

October 2005

FROM THE SMALL BUSINESS COMMISSIONER

We are constantly trying to make the ACCC more accessible to small business in terms of producing information and assisting with trade practices related problems.

To this end the Commission has recently developed a Small Business Complaints form that assists small business by providing them with a more focused way of informing the ACCC of particular problems or seeking our advice. We are also currently reviewing how the Commission internet site and our Infocentre can provide an easier access point to small businesses.

This edition of Briefing contains useful information for small business on:

- * where debt collection activities can go too far
- * an ACCC Fact Sheet to assist small business to deal with scammers billing for unsolicited goods and supplying misleading invoices for domain name purchase or renewal
- * items regarding resale price maintenance which are coming more frequently onto our radar screen
- * items on our regulation of Telstra which is relevant to the public debate over future arrangements following the full privatisation of Telstra

John Martin
Small Business Commissioner

NEW DEVELOPMENTS

Petrol price monitoring

The ACCC is monitoring global increases in petrol prices and the difference between petrol prices and crude oil prices. The ACCC is also working to help consumers understand the process of pricing petrol in Australia and has produced a new booklet that explains why prices vary between locations, and answers some frequently asked questions on the issue.

The ACCC website provides a petrol pricing snapshot, which contains information on petrol prices in the major capital cities, international petrol prices and refiner margins.

MR 218/05, 227/05, 239/05

'First-in' immunity policy for cartels

The ACCC has issued a new 'first-in' immunity policy for participants in cartels to replace its 2003 leniency policy.

The new policy confers full amnesty from prosecution and penalty to the first eligible cartel participant to report its involvement in a cartel and to cooperate with the ACCC's

investigation and prosecution of other cartel members.

The changes make it easier for cartel participants to seek immunity and will enhance the ACCC's ability to detect and prosecute cartels.

MR 210/05

Criminal sanctions for cartel conduct

The ACCC has undertaken a range of measures to ensure it is equipped for its new responsibilities that will accompany the introduction of criminal penalties for cartel conduct.

The new measures include:

- the 2005 immunity policy
- enhanced staff training in a dedicated criminal enforcement and cartel branch
- a memorandum of understanding with the Director of Public Prosecutions..

MR 237/05

Dealing with disadvantaged consumers

The ACCC has released a new publication to help businesses do the right thing in their dealings with consumers who may be vulnerable or disadvantaged in the marketplace.

The guide, *Don't take advantage of disadvantage*, explains the rights and obligations of businesses under the Trade Practices Act and is an outcome of the ACCC's campaign to protect vulnerable and disadvantaged consumers.

Don't take advantage of disadvantage is available for free from the ACCC Infocentre on 1300 302 502 or download it from the ACCC's website at www.accc.gov.au

MR 195/05

Guidelines for small businesses to avoid scammers

The ACCC has warned small business operators that they can be easy prey for scammers trying to take money for unsolicited and unneeded 'services'. Domain name solicitations are one such trick where scammers send invoices for the purchase or renewal of a service the business doesn't need.

The ACCC has prepared a fact sheet for small business owners and their staff, offering practical advice on how businesses can protect themselves from these scams. The fact sheet is available through the e-business link on the ACCC website.

MR 234/05

Jewellery industry guide

The ACCC has launched a new guide explaining the jewellery industry's rights and responsibilities under the consumer

Some items in *ACCC briefing* refer to media releases and their dates e.g. MR 12.2.04. These can be found on the ACCC website <www.accc.gov.au>. Other reports and documentation are also generally available on the website. Subscribe to *ACCC briefing* by emailing small.business@accc.gov.au. For TPA information - ACCC infocentre 1300 302 502.

protection provisions of the Trade Practices Act. The guide provides practical information on areas of the Act that have particular relevance to the industry—including a quick reference checklist for anyone with responsibility for preparing advertising and promotion in the jewellery industry.

Manufacturers, wholesalers, retailers and valuers must ensure all descriptions of products are accurate, particularly in relation to the use of terms like ‘cultured’ or ‘created.’

The guide also discusses different price advertising techniques with particular attention to ‘two-price’ comparative advertising. Examples of common price advertising representations help to identify the potential to mislead customers on price savings they are making with their purchase. The guide and checklist were developed in association with the industry and the state and territory fair trading agencies.

