

August 2006

From the Small Business Commissioner

This edition of *ACCC briefing* refers to the ACCC release of a *Franchise start-up checklist*, a new publication to better equip potential franchisees in assessing franchise opportunities **before** making a decision to commit.

I recently took part in a franchising roundtable conducted by the *Business Review Weekly* (BRW) which was the feature of a BRW in late July. The roundtable demonstrated that franchising continues to provide an excellent model for small business growth and that the code of conduct, administered by the ACCC, is generally working effectively. However, the discussion also revealed challenges in ensuring that there is mutuality of interest between franchisors and franchisees on a fair and reasonable basis—particularly in retail franchising where retail tenancy leases add a further layer of escalating cost and complexity. The Minister for Small Business the Hon. Fran Bailey has announced a review into the disclosure aspects of the Franchising Code of Conduct and the ACCC will be providing a submission to the review on the effectiveness of existing requirements.

Other highlights in this *Briefing* include:

- new merger process guidelines released by the ACCC
- ACCC success in a case where liquor licence deeds initiated by Woolworths in its dealings with smaller liquor outlets were found by the Federal Court to be anti-competitive.

John Martin
Small Business Commissioner

NEW DEVELOPMENTS

Scams, frauds and your business: Competing Fairly Forum

The ACCC launched the latest of its Competing Fairly Forums, *Scams frauds and your business* (DVD format) at the COSBOA National Small Business Summit. The ACCC plays an active role in investigating and prosecuting scamsters and the Trade Practices Act contains many provisions that prohibit different forms of scam conduct.

Three main types of scams are likely to affect small businesses:

- false invoicing scams
- business start-up scams
- e-commerce scams

Each of these is examined in detail in this CFF and discussed by a panel comprising the ACCC Chairman Graeme Samuel and prominent small business, franchising and e-commerce industry representatives.

Screenings of the CFF can be organised by contacting the ACCC small business helpline on 1300 302 021.

MR 141/06

Start-up checklist for small business

People buying or starting a new small business now have a handy, pocket-sized reference guide to help them in their investment decision: *Trade practices start-up checklist for small business*.

The ACCC recommends that you check and verify all information relevant to the decision to invest in a small business before signing any contracts. Sometimes a legitimate business opportunity can in fact turn out to be a fraud. The checklist will help ensure that key areas of concern are addressed even when emotions and excitement at the prospect of a new venture are running high.

While most vendors are honest and willing to provide all relevant information, small business operators need to be wary of claims that seem too good to be true, are unsubstantiated or lack financial and written records. The *Trade practices start-up checklist for small business* covers key things to consider before signing any contracts.

MR 142/06

FairStore guide for Indigenous communities

FairStore, a best practice guide for businesses servicing Indigenous communities in rural and remote areas of Australia has been issued by the ACCC. The guide will help businesses and their staff comply with fair trading laws, warranties and refunds and the provision of store credit or 'book-up'.

By developing understanding and respect between store owners, operators and staff and the Indigenous communities the guide seeks to encourage businesses to develop and improve trading standards.

MR 155/06

New merger process guidelines

The ACCC issued the *Merger review process guidelines 2006* that refine and expand on the processes followed by the ACCC when considering mergers and acquisitions. The *Guidelines for informal merger review* (October 2004) have been comprehensively reviewed. The review indicated merger processes could be further publicly clarified and that some expansion of the guidelines was warranted.

The key to an effective merger review regime in Australia is processes that recognise both the importance of speedy and efficient clearances of the many mergers that do not breach the statutory prohibition on anti-competitive mergers and the timely and effective resolution or challenge of those that do. These

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guidelines outline the processes that achieve this in line with international best practices.

MR 130/06

FRANCHISING

Franchisee start-up checklist

The ACCC issued a new publication to help prospective franchisees make informed decisions about buying a franchise. It is very important that prospective franchisees fully understand their legal rights and obligations before entering into a franchising agreement.

The ACCC's main message is for people to be diligent and make informed decisions before signing any contracts when joining a franchise business. The *Franchisee start-up checklist* is designed to help potential franchisees with their investment decision and is a practical guide to requirements under the Franchising Code of Conduct and important franchising issues.

MR 145/06

Alleged contraventions by ice drink franchisor

The ACCC instituted legal proceedings against Kyløe Pty Ltd, Impact Design Accessories Pty Ltd and associated persons alleging contraventions of the Franchising Code of Conduct and s. 51AD of the TPA.

