
Publications

The following publications are available free from Commission offices unless otherwise indicated. Most are also available from the website <<http://www.accc.gov.au>>. GST publications are available from the GST website <<http://gst.accc.gov.au>>.

Publications can be purchased by sending a cheque or money order made out to the Australian Competition and Consumer Commission with your order; or by telephone order using Mastercard, Visa or Bankcard; or over the counter at Commission offices.

For sales of 10 or more copies there is a 25 per cent discount. (Some of the publications listed were published by the Trade Practices Commission or the Prices Surveillance Authority.)

The prices of the Commission's publications have not increased but are now GST-inclusive.

Contents

Regular	55
Corporate	55
Business general	55
Business small	57
Business manuals	58
Conference papers, monographs	58
Consumers	58
GST	58
Government	58
Industry	58
Legislation	60
Product safety	60
Utilities	60
Archived	61

Regular publications

ACCC Journal: bi-monthly journal (\$75 annual fee, second and following subscriptions to same address \$37.50, \$25 student subscription — ID required). Six issues per year plus index. Journal back issues \$10 each. The Journal is now also available on CD-ROM.

ACCC update: quarterly newsletter.

- No. 10 — Small business
- No. 9 — Consumers and market reform
- No. 8 — B2B e-commerce and the Trade Practices Act
- No. 7 — GST
- No. 6 — E-commerce

Corporate

The ACCC and its use of penalties. June 2001

ACCC annual report 1999–2000. (website only)

ACCC State annual reports ('working in' series) 1999–2000. (available from each State office)

Access to Public Registers. August 2000 (leaflet)

Summary of the Trade Practices Act 1974. Sept 2001 (\$10)

The ACCC: role and functions. November 1999 (leaflet)

Making markets work: directions and priorities. October 1999 (guide)

Making markets work: for businesses and consumers. April 1997 (leaflet)

Business general

Advertising and promotion

News for business: self-declared environmental marketing claims. April 1999

Misleading job and business opportunity ads: how to handle them. January 1999

News for business: Advertising agents and false advertising. November 1998

News for business: The motor vehicle industry and false advertising. November 1998 (website only)

News for business: Misleading promotional offers. March 1998

Advertising and selling. November 2001 (\$10)

Authorisation and notification

Authorisations and notifications. May 1999 (leaflet)

Guide to authorisation and notification for third line forcing conduct. February 1998 (\$10)

Guide to authorisations and notifications: a guide on provisions for exemptions from anti-competitive conduct under the Trade Practices Act. November 1995 (\$10)

Certification trade marks

Certification trade marks. May 1998 (leaflet)

Compliance programs

Corporate trade practices compliance programs.
March 1999 (website only)

Contracted employment

Contracted employment services and the Trade Practices Act. September 1997 (website only)

Country of origin claims

Country of origin claims. August 2000 (flyer)

Country of origin claims and the Trade Practices Act.
June 2001 (guide)

Textile, clothing and footwear industries — country of origin guidelines to the Trade Practices Act.
December 2001 (guide)

Debt collection

Debt collection and the Trade Practices Act.
June 1999 (\$10)

Undue harassment and coercion in debt collection.
May 1999 (website only)

Dispute resolution

The management of disputes involving the Commonwealth: is litigation always the answer?
April 1999 (\$15) (Conference papers)

Benchmarks for dispute avoidance and resolution: a guide. October 1997

E-commerce, global commerce, Internet and computers

Fair.com — advertising and promoting Internet access. January 2001

Internet auctions — what you should know before you bid or sell. August 2000

News for business: Internet service providers.
October 1997 (website only)

The global enforcement challenge: enforcement of consumer protection laws in a global marketplace.
August 1997

Exports

Exports and the Trade Practices Act.
October 1997 (\$10) (guide)

Exports and the Trade Practices Act.
October 1997 (leaflet) (website only)

GST

Report to the minister under section 75AZ of the Trade Practices Act 1974, 1 April–30 June 2001, 1 July–30 September 2001. January 2002

Price exploitation — What every business must know.
August 2000 (website only)

Price exploitation and the New Tax System: a compliance guide for small business. May 2000

Re-pricing & the New Tax System. A joint publication with the GST Start-Up Assistance Office.
May 2000 (website only)

Application of the price exploitation guidelines to regulated industries: the process. March 2000 (website only)

Price exploitation and the New Tax System. March 2000

Public Compliance Commitments.
January 2000 (website only)

GST reports

Report on ACCC price surveys: general survey.
February 2001

Report on ACCC price surveys: pre-GST price changes. October 2000 (website only)

Report on ACCC price surveys: general survey. A report on retail price movements across Australia from May to August 2000. October 2000

Report on ACCC price surveys: preliminary post-GST price changes. A report on retail price movements across Australia from July to August 2000.
October 2000

9th Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period October to December 2001.