MR 220/05

Media merger spotlight changes

‘The Australian media sector is ripe for change’, ACCC Chairman, Mr Graeme Samuel said in his address to the Melbourne Press Club’s *Journalism 2005 Conference*, but he added that much of the speculation regarding possible acquisitions if current cross-media ownership restrictions were eased ‘misses the point’.

Rather than introducing shifts in ownership of traditional media forms, Mr Samuel suggests future acquisition contests could shift to the control of information /media delivery systems and the control of content itself.

The convergence of media and telecommunications makes it ‘absolutely crucial’ that existing media owners are not allowed to use their market power to eliminate new forms of competition. The ACCC will closely scrutinise any acquisitions within the sector and will not assume that ‘one newspaper, one radio and one TV’ does not amount to a substantial lessening of competition in a given market.

MR 209/05

Insurance report

The fifth ACCC monitoring report on public liability and professional indemnity insurance costs and premiums has been released by the government. The report found the average public liability insurance premium fell four per cent in 2004 and may fall further in 2005. Professional indemnity insurance premiums fell by the same amount.

A number of sources were used to help assess the impact of tort law reforms and the ACCC expects any savings which arise from these reforms will feed through to lower premiums because of the competition that exists in the insurance market.

MR 192/05

ACCC on infrastructure debate

Improved regulatory arrangements and the promotion of investment in Australian infrastructure must be the focus of the infrastructure debate, according to ACCC Chairman, Mr Graeme Samuel.

Mr Samuel says infrastructure regulation in Australia has benefited consumers, business and the economy in general and any debate over regulatory arrangements and processes must move forward from the current claims of a ‘crisis’ in the area.

‘We need to go back to the spirit of Hilmer and take a nation-approach to nationally significant infrastructure’, Mr Samuel notes.

MR 206/05

FRANCHISING AND UNCONSCIONABLE CONDUCT

Decision on unconscionable conduct

The Federal Court has ruled Radio Rentals and Walker Stores did not act unconscionably in contravention of the Trade Practices Act in their dealings with an intellectually disabled man.

The ACCC instituted proceedings in December 2003 in the Federal Court, Adelaide, alleging the companies engaged in unconscionable conduct in their dealings with the man, resulting in him entering into 15 rental agreements, two loan agreements and 17 service agreements with Radio Rentals and three rental agreements with Walker stores between November 1996 and October 2002.

MR 198/05

CONSUMER AND SMALL BUSINESS PROTECTION

Seven Network, Wildly Wealthy Women in court

The ACCC has taken court action against the Seven Network and the principals of the *Wildly Wealthy Women Millionaire Mentoring Program* over alleged misleading and deceptive conduct.

Seven Network’s *Today Tonight* broadcast and the WWW website operated by the program’s founders both made claims regarding the results seminar participants could expect to achieve.

The ACCC alleges the declarations by the respondents breached the Trade Practices Act and is seeking injunctions restraining them from making such representations in the futures, as well as corrective notices and costs.

MR 235/05

New procedures for debt collection

ACCC inquiries into complaints about Alliance Factoring’s debt collection practices and procedures will lead to better redress and procedures for debtors in relation to factored debt.

The ACCC had been concerned that Alliance had breached the Trade Practices Act by engaging in misleading and deceptive conduct and undue harassment and coercion its attempts to recover Telstra debts it purchased in 2002 and 2003.

Following the ACCC investigation, Alliance offered court enforceable undertakings that it will establish a 1300 hotline for 12 months to allow complainants to lodge disputes in relation to money in paid Alliance in relation to the Telstra debts and will advertise the process in all metropolitan newspapers. Alliance will also sponsor a two-day forum for the debt collection

industry, review its complaints handling procedure and implement a trade practices law compliance program.

MR 203/05

‘Property millionaire’ advertisements misleading

The promoter of property investment seminars advertised with ‘YOU! A property millionaire’ have consented to orders by the Federal Court that the advertisements were likely to mislead or deceive, contravening s. 52 of the Trade Practices Act.

The advertisements promoted three-hour property investment seminars that cost \$65 a ticket and represented that the principles and strategies concerning property investment and practiced by the presenters could be implemented by participants in the seminars and could make them ‘multi-millionaire property investors.’

MR 226/05

Woodheater companies correct environmental claims

An ACCC investigation into Department of Environment and Heritage concerns about the compliance of woodheaters with relevant Australian /NZ standards has led to 12 companies providing court enforceable undertakings to correct the misrepresentations.