The ACCC alleges that Kyløe, Impact and associated persons, among other things, failed to provide franchisees with a disclosure document or a 7-day cooling off period and provided earnings information that was not based on reasonable grounds.

The ACCC further alleges that the contraventions are a direct consequence of the respondent's failed attempt to contract out of the Franchising Code of Conduct by calling its contracts 'sub-distribution agreements' rather than franchise agreements.

MR 163/06

Federal Court fines franchisor for contempt

Mr Arthur Spencer, the sole director of Contact Plus Group Pty Ltd (in liquidation), was fined \$8000 and ordered to pay the ACCC's legal costs on an indemnity basis after being found guilty of contempt of a previous Federal Court order.

The ACCC brought contempt proceedings against Mr Spencer alleging he had not complied with orders made in February 2006. The orders required Mr Spencer to provide certain people with whom Contact Plus had dealt with a disclosure document compliant with the requirements of the Franchising Code of Conduct and a copy of the court's orders.

MR 126/06

CONSUMER AND SMALL BUSINESS PROTECTION

Implied warranties for mobile phones can't be denied

The Federal Court has declared that LG Electronics Australia made false or misleading representations in several of its online mobile telephone user manuals and so breached the consumer protection provisions of the TPA. The court found that LG

made false or misleading representations about the existence and duration of statutory conditions and warranties implied by the TPA and also about the rights and remedies that were available to mobile telephone owners/consumers.

MR 149/06

Settlement of action against provider of debt relief services

Fox Symes & Associates Pty Ltd and its directors, Mr Tim Maher and Ms Deborah Southon, have given undertakings to the Federal Court as part of a settlement of the ACCC's legal action against them.

Fox Symes is a corporation providing a range of debt relief services. The ACCC alleged that, in its dealings with particular individuals, Fox Symes engaged in conduct that was misleading or deceptive and had acted unconscionably in contravention of the TPA.

MR 129/06

PRODUCT SAFETY

High lift 'farm jacks' declared unsafe

High lift vehicle 'farm jacks' supplied by TWM Imports have been declared unsafe by the Federal Court after ACCC litigation. The court found, by consent, that TWM had contravened the TPA by supplying the 48" Farm Jacks which did not comply with the 2003 prescribed consumer product safety standard.

The ACCC is particularly concerned that TWM started supplying the unsafe 48" Farm Jack after the Federal Court found them in breach of the mandatory safety standard relating to trolley jacks in December 2004.

MR 160/06

RESTRICTIVE TRADE PRACTICES

Woolworths' liquor licence deeds found anti-competitive

The Federal Court found that Woolworths contravened the exclusionary (primary boycott) provisions of the TPA in its dealings with the Ettamogah Hotel at Campbelltown and Global Beer in Tweed Heads. The court also found that Woolworths had contravened the Act by entering into deeds with applicants for liquor licences for the purpose of substantially lessening competition in packaged liquor markets in the geographic areas of Campbelltown, Tweed Heads and Arncliffe/Rockdale.

On 30 June 2003 the ACCC instituted legal proceedings in the Federal Court Against Woolworths Limited and Liquorland (Australia). The ACCC alleged that the companies' conduct contravened the exclusionary (primary boycott) provisions of the TPA and was engaged in for the purpose of substantially lessening competition in the packaged takeaway liquor markets.

In May 2005 the Court ordered Liquorland to pay pecuniary penalties of \$4.75 million after the company admitted to five contraventions. Woolworths was not part of that settlement and the case against Woolworths proceeded to a full hearing.

MR 147/06

High Court refusal in telecommunication case

The High Court has refused the ACCC special leave to appeal the judgement of the Full Federal Court regarding a marketing system operated by Australian Communications Network Pty Ltd. The High Court refused leave on the grounds that there were insufficient prospects of success.

The ACCC instituted proceedings against ACN, a seller of telecommunications services, for alleged breaches of the pyramid selling scheme provisions of the Act. In March 2005 the late Justice Selway found that ACN had contravened s. 65AAC of the Act. ACN subsequently appealed the decision and in October 2005 the Full Federal Court allowed the appeal. The ACCC then filed an application for special leave.

MR 123/06

MERGERS AND ACQUISITIONS

Cooperative trans-Tasman mergers review protocol

A protocol to enhance cooperation in dealings relating to the review of trans-Tasman mergers has been agreed to by the ACCC and the New Zealand Commerce Commission.

