

# WHAT WE DO

1.

## consumer protection

prevent misleading and deceptive advertising

ensure products comply with mandatory safety standards

monitor business on the internet

stop inaccurate labelling

improve the understanding of consumers' rights

2.

## fair trading for business

prevent price fixing and market sharing

restrict the misuse of market power

protect the interests of small business

assess mergers, asset sales, joint ventures

allow anti-competitive conduct in the public interest

ensure compliance by the professions

assess certification trade marks

improve compliance through education and information

maintain information registers

3.

## regulated industries

promote competition in the network industries

electricity

gas

telecommunications

aviation and airports

rail

waterfront and shipping

post

monitor prices of selected goods and services

petrol

insurance

## WHAT WE DON'T DO

The ACCC deals with competition and consumer protection matters of national significance and therefore does not:

- ▶ pursue issues such as general pricing levels, warranties and refunds that are more effectively dealt with at local or state level
- ▶ resolve disputes between individuals and the suppliers of goods and services
- ▶ handle misleading or deceptive conduct in financial transactions
- ▶ advise whether a company is legitimate
- ▶ approve business conduct
- ▶ disclose the number or nature of complaints received about a company
- ▶ give legal advice
- ▶ settle employment disputes
- ▶ register business names
- ▶ impose penalties directly on companies or individuals.