Independent testing found certain representations made by the companies that their products complied with the prescribed standard and its requirements regarding particle emissions were untrue.

As a result, the ACCC considers the companies were likely to have breached ss. 52 and 53(a) of the Trade Practices Act. The companies have given court enforceable undertakings that they will ensure all woodheaters they supply comply with the standard and will implement and maintain a trade practices law compliance program.

MR 222/05

Illegal pyramid scheme

The administrators of Unified Interactive Pty Ltd have consented to Federal Court orders that the company participated in an illegal pyramid selling scheme known as the 1Cellnet scheme, contravening s. 65AAC of the Trade Practices Act.

The court also made orders restraining Unified from establishing, promoting, taking part or otherwise participating in the 1Cellnet scheme or any similar scheme.

MR 219/05

Honey drink not a ‘Product of Australia’

The Federal Court has made orders by consent against Japanese company Ixon Japan KK and its Australian affiliate for mislabelling a Chinese honey drink as a ‘Product of Australia’.

The court declared Ixon had contravened s.52 of the Trade Practices Act, as well as s. 53(a) and 53(eb) which prohibit false representations regarding the quality, composition and country of origin of goods.

It is important that such misrepresentations are uncovered and stopped to protect the reputation of genuine Australian produce.

MR 213/05

Rip-off business brought to account

Globex Systems Pty Ltd has been restrained by the Federal Court from making certain false representations and from asserting or representing a right to payment unless it has a reasonable ground for believing it has that right.

The ACCC first acted against Globex, its directors and two former employees after receiving more than 70 inquiries and complaints about Globex. It was alleged Globex has represented to a number of businesses and schools that they had agreed to buy products, that the cartridges they were buying were new and not refilled and that Globex had asserted a right to payment for unsolicited goods.

The Federal Court has also with consent issued declarations that Globex, its directors and the two former employees had engaged in misleading and deceptive conduct and made false representations in its dealings with various parties.

MR 194/05

Misleading application form corrected

Business Pages Pty Ltd has provided court enforceable undertakings that it will correct its application form and offer refunds to businesses that may have been misled by the form.

The ACCC was concerned the fine print on the application was not sufficiently drawn to the attention of the reader. Business Pages’ application form provided a number of ‘tick a box’ listing options which could be added to the ‘standard option’ and showed the price for each (\$49 to \$199). However, the form did not show a price for the standard option, so the full price of any package with options could not be ascertained. A standard listing cost \$1449 per year for a minimum of two years.

The s. 87B undertaking enables businesses that signed the application form as a result of being misled about the full cost of the service to make an informed decision about whether or not to take up a standard listing.

MR 160/05

Corrections to comparative pricing practices

A Victorian sporting goods retailer operating three ‘Sportsmart’ outlets has given court enforceable undertakings to the ACCC regarding its two-price advertising policy.

The ACCC was concerned consumers were being misled by some Sportsmart advertising that compared the store’s prices with the recommended retail price of certain goods. The store had never sold the products at their RRP, so the savings could not be claimed as real.

The undertaking includes the company not using two-price comparative advertising where it has not previously sold the specified goods at the higher prices shown; implementing a robust trade practices compliance program; and public disclosure notices.

MR 188/05

RESTRICTIVE TRADE PRACTICES

Resale price maintenance on electrical goods

The ACCC has commenced court proceedings against Cambur Industries Pty Ltd and its sales and marketing manager for alleged resale price maintenance.

The ACCC alleges Cambur, which is the exclusive Australian distributor of Bamix and Magimix kitchen products, engaged in resale price maintenance by:

- inducing or attempting to induce two South Australian based stockists not to sell or advertise its products for less than Cambur's recommended retail price
- telling the stockists it would not continue to supply products unless they agreed not to sell or advertise its products at less than the recommended retail price
- making price statements that the stockists would be likely to believe to be the prices below which the products could not be sold or advertised.

The ACCC is seeking declarations, injunctions, pecuniary penalties, costs and orders that Cambur institute a trade practices law compliance program.

MR 238/05

Fines for resale price maintenance

The Federal Court has imposed fines totalling \$138 000 on Westminster Retail Pty Ltd and its directors for engaging in resale price maintenance.