The Cooperation Protocol for Merger Review covers cooperation on specific transactions being considered by both agencies; merger reviews being considered by one agency, but where there is potential for the other agency to assist with the review; and a general cooperation and information exchange between the agencies to assist each other in carrying out their general merger review responsibilities.

The Australian and New Zealand governments have agreed to amend the *Trade Practices Act 1974* (Australia) and the *Commerce Act 1986* (New Zealand) to facilitate the exchange of information between the agencies.

MR 158/06 and 174/06

Proposed acquisition of BabyLove Products

The ACCC has invited information and comment on the manufacture and supply of child car restraints in Australia as part of its assessment of Britax Childcare Pty Ltd's proposed acquisition of BabyLove Products Pty Ltd.

Both Britax and BabyLove manufacture and supply child car restraints and import and distribute strollers and prams for the Australian market. The ACCC is concerned the acquisition could lead to a substantial lessening of competition in the markets for the manufacture and supply of child car restraints in Australia because of the lack of competitive constraints on the merged entity in setting prices and quality of car restraints.

MR 162/06

Paint acquisition opposed

Following comprehensive investigations and inquiries, the ACCC opposed Barloworld's proposed acquisition of Wattyl, having decided the acquisition could substantially lessen competition for the manufacture and supply of architectural and decorative paints in Australia and as such be in breach of s. 50 of the Trade Practices Act.

The ACCC was concerned that brand awareness and access to resellers' shelf space would prevent smaller and niche competitors expanding or preventing price increases by the merged firm.

Barloworld had also proposed divesting certain Bristol assets, but the ACCC believed that divestiture proposal would not be sufficient to resolve its competition concerns.

MR 150/06

AGL/Alinta joint merger not opposed

The ACCC will not oppose the proposed Alinta/AGL joint merger proposal, after accepting court enforceable undertakings from Alinta for the proposal under s. 87B of the Act.

The ACCC originally identified concerns regarding the aggregation of ownership interests in gas pipeline interests in New South Wales and Western Australia. The ACCC was particularly concerned about aggregation of interests in the Eastern Gas pipeline and the Moomba to Sydney pipeline and aggregation of interests in the Dampier to Bunbury pipeline and the Parmelia pipeline.

By ring fencing Alinta's interests in the Australian Pipeline Trust (the owner of the Moomba to Sydney pipeline and Parmelia pipeline) and providing for the eventual divestment of that interest, Alinta has alleviated these gas pipeline aggregation competition concerns. Alinta has also committed to divest AGL's contracts for the supply of management and operational services to the Moomba to Sydney pipeline and Parmelia pipeline. The ACCC will conduct further market inquiries to determine whether divestment of these contracts is required.

MR 133/06 and 172/06

Acquisition of the Sale and Korumburra saleyards

The ACCC has issued a statement of issues on the Victorian Livestock Exchange Ltd's acquisition of the Sale and Korumburra saleyard business, and invited further information and comment on the subject.

The statement of issues seeks information on areas of competition the ACCC has been investigating during its assessment of VLE's acquisition, including the nature of the markets and methods used for livestock sales, the height of barriers to entry and the existence and possible use of countervailing power by saleyard users.

MR 131/06

AUTHORISATIONS AND NOTIFICATIONS

Tougher reporting for drug companies dealing with doctors

The ACCC imposed an important condition on a revised code governing drug companies' dealings with doctors. The condition will raise transparency about functions sponsored by pharmaceutical companies. It will require a greater level of detail about the functions including cost and the type of hospitality provided. The information will also be available to the public, via a website, in a timely manner.

The code, developed by Medicines Australia, governs the activities of pharmaceutical companies when they promote

prescription medicines to doctors. The code regulates matters such as drug company sponsorship of medial conferences; the payment of travel and accommodation expenses of doctors attending such conferences; and the provision of other forms of hospitality. The condition aims to assist scrutiny of sponsorship activities of pharmaceutical companies by the general public.

MR 161/06

Collective negotiations by corporate bookmakers

The ACCC granted authorisation allowing corporate bookmakers, through the Association of Australian Bookmaking Companies, to collectively negotiate information access fees with certain racing and sporting bodies.