7th and 8th Reports to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period April to June 2001 and July to September 2001.

6th Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period January to March 2001.

5th Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period October to December 2000.

4th Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period July to September 2000.

3rd Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period April to June 2000.

2nd Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period January to March 2000.

1st Report to the Minister under s. 75AZ of the Trade Practices Act 1974 — for the period July to December 1999.

GST News for business

1. Pricing claims and the New Tax System. March 2000
2. Pricing during the New Tax System transition. March 2000
3. Lay-by sales. May 2000
4. Taxis. June 2000
5. Jewellers and the New Tax System. June 2000
6. Adjusting prices. June 2000
7. Pricing issues for the trucking industry. June 2000
8. Coin-operated machines. June 2000
9. Where the savings come from — televisions. June 2000
10. Where the savings come from — woollen jumpers. June 2000
11. Where the savings come from — legal services. June 2000
12. Where the savings come from — rubber tyres. June 2000
13. Small business guide to cost savings under the New Tax System. June 2000
14. Franchise fees and the New Tax System. July 2000
15. Handy hints on pricing for operators of cafes, takeaways and restaurants. July 2000
16. Commercial and retail property leases. October 2000 (website only)
17. Commercial contracts (price or rent review clauses). April 2001
18. No more financial institutions duty or stamp duty on quoted marketable securities. April 2001

GST Checklists

Avoiding and handling complaints. June 2000

Compliance costs. June 2000

Displaying prices. May 2000

Handy hints. June 2000

New retail prices. June 2000

Pricing claims. June 2000

GST Snapshots (website only)

1 to 4. Dated from April to June 2000

GST Bulletin (website only)

1 to 27. Dated from 4 July 2000 to 17 May 2001.

Mergers and acquisitions

Merger guidelines: a guide to the Commission's administration of the merger provisions (ss. 50, 50A) of the Trade Practices Act. June 1999 (\$10)

The ACCC's approach to mergers: A statistical summary. January 1998 (\$15)

Business small

Storecharter — a service charter for stores serving remote and Indigenous communities. February 2002
Contact Petras Kruzas, Rural and Regional Unit (03) 9290 1952 with inquiries about this charter. See also *Storecharter brochure* under consumers.

Small business and the Trade Practices Act: a practical guide for small business. February 2002

Refusal to deal. August 2000 (leaflet)

The Trade Practices Act and the ACCC: a small business overview. August 1999 (flyer)

Small business report: New deal, fair deal: giving small business a fair go. January 1998 (website only)

Scams: protect your business from them. October 2000 (brochure)

Franchising

The franchisee's guide: A guide to the Franchising Code of Conduct. November 2001

Unconscionable conduct

Competing Fairly Forum video and brochures. March 2001 (\$10)

Fair game or fair go — unconscionable conduct in business. Video 30 mins. March 2001 (\$10)

Fair game or fair go? Avoiding and dealing with a hard bargain. A small business operator's guide to the unconscionable conduct provisions of the Trade Practices Act. June 1999

Guide to unconscionable conduct in business transactions: a guide to ss. 51AA and 51AC. October 1998 (\$10)

Brochures

Guaranteed a loan for someone? Lost your house? September 2001

Are you happy with your retail tenancy lease? September 2001

Bought a franchise without enough information? September 2001

Do you supply goods or services to major retail chains? September 2001

Business manuals

Franchising code of conduct compliance manual. Updated January 2002 (\$50)

Best and fairest: compliance training package. Contact Belinda Blanch, Consumer Protection Unit (02) 6243 1134 with inquiries about this manual.

Conference papers, monographs

The public enforcement of Australian competition law. February 2001 (\$25)

Conference papers: 6th Asian and Oceanic Antimonopoly Conference. November 1999 (\$15)

Can the professions survive under a national competition policy?: a joint conference on competition law and the professions. May 1997 (published proceedings \$15, audio tapes \$20)

Consumers

ACCC consumer express — a free monthly newsletter about recent ACCC activities.

Storecharter brochure — a service charter for stores serving remote and Indigenous communities. April 2002
Contact Petras Kruzars, Rural and Regional Unit (03) 9290 1952 with inquiries about this brochure. See also *Storecharter* under Business small.