The penalties follow consent orders issued in April 2005 which declared Westminster had breached the resale price maintenance provisions of the Trade Practices Act, granted injunctions preventing Westminster or its directors from inducing or attempting to induce any person not to advertise or sell goods it supplies below a specified price and ordered Westminster to implement a trade practices law compliance program.

MR 232/05

Record resale price maintenance penalty

Weight-loss venture Chaste Corporation and three individuals have been fined a total of more than \$1 million for engaging in resale price maintenance. Chaste itself was fined \$600 000 for its contraventions of the resale price maintenance provisions of the Trade Practices Act in relation to 70 Area Management Agreements which contained clauses preventing area managers from selling the TRIMit product at a discount.

Two directors were fined \$150 000 each for their roles in the conduct, while a legal advisor to the company, and its former chief executive, was fined \$100 000 for his involvement.

MR 217/05

Commercial air conditioning cartel

Four Western Australian commercial air conditioning companies have been found to have contravened s. 45 of the Trade Practices Act and engaged in price-fixing and other cartel conduct with respect to tender prices they submitted for the

supply of commercial and industrial air conditioning and mechanical services.

The Federal Court in Perth also made orders restraining the companies and individuals involved from engaging in similar conduct in the future, but reserved its decision on pecuniary penalties. Similar allegations against another 13 companies and 16 individuals are yet to be heard.

MR 223/05

Timber merchants cartel alleged

The ACCC has instituted proceedings in the Federal Court against three companies for alleged price fixing or attempted price fixing of timber services. Proceedings have also been instituted against three individuals for being directly or indirectly knowingly concerned, or party to, the alleged contraventions by the companies.

The ACCC is seeking orders including declarations, pecuniary penalties, injunctions, findings of fact, the implementation of a trade practices law compliance program and costs.

MR 201/05

PRODUCT SAFETY

Recall of dangerous children's nightwear

R.J.N. Australia Pty Ltd, an importer of children's nightwear, has undertaken to conduct a recall program.

The company imported children's dressing gowns that do not comply with the mandatory consumer product safety standard and has agreed to recall the garment in four states and to implement a trade practices law compliance program. The dressing gown was identified by ACCC staff during a routine product safety survey and tested by an independent testing authority.

MR 149/05

Bathrobes fail mandatory safety standard

Spotlight Stores have given court enforceable undertakings to the ACCC that it will refrain from selling any children's nightwear products without the relevant affixed fire hazard labelling. Nightwear sold by Spotlight did not meet the mandatory product safety standard for children's nightwear, which requires proper fire hazard labelling of such garments.

Spotlight has carried out a voluntary product recall and advertised the recall in newspapers across Australia and New Zealand. It also displayed in-store signage advising customers could return the goods for a full refund.

MR196/05

MERGERS AND ACQUISITIONS

Franklins commits to supermarket charter

Franklins Pty Ltd has announced it will comply with the Charter for the Competitive Sale of Independent Supermarkets. Franklins' agreement to the charter means it, Metcash, Woolworths and Coles cannot limit the ability of independent

supermarket retailers to seek alternative purchasers for their stores.

The charter does not bind the independent supermarket owners in any way, but rather ensures they are free to seek bids from all possible buyers if they wish. The charter will not affect the ACCC's examination of proposed acquisitions of supermarkets under s. 50 of the Trade Practices Act to ensure they do not substantially lessen competition.

MR 211/05

Patrick acquisition opposed

The ACCC opposed Patrick Corporation Ltd's proposed acquisition of FCL Interstate Transport Services Pty Ltd on the grounds it would be likely to result in a substantial lessening of competition, in contravention of s. 50 of the Trade Practices Act.

In reaching its decision, the ACCC completed market inquiries with a large number of competitors, customers, suppliers, industry associations and government agencies. These enquiries revealed significant competition issues relating to the proposed acquisition.

MR 221/05

Shipping merger can proceed

Court enforceable undertakings provided by A.P. Moller-Maersk (Maersk) that it will withdraw Royal P&O Nedlloyd N.V. (PONL) from a number of arrangements on Australian trade routes mean the ACCC will not oppose Maersk's proposed acquisition of PONL.

The ACCC had been concerned the acquisition would provide a link between Maersk and a number of conferences, consortia and discussion agreements on Australian trade routes.