The ACCC considers that the AABC's arrangements are likely to result in benefits to the public by facilitating transaction cost saving for all parties, and by increasing the input of AABC members into their future contracts with racing and sporting bodies.

MR 157/06 and 128/06

Transition period for insurance pool allowed

The ACCC renewed authorisations of a public liability insurance joint venture arrangement for a transition period, providing for the collective supply of public liability insurance to eligible not-for-profit organisations' through a co-insurance pool. The members of the co-insurance pool, trading as Community Care Underwriting Agency are Allianz Australia Insurance Limited, QBE Insurance (Australia) Limited and NRMA Insurance Limited.

Since the co-insurance pool arrangements were originally authorised in March 2004, the public liability insurance market has 'softened' and there are now many more insurers offering public liability insurance to NFPOs and premiums are more affordable. Consequently, the ACCC considers that NFPOs that have current policies with CCUA will be able to source public liability insurance without these arrangements in place, either from one of the CCUA members individually, or another insurance provider.

MR 153/06

Collective negotiations proposed at Port Botany

The ACCC issued a final determination authorising the Container Logistics Action Group to engage in collective negotiation with the stevedores at Port Botany. CLAG is a group of container variers, custom brokers and freight forwarders involved in the transportation of containers to and from Port Botany.

The authorisation will enable its members to collectively negotiate terms of access to the terminal, as well as the price of a range of services supplied by the stevedores, such as container storage charges. The ACCC assessed CLAG's proposal and considers that any anti-competitive detriment that may flow from it is likely to be minimal as the authorisation will in no way compel CLAG members or the individual stevedores to participate in the proposed collective bargaining discussions.

MR 105/06

ADMA code of practice authorised

The ACCC granted conditional authorisation to the Australian Direct marketing Association's 2006 code of practice. ADMA's 2006 code of practice is intended to protect consumers from undesirable direct marketing practices and provide additional, non-legislative avenues for consumers to seek redress if things go wrong.

The ACCC considers that the revised code is likely to provide some benefits to the public, for example by requiring direct marketers to have a comprehensive complaints-handling process. The ACCC has, however, imposed several conditions which require that ADMA review the code and annually report the findings to the ACCC.

MR 146/06

Brisbane horse-racing joint venture allowed

The ACCC granted authorisation to a joint venture arrangement to develop thoroughbred horse racing facilities at the Queensland Turf Club and Brisbane Turf Clubs.

The authorisation allows Queensland's two major racing clubs to efficiently coordinate and finance some operations, take advantage of operational synergies and other cost savings. The ACCC is satisfied that any anti-competitive detriment will be outweighed by a public benefit in the form of cost savings to the clubs. No significant issues were raised by interested parties during public consultations.

MR 144/06 and 118/06

Taxi authorisations revoked

The Australian Competition Tribunal has issued its decision to revoke 12 authorisations granted to a number of taxi networks across New South Wales, Victoria and South Australia. The authorisations allowed the networks to require taxi operators and drivers to accept certain forms of non-cash payments approved under the Cabcharge Account System.

In 2005 the ACCC concluded a review of the authorisations in response to a number of complaints. Following wide consultation, the ACCC decided not to revoke the authorisations.

Mr Michael Jools, President of the NSW Taxi Drivers Association, applied to the Australian Competition Tribunal for a review of the ACCC's decision. The Tribunal decided to revoke the authorisations on the basis that the benefit of certainty of acceptance of non-cash payments was not sufficient to sustain the authorisations. The Tribunal agreed with the ACCC's proposition that irrespective of the authorisations, operators and drivers are likely to continue to accept non-cash payments.

MR 143/06

Baseball Federation notification to be revoked

The ACCC issued a draft notice proposing to revoke the exclusive dealing notification lodged by the Australian Baseball Federation Inc. The ACCC is proposing to remove immunity for conduct associated with the ABF's merchandise licensing program.

The ABF is a national baseball body, which supplies services including affiliation, marketing and management. The ABF lodged its notification as it offers these services to state and territory baseball association, regional associations, clubs and players on condition that they acquire uniforms and baseballs from licensed third party suppliers.

The ACCC has monitored the ABF's licensing in recent years and expressed concern over its operation. In particular, high administration costs have absorbed much of the revenue raised. The ACCC is satisfied that the benefits from the program do not outweigh the likely detriment generated by the program.