Debt collection

Are you being harassed about debts? November 2001 (leaflet)

See also Business general: Debt collection

GST

How to make a complaint about GST price exploitation. June 2000 (leaflet)

Australia's everyday shopping guide with the GST. May 2000

GST Talks

1. Electronic goods: the price will go down. July 1999
2. The New Tax System: What changes? When? July 1999
3. Protecting consumers in the New Tax System. March 2000
4. Residential rents. April 2000
5. Lay-bys. May 2000
6. Weddings. May 2000
7. Holidays and the GST. May 2000
8. How do I know what I have to pay? May 2000
9. Commercial residential premises: accommodation charges. July 2000
10. The end of financial institutions duty payment on your deposit from 1 July 2001. April 2001
11. Investors will no longer pay stamp duty on quoted marketable securities from 1 July 2001. April 2001

Government

Local government and the Trade Practices Act. June 1996 (website only)

Industry

Banking

Debit and credit card schemes in Australia — a study of interchange fees and access. A joint report by the Reserve Bank of Australia and the ACCC. October 2000

Electronic funds transfer: report by the Treasury and the ACCC on the operation of the EFT code of conduct. March 1998 (\$20)

Cinema

The cinema industry. March 1998 (website only)

Dairy

Impact of farmgate deregulation on the Australian milk industry — monitoring report. April 2001 (\$10)

Glass containers

Glass containers — monitoring report. March 1999 (\$10)

Health

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

- for period ending 30 June 2001.
August 2001 (\$10)
- for period ending 30 June 2000.
October 2000 (\$10)
- for period ending 31 December 1999.
April 2000 (\$10)

Fair treatment: guide to the Trade Practices Act for the advertising or promotion of medical and health services. July 2000

Fair treatment: summary of the guide to the Trade Practices Act 1974 for the advertising or promotion of medical and health services (with tips for consumers). July 2000

Complementary health care industry. December 1999

Guide to the Trade Practices Act for the promotion of private health insurance (joint publication of the ACCC and the Private Health Insurance Commissioner). April 1998

A guide to the Trade Practices Act for the health sector. November 1995 (\$10)

Insurance

Consumer credit insurance review — Final report. July 1998

Petroleum

Fuel monitoring report — a report on retail fuel prices across Australia from July to September 2000. October 2000 (website only)

Increase in the average retail petrol prices in Australia compared with the rise in international prices. October 1999 (website only)

Petroleum products declaration. August 1996 (\$20) (Inquiry)

Publishing

Advertisement: minimising the risks for publishers (joint publication by the ACCC and the Australian Publishers' Bureau). February 1998

Real estate

Fair and square — a guide to the Trade Practices Act for the real estate industry. August 2000 (\$10)

Retail

Retail flash (published jointly with the Australian Retailers Association):

- June 2000, November 2000 and November 2001

Warranties and refunds. December 2001 (leaflet)

Rural

Rural guideline and the Trade Practices Act. December 1997 (\$10)

Rural industry and the Trade Practices Act: summary. December 1997 (leaflet) (website only)

Shipping and waterfront

Trade Facilitation Agreement for northbound trades to SE Asia — report. December 2000 (website only)

Container stevedoring — monitoring reports

- no. 1. October 1999 (\$10)
- no. 2. October 2000 (\$10)
- no. 3. October 2001 (\$10)

Coastal shipping freight rates (monitoring report no. 3) 1993 and 1994. December 1995 (\$10)

Steel

Steel mill products declaration. December 1995 (\$10) (Inquiry)

Tobacco

Response to Senate Motion 1031 (24 September 2001) — Tobacco. April 2002 (\$10)

Travel and tourism

Travel and tourism — and the Trade Practices Act.
November 1999 (\$10)

Legislation

Collection and use of information. October 2000 (\$10)

Section 155 of the Trade Practices Act: information-gathering powers of the ACCC in relation to its enforcement function. October 2000 (\$10)

Section 87B of the Trade Practices Act: a guideline on the ACCC's use of enforceable undertakings.
August 1999 (\$10)

Product safety

Product safety guide: Children's nightwear.
September 2001 (photocopy and website only)

Product safety guide: Balloon-blowing kits.
December 2000

Product safety guide: Bean bags. December 2000

Product safety guide: Elastic luggage straps.
December 2000

Product safety guide: Exercise cycles. December 2000

Product safety guide: Cosmetics & toiletries — ingredient labelling. December 2000

Product safety guide: Paper patterns for children's nightwear. December 2000

Product safety guide: Pedal bicycles. December 2000

Product safety guide: Care labelling — clothing & textile products. May 2000

Product safety guide: Labelling of tobacco products.
October 1999

Product safety guide: Sunglasses and fashion spectacles. October 1998

News for business: Household cots. July 1998

News for business: Disposable cigarette lighters.
October 1997

Consumer product standards and bans: a compliance guide for suppliers. October 1996