The ACCC liaised with the European Commission in considering Maersk's informal clearance request and Maersk's undertaking to the ACCC is similar to commitments it provided to the European Commission.

MR 187/05

Power acquisition not opposed

The ACCC did not oppose Snowy Hydro's proposed acquisition of Valley Power.

The size and age of the Valley Power plant and the significance of other generators in the Victorian region of the National Electricity Market were factors considered by the ACCC in reaching its decision.

Valley Power is being sold as part of the undertaking made by its owner, International Power, in relation to its acquisition of the Edison Mission in 2004.

MR 224/05

Edible oils acquisition allowed

Peerless Holdings Pty Ltd's proposed acquisition of the non-retail margarine and edible oils business and three retail margarine brands owned by Unilever Australia was not opposed by the ACCC.

The potential constraints posed by imports of edible oils on the potential market power of the merged entity were critical to the ACCC's decision.

MR 200/05

Communications acquisition to proceed

The ACCC will not oppose the WPP Group plc's acquisition of The Communications Group Holdings Pty Ltd because the proposed acquisition will not exceed the ACCC's market concentration threshold.

The low barriers to entry to the relevant markets of marketing communication services and media buying services were also considered in the ACCC's decision.

MR 205/05

Hospitals acquisition allowed

The ACCC considers Healthscope Ltd's proposed acquisition of 14 hospitals from Ramsay Health Care unlikely to raise competition concerns and so will not oppose the acquisition.

The main reasons for the decision were that Healthscope's hospitals in Sydney and Brisbane are unlikely to be part of the same local market as those it seeks to acquire from Ramsay and that competing hospitals in the markets where the acquisitions will occur are likely to constitute sufficient competitive constraint.

MR 236/05

AUTHORISATIONS AND NOTIFICATIONS

Performing rights arrangement re-authorised

The ACCC has issued a draft decision proposing to re-authorise the Australasian Performing Rights Association's control of administration and licences of performing rights in musical works in Australia.

The arrangements were first authorised by the Australian Competition Tribunal in July 2000 and APRA sought their re-authorisation on the same terms.

The ACCC considered the arrangements, under which APRA controls performing rights in almost all musical works in Australia, generates considerable public benefit. One example of this benefit is that the collective administration is far more efficient than having a number of competing societies administering the rights.

MR 215/05

Building industry collective agreement approved

The ACCC has authorised the collective negotiation of contract terms and conditions between CSR Building Products Ltd and its owner drivers. In authorising the negotiations, the ACCC considers the arrangements will have a small benefit to the public, particularly as they will provide the owner drivers with greater input into their cartage contract with the larger company.

The authorisation covers two arrangements relating to small groups of owner drivers in Brisbane.

MR 214/05

In-store demonstration notification withdrawn

Coles Supermarkets has withdrawn its notification relating to in-store demonstrations. Coles notified the ACCC in January 2005 of an arrangement which required its suppliers to use CPM Australia Pty Ltd when carrying out demonstrations in certain Coles and Bi-Lo stores.

The ACCC conducted market inquiries to test Coles' claim of public benefit and found only a small amount of information substantiating the efficiency and other benefits claimed of the conduct.

Coles has withdrawn the notification and the ACCC will not take any further action in the matter.

MR 182/05

Tobacco arrangements allowed

The Tobacco Co-operative of Victoria has been authorised to collectively negotiate the terms and conditions of supply of tobacco to domestic cigarette manufacturers on behalf of its member growers.

The ACCC granted the authorisation as it is satisfied the arrangements will deliver public benefits, assisting the industry and the ATO to minimise excise tax avoidance and the incidence of criminal activity associated with the illegal sale of tobacco.

MR 183/05

Oyster levy authorised

The ACCC has authorised the South Australian Oyster Growers Association for a levy to fund industry research and development.

The group sought authorisation of an agreement between four oyster hatcheries to impose a levy on the oyster spat they sell and of an agreement that potentially restricts the supply of spat if the levy is not paid.

The ACCC considers the arrangements will result in public benefits through imposed husbandry knowledge, production technology and environmental management in the area. Any anticompetitive detriment from the arrangement is mitigated by the fact that the levy is only a very small component of the retail price of oysters.

MR 185/05

Choice of vehicle repairer insurance policy

The Insurance Australia Group's notified arrangements for motor vehicle insurance policies will not be overturned.

