
Publications

The following publications are available free from ACCC offices unless otherwise indicated. Most are also available from the website <<http://www.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 ACCC 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 ACCC's publications are GST-inclusive.

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Regular publications

ACCC e-journal: bi-monthly journal. (free)
Journal back issues \$10 each.

ACCC update: quarterly newsletter.

- No. 14 — Product safety
- No. 13 — ACCC
- No. 12 — Health
- No. 11 — Leniency policy, TPA review
- 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

Summary of the Trade Practices Act 1974.
May 2003 (\$10)

ACCC service charter. March 2003

Access to Public Registers. March 2003 (leaflet)

The ACCC: role and functions. November 2002 (leaflet)

Corporate plan and priorities 2003–04. October 2003

Competing Fairly Forum—Future directions.
October 2002 (video \$10) (CD-ROM \$10)

ACCC annual report 2002–2003. September 2003 (\$15)

ACCC intervention in private proceedings.
July 2002 (\$10)

ACCC leniency policy for cartel conduct.
June 2003 (website only)

ACCC cooperation policy for enforcement matters.
July 2002 (leaflet)

ACCC submission to the Trade Practices Act review.
June 2002

Keeping good company—an insight into the ACCC.
June 2002 (video) (\$10)

The ACCC and its use of penalties. June 2001

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

Business general

Advertising and promotion

Think twice before comparing prices in your ads.
July 2003 (poster)

Straight talking—advertising, selling and the Trade Practices Act. June 2002 (video) (\$10)

Advertising, selling and the Trade Practices Act—a small business overview. May 2002 (leaflet)

Advertising and selling. November 2001 (\$10)

Competing Fairly Forum—Advertising and selling.
October 2001 (video \$10) (CD-ROM \$10)

News for business: self-declared environmental marketing claims. April 1999 (website only)

Misleading job and business opportunity ads: how to handle them. January 1999 (website only)

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

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: the role of the ACCC. 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

Electrical goods—country of origin guidelines to the Trade Practices Act. November 2003 (guide)

Country of origin claims and the Trade Practices Act. November 2002 (guide)

Country of origin claims. November 2002 (flyer)

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

See also Industry: Food and Industry: Health

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

Competing Fairly Forum—Prevention is better than cure. May 2002 (video) (\$10)

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: Computer industry advertising. May 1998

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

Exports

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

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

GST

GST final report. January 2003

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

10th and 11th Reports to the Minister under s. 75AZ
of the Trade Practices Act 1974—for the periods
1 January to 31 March 2002 and 1 April to
30 June 2002.

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)

Business small

Refusal to deal. March 2003 (leaflet)

Storecharter—a service charter for stores serving remote and Indigenous communities. February 2002

See also *Storecharter brochure* under consumers

Storecharter—commitment form. February 2002 (website only)

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

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

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

Compliance

Best and fairest: compliance training package. Includes various other ACCC publications Updated August 2002 (\$100)

Best and fairest: compliance training package. CD-ROM August 2002 (\$20)

Brochures

How to comply with the Trade Practices Act. April 2002

Primary producers and the Trade Practices Act. June 2002

Service industries and the Trade Practices Act. June 2002

Retailers and the Trade Practices Act. June 2002

Franchising

The franchisee's guide to the Franchising Code of Conduct—a small business overview. May 2002 (leaflet)

Franchising code of conduct compliance manual. Updated December 2003 (\$50)

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

Unconscionable conduct

News for business: Commercial unconscionable conduct. October 2002

Competing Fairly Forum—Unconscionable conduct. March 2001 (video) (\$10)

Fair game or fair go—unconscionable conduct in business. March 2001 (video) (\$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 (website only)

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

Conference papers, monographs

Competition and consumer issues for Indigenous Australians. A report to the ACCC by the Centre for Aboriginal Economic Policy Research. September 2002 (\$10)

The public enforcement of Australian competition law, Karen Yeung. 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.

Global consumer scams. September 2003

ACCC referral guide. Campaign to protect disadvantaged or vulnerable consumers. August 2003

Protecting consumers worldwide. Brochure from the ICPEN February 2003

Storecharter brochure—a service charter for stores serving remote and Indigenous communities. April 2002 See also *Storecharter* under Business small.