MR 135/06

Fruit marketing scheme denied

The ACCC issued a final determination denying authorisation to arrangements proposed by the Australian Nurserymen's Fruit Improvement Company. ANFIC is a company with 12 members who each operate commercial plant nurseries supplying plant material to fruit growers for commercial production. ANFIC has proposed to establish a strategic alliance between its 12 members and various participants in the supply chain, including growers and wholesalers, to undertake joint marketing and production of high quality fruit varieties. Essentially, the arrangement would allow members to standardise their royalty collections and coordinate or restrict the supply of nominated exceptional fruit varieties.

The ACCC has concluded that while intellectual property protection is important for the development and future competitiveness of the Australian fruit industry, the proposal is unlikely to result in additional benefits to the public exceeding those that would be available under the current intellectual property regime. Moreover, the ACCC is concerned that the arrangements may result in less efficient outcomes for society, for example, less choice and higher prices.

MR 127/06

REGULATED SERVICES

Regulation provides 'certainty'

ACCC Chairman Mr Graeme Samuel told the Australian Telecommunications Summit 2006 that the current regulatory environment for communications can provide 'certainty' for communications companies.

Mr Samuel also noted that the ACCC seeks practical and timely outcomes in the sector but that it is under pressure to deliver 'certainty' to the industry, although that would mean different things to different firms.

Certainty about the services or prices that would apply for a new fibre-to-the-node network as well regarding Telstra's obligations to the wholesale services it currently supplies are seen as key issues by the ACCC.

MR 159/06

Annual assessment of telecommunications competition

Two annual reports, *Telecommunications competitive safeguards* and *Changes in prices paid for telecommunications services in Australia 2004–05* issued recently by the ACCC

show the telecommunications industry progressed toward a more competitive environment in 2004–05.

The decline of high margin voice revenues, caused by substitution between fixed and mobile segments, was a key feature of 2004–05, as was the substantial growth in broadband take-up.

The average price paid by consumers for mobile services fell by 13 per cent in 2004–05, while prices for GSM and CDMA services also declined.

MR 137/06

Future regulation of fixed network services

The ACCC has released a draft decision on the future regulation of key telecommunications services delivered over fixed networks, advising it will continue the regulation of the unconditional local loop service (ULLS) and PSTN originating and terminating access services (PSTN OTAS) on a national basis for the next three years.

The ACCC believes Telstra still has a substantial degree of market power in originating and terminating voice calls, as well as in some other technologies, but also recognises the emergence of various local access networks that rely on alternative technologies such as fixed wireless and satellite services.

In continuing the declaration of these services, the ACCC will also more comprehensively monitor the development of alternative infrastructure and other issues that may place pressure on Telstra's ULLS and PSTN OTAS over the three year regulation period.

MR 136/06

Telstra accounting separation report issued

The ACCC issued its eleventh imputation testing and non-price terms and condition report under Telstra's enhanced accounting separation regime.

The report data compares Telstra's customer service performance for certain non-price terms and conditions provided to its wholesale customers (competitors) and retail customers. The report does not reveal any systematic discrimination by Telstra against its wholesale customers.

MR 140/06

Telstra's \$30 average ULLS charge rejected

Telstra's ULLS monthly charges undertaking, proposing to provide the ULLS across all geographic regions at a single monthly charge of \$30 has been rejected in the first instance in an ACCC draft decision issued in June.

The ACCC believes the proposed average price would be unlikely to promote competition by Telstra competitors and could heavily distort the use of an investment in telecommunications infrastructure.

The ACCC is also concerned about Telstra's proposed network cost estimates for the service, which rely on a cost model that is likely to overstate costs in rural areas and therefore support a

higher average charge for the service than is likely to be efficient.

MR 132/06

Australian Competition Tribunal decision on Telstra pricing

The ACCC welcomed the Australian Competition Tribunal's rejection of Telstra's proposed price of \$9 per line monthly for the line sharing service.

Telstra had approached the Tribunal for a decision after the ACCC found the price was not reasonable and rejected Telstra's access undertaking.

The Tribunal's decision to reject the access undertaking means the undertaking will not come into operation and the specified price will not become legally binding.

MR 121/06

More than 3 million broadband services connected

The latest ACCC *Snapshot of broadband deployment* shows there are now more than 3 million broadband services connected in Australia.

The 3 161 300 broadband services found to be connected in Australia at the end of March 2006 represents an increase of over one million customers (78 per cent) on the preceding 12-month period. Growth for the March quarter was 13.5 per cent, a slight increase on the 12.1 per cent growth experienced in the quarter that ended in December 2005.