IAG notified the ACCC of its scheme under which customers who want choice of repairer pay a higher premium than those who choose a standard policy and allow the insurer to determine the repairer.

The ACCC noted that consumers can still choose their repairer, either by deciding to pay the additional premium or by obtaining their insurance through another company and accepted IAG's submission that the arrangement enables it to price its motor vehicle insurance products more efficiently.

MR 189/05

Port queue management system changes

The ACCC has agreed to Dalrymple Bay Coal Terminal's request to vary the interim authorisation previously granted to the queue management system operating for coal loading at the terminal. The ACCC considers the changes are minor and unlikely to have a significant competition effect. The ACCC will also continue to consult with interested parties prior to making its draft decision on the substantial application.

The queue management system was designed to address the imbalance between demand for coal loading services at the terminal and the capacity of the Goonyella coal change and essentially rations the amount of coal each producer can export through the terminal on a pro rata basis.

MR 193/05

Authorisation for environmentally friendly program

Agsafe has been authorised to begin funding ChemClear, a program which provides a collection and disposal service for unwanted registered AgVet chemicals.

The ACCC considers the program has public benefit including::

- reducing stockpiles of unwanted agricultural and veterinary chemicals
- providing a safe means of disposal for these substances.

MR 204/05

REGULATED SERVICES

Regulation not stopping Telstra infrastructure investment

The ACCC considers the government's proposed model for operational separation of Telstra should increase transparency and equivalence in Telstra's provision of key access services in its own downstream operations compared to those of its competitors.

The ACCC also considers regulation is not a barrier to investment by Telstra in telecommunications infrastructure.

MR 208/05

Nearly 2.2 million broadband services

The latest ACCC 'Snapshot of Broadband Deployment' shows the take-up of broadband services has reached nearly 2.2 million.

The report shows that at the end of June 2005, 2 183 300 broadband services were connected across Australia, an increase of over one million customers on the preceding 12 month period.

MR 230/05

Mobile termination determination upheld

The Federal Court has rejected Vodafone's challenge to the ACCC's pricing principle determination for the mobile terminating access service (MTAS). Under the Trade Practices Act, the ACCC must have regard to the pricing principle when arbitrating an access dispute between the telecommunications service providers on the MTAS.

In July 2004, Vodafone commenced proceedings challenging the power of the ACCC to include prices in its pricing principle determination and that prices set out in the pricing principle determination should not apply to third generation (3G) mobile networks. However, the court dismissed Vodafone's appeal in full and ordered it should pay the ACCC's costs in the matter.

MR 231/05

Focussed telecommunication regulation needed

The ACCC considers focussed regulation is needed to ensure competition in the Australian telecommunications industry is sustained.

The Commission has always believed regulation should target those areas least likely to be competitive and progressively withdrawn from areas that support sustainable competition.

The Mobile Terminating Access Service is one area in which the ACCC considers regulation should continue as all mobile operators have control over access to all calls received on their individual networks.

MR 229/05

Findings on mobile international roaming

The ACCC has issued its final report on mobile international roaming, the process which enables mobile phone subscribers to use their mobile phone while travelling overseas. The report expressed concerns that prices appear to be very high, especially when compared to the charges set for other mobile telephone services.

However, it also observed that competition in the retail market for international roaming services appears to be improving because of the availability of substitute services such as pre-paid international calling cards.

MR 228/05

ACCC draft decision on Telstra's monthly charges

The ACCC has rejected Telstra's unconditioned local loop service (ULLS) and line sharing service (LSS) monthly charges undertakings. The ACCC considers that Telstra's proposed monthly charges are not reasonable, based on any reasonable basis of cost and cost recovery approach.

In addition, the ACCC is concerned Telstra's submissions continue to raise issues on which the ACCC has already formed concluded views, noting this practice, combined with delays in the provision of relevant supporting material, has substantially delayed satisfactory industry-wide outcomes.

MR 190/05

REGIONAL OUTREACH

NSW Outreach

Dave Badewitz, regional outreach manager for NSW, hosted a stand at Ag-Equip, Australia's largest agricultural expo, held outside Gunnedah in north western NSW. The three-day event provided the opportunity to provide a wide audience with information on how the ACCC could help them.

Martino Santi, the new small business manager for NSW, hosted a stand at the Southern Sydney Business Expo, where ACCC publications and alerts on unworkable small business 'opportunities' were very popular.