Debt collection

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

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

News for business: Merchant pricing for credit card payments. November 2002

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

Developments in the cinema distribution and exhibition industry. March 1998 (website only)

Dairy

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

Food

News for business: Fresh fruit and vegetables and the Trade Practices Act. January 2003

Food and beverage industry—country of origin guidelines to the Trade Practices Act. August 2002 (guide)

News for business: Genetically modified organisms and foods. December 2001

Furnishing

Furnishing industry—country of origin guidelines to the Trade Practices Act. March 2003 (guide)

Glass containers

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

Health

Complementary health care industry—country of origin guidelines to the Trade Practices Act. November 2002 (guide)

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 2003. October 2003 (\$10)
- for period ending 31 December 2001. June 2002 (\$10)
- 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)

General practitioners—draft guide to the Trade Practices Act. March 2001 (website only)

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

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

Medical indemnity insurance—Monitoring report
December 2003 (\$10)

Public liability and professional indemnity
insurance—Monitoring report July 2003, January 2004 (\$10)

Second insurance industry market pricing review.
September 2002 (\$10)

Insurance industry market pricing review. March 2002 (\$10)

Consumer credit insurance review—Final report.
July 1998 (website only)

Petroleum

Reducing fuel price variability. December 2001 (\$20)

Report on the movement of fuel prices in the
September quarter 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)

Inquiry into the petroleum products declaration.
August 1996 (\$20) (not available online, photocopy only)

Publishing

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

Real estate

Real estate agents and the Trade Practices Act.
August 2002 (joint leaflet with the REIA)

Fair and square—a guide to the Trade Practices Act
for the real estate industry. September 2002 (\$10)

Retail

Do businesses have to give refunds? October 2003 (flyer)

Report to the Senate by the Australian Competition
and Consumer Commission on prices paid to
suppliers by retailers in the Australian grocery
industry. September 2002

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

- June 2000, November 2000, November 2001, July 2002,
November 2002 and November 2003

Warranties and refunds. December 2001 (leaflet)

Rural

Rural industry and the Trade Practices Act.
August 2002 (\$10) (guide)

ACCC rural and regional program. March 2002 (brochure)

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)
- no. 4. October 2002 (\$10)
- no. 5. November 2003 (\$10)

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

Steel

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

Tobacco

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

Legislation

Section 155 of the Trade Practices Act: information-
gathering powers of the ACCC in relation to its
enforcement function. Updated November 2002 (\$10)

Collection and use of information. 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

- Consumer product standards and bans: a compliance guide for suppliers. April 2003
- Product safety bulletin: banned product: mini-cup jellies with konjac. January 2003 (website only. Also available in vietnamese and chinese)
- 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 (photocopy only, not available online)
- Product safety guide: Sunglasses and fashion spectacles. October 1998
- News for business: Household cots. July 1998
- News for business: Disposable cigarette lighters. October 1997

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 regulatory purposes. 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) (not available online)

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

Aviation and airports

Quality of service—price-monitored airports 2002–03. November 2003

Infrastructure industries: aviation. May 2000 (magazine)

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

Phase II airports 2001–02. April 2003 (website only)

Regulatory reports:

- Brisbane Airport 2001–02.
January 2003 (website only)
- Melbourne Airport 2001–02.
January 2003 (website only)
- Perth Airport 2001–02.
January 2003 (website only)
- Sydney Airport 2001–02.
January 2003 (website only)

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

Electricity and gas

Regional development of natural gas transmission pipelines. October 2002 (website only)

Draft greenfields guideline for natural gas transmission pipelines. June 2002

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

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

Telecommunications

ACCC telecommunications reports 2001–02

- Report 1. Telecommunications competitive safeguards
- Report 2. Changes in prices paid for telecommunications services in Australia
- Report 3. Telstra's compliance with price control arrangements

Emerging market structures in the communications sector. June 2003 (\$10)

The fair call advertising guide. March 2003

ACCC telecommunications reports 2000–01

Report 1. Telecommunications competitive safeguards

Report 2. Changes in prices paid for telecommunications services in Australia

Report 3. Telstra's compliance with price control arrangements

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 1999–2000. 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)

Access pricing principles: telecommunications guide.

July 1997 (\$10)