Utilities

Utility Regulators Forum Discussion papers:

National regulatory reporting for electricity distribution and retailing businesses. March 2002

Incentive regulation benchmarking and utility performance. November 2000

Quality of service monitoring. October 1999

Information gathering for ring fencing and other regulations. October 1999

Access undertakings: a guide to Part IIIA of the Trade Practices Act. September 1999 (\$10)

Infrastructure regulation and market reform: principles and practice (joint publication of the ACCC and the Public Utility Research Centre, University of Florida). May 1998 (\$50)

Access regime: a guide to Part IIIA of the Trade Practices Act. November 1995 (\$10)

Network (Joint newsletter of the Utilities Regulators Forum) produced three times a year.

Aviation and airports

Infrastructure industries: aviation.
May 2000 (magazine)

Movements in average air fares (quarterly reports).
March 1999

Phase II airports 1999–2000. April 2001

Regulatory reports:

- Brisbane Airport 1999–00. April 2001
- Melbourne Airport 1999–00. April 2001
- Perth Airport 1999–00. April 2001
- Sydney Airport 1999–00. April 2001

Section 192 of the Airports Act: declaration of airport services. October 1998

Electricity and gas

Infrastructure industries: energy (gas and electricity).
March 2000 (magazine)

National electricity market: Network Pricing Forum (proceedings). July 1996 (\$35) (website only)

Telecommunications

Telecommunications infrastructures in Australia — a BIS Shrapnel report prepared for the ACCC.
July 2001 (\$25)

Infrastructure industries: telecommunications.
May 2001 (magazine)

Changes in the prices paid for telecommunications services in Australia 1996–97 to 1999–00. April 2001

Telecommunications competitive safeguards and Telstra's compliance with the price control arrangements. April 2001

Inquiries into the declaration and revocation of services and exemptions. February 2001

Competitive safeguards 1998–99. April 2000

Telecommunications charges in Australia. April 2000

A code of access to telecommunications transmissions towers, sites of towers and underground towers. October 1999 (\$10)

Declaration of an analogue subscription television broadcast carriage service. October 1999 (\$10)

Declaration of a technology-neutral subscription television carriage service. October 1999 (\$10)

Anti-competitive conduct in telecommunications markets. August 1999

Telecommunications: competition notice guideline. August 1999

Local telecommunications services. July 1999 (\$10) (website only)

Telecommunications services: declaration provisions: a guide to the declaration provisions of Part XIC of the Trade Practices Act. July 1999 (\$10)

Competition in data markets. November 1998 (\$10)

Inquiry into domestic intercarrier roaming declaration. March 1998 (\$10)

Telecommunications industry: ACCC role, an outline. October 1997 (\$10) (website only)

Access pricing principles: telecommunications guide. July 1997 (\$10)

Archived

Building

Home building: consumer problems and solutions, final report of the Trade Practices Commission review. November 1993

Business

Non-price competition. October 1995 (\$10) (PSA)

Misuse of market power: Section 46 of the Trade Practices Act, a background paper. February 1990 (photocopy only)

Acquisitions and the failing company argument: discussion paper by the TPC and the NZ Commerce Commission. October 1993 (\$3)

Checkout the price: review of the supermarket scanning code. July 1992 (TPC)

Market definition and competition issues in commercial broadcast radio. June 1994 (TPC)

When goods are defective: a guide to the product liability provisions of the Trade Practices Act. June 1993 (\$10)

Finance

The social responsibilities of banks. March 1995 (PSA)

Taking advantage: sale of life insurance to Aboriginal people in remote communities. March 1994 (TPC)

Life insurance and superannuation: information paper on an inquiry by the Trade Practices Commission at the direction of the Minister for Justice and Consumer Affairs. June 1992

Intellectual property

Application of the Trade Practices Act to intellectual property. July 1991 (TPC) (PDF 3.15 Mb)

Professions

Study of the legal profession. March 1994 (TPC)

Study of the architectural profession. September 1992 (TPC)

Utilities

Safeguarding the consumer interest in reformed public utilities and complying with the Trade Practices Act. March 1995 (TPC)

Passing on the benefits: Consumers and the reform of Australia's utilities, papers from Trade Practices Commission conference. March 1994

Review of the Victorian electricity industry access arrangements: a report to the Assistant Treasurer. May 1995 (TPC)

Regulation of airport pricing: is the New Zealand approach applicable to Australia? May 1995 (PSA)