

In this issue

- New law for 'Made in Australia' claims
- 2 Airports and the ACCC
- