efficient, fair and informed Australian markets

The ACCC seeks to:

- promote effective competition and informed markets
- encourage fair trading and protect consumers
- regulate infrastructure service markets and other markets where competition is restricted

In reporting performance information this structure is aligned with the output groups:

- Output 1.1.1 compliance with competition, fair trading and consumer protection laws and appropriate remedies when the law is not followed
- Output 1.1.2 competitive market structures and informed behaviour

In these chapters information is given on litigation and public settlements including court enforceable undertakings.

Summary resources table for output groups is given on page 21.

Compliance with the requirements for annual reports of the Department of Prime Minister and Cabinet is shown on page 181.

To obtain copies contact the ACCC on 02 6243 1143.

For more information contact the director of publishing on 02 6243 1148, visit the website [www.accc.gov.au](http://www.accc.gov.au) or view the annual report on [www.accc.gov.au/content/index.php?id/itemId/3737](http://www.accc.gov.au/content/index.php?id/itemId/3737)

# contents

	letter of transmittal	iii
part one	overview of the ACCC	1
	review	3
	who we are	11
	what we do	12
part two	performance	19
	achieving outcome one	20
	output 1.1.1	23
	communicating with business and consumers	25
	enforcing for business and consumers	30
	major litigation	31
	the Infocentre	34
	snapshots of litigation and administrative settlements	37
	where we did it	65
	output 1.1.2	68
	assessing mergers, asset sales and joint ventures	68
	authorising anti-competitive conduct	72
	regulating infrastructure service markets and other markets where competition is restricted	80
	when we did it	104
part three	management and accountability	113
	the commission	114
	decision making structure	115
	terms of appointment	116
	financial management	117
	people management	118
	information and communications	120
	legal services	120
	other governance activities	121
	staffing	122
part four	financial statements	125
	appendixes	163
	1 > the law	164
	2 > freedom of information	166
	3 > publications	170
	4 > commissioners	172
	5 > external committees	174
	6 > addresses and contacts	178
	glossary and abbreviations	180
	compliance index	181
	index	182

ACCC

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Performance information  
for outcome one

### output 1.1.1

compliance with competition, fair trading and consumer protection laws and appropriate remedies when the law is not followed

### output 1.1.2

Competitive market structures and informed behaviour