MR 138/06

ACCC deals with telecommunications access disputes

AAPT Limited, under Part XIC of the TPA has notified the ACCC of two telecommunications access disputes, the first with Hutchison Telecommunications (Australia) Ltd and the other with Hutchison 3G Australia Pty Ltd.

PowerTel Limited has also notified the ACCC of an access dispute with Hutchison 3G Australia Pty Ltd.

The ACCC has commenced arbitrating the two disputes, which relate to the price AAPT and PowerTel pay for the Domestic Mobile Terminating Access Service supplied by the Hutchison companies.

MR 152/06 and 168/06

The ACCC has commenced the arbitration process for three separate access disputes between Request Broadband Pty Limited, PowerTel Limited and Telstra Corporation Limited. Under Part XIC of the Trade Practices Act, the ACCC is vested with arbitration powers that enable it to make directions and 'do all things necessary for the speedy hearing and determination of an access dispute'.

The access disputes relate to various price terms of; supply of the line sharing service from Telstra to Request; supply of the ULLS from Telstra to Request; and supply of the ULLS from Telstra to PowerTel.

MR 124/06

The ACCC has rejected access undertakings offered by Hutchison Telecommunications (Australia) Limited and Hutchison 3G Australia Pty Ltd for the supply of the mobile terminating access services on its CDMA (second generation) and GSM (third generation) network.

The undertakings proposed different prices for the MTAS access, but the ACCC felt some of the terms and conditions included were not reasonable. In particular, the ACCC was concerned some of the proposed prices would, in some circumstances, significantly overstate the efficient costs of providing the service in Australia.

The undertaking was ultimately rejected because of certain non-price conditions, one of which sought to override the contractual terms of existing commercial agreements, a matter over which the ACCC has no jurisdiction.

MR 139/06

Gas access arrangement upheld

The Federal Court has overturned the Australian Competition Tribunal's decision to set aside the ACCC's access arrangement for the Moomba to Sydney pipeline and the \$835 million regulatory value applied to the pipeline by the ACCC.

The ACCC had appealed the Tribunal's decision because it believed that decision was not consistent with established legal precedent, and was concerned the Tribunal's approach was not consistent with the gas code.

MR 148/06

Regulatory certainty for new gas transmission investment

The ACCC has released its final decision approving \$61.7 million and extra allowance for financing costs as 'prudent costs' for the construction of the Corio loop, a significant Victorian gas transmission project. The ACCC currently regulates the Victorian transmission network under the national gas code.

Victorian gas users are expected to benefit from the increased security of gas supply that will come from the investment security the ACCC's decision affords GasNet Australia.

The Corio loop will increase gas flow capability from the Otway basin fields to the west of Melbourne, providing for increased competition with the larger flow of gas that comes from the Gippsland basin fields to Melbourne's east.

MR 125/06

REGIONAL OUTREACH

SOCAP Australia 2006 Symposium

The Society of Consumer Affairs Professionals' (SOCAP) 2006 Symposium was held in Sydney from 15–17 August. The official launch of Australian Standard AS ISO 10002 *Customer satisfaction—guidelines for complaints handling in organisations* was a highlight of the event, which also featured workshops, panel discussions and presentations by leading figures in the complaints-handling industry. The ACCC is an official partner of the symposium and staff from the ACCC's

Tasmanian outreach

The Tasmanian outreach team conducted a regional visit during the last week in July, visiting towns such as Queenstown, Strahan, Zeehan, Devonport, Burnie, Smithton, Ulverstone, Deloraine, Launceston, Beaconsfield, Scottsdale and St Helens.

The visit included meetings with business associations, businesses and consumers to inform and educate them about their rights and obligations under the TPA. ACCC publications were distributed to business representatives, community and neighbourhood centres, local councils, online access centres and business enterprise centres. The team also conducted product safety surveys in regional and rural towns around Tasmania.

Victorian outreach

The Victorian outreach team shared a stand with Bendigo Consumer Affairs Victoria at the Central Victoria Enterprise Business Expo, handing out publications and discussing TPA matters. The ACCC Victorian outreach manager also attended the Speed Field Days and Sheepvention to discuss small business trade practice concerns. An information seminar was also held with the call centre staff of the Office of Small Business' *Victorian Business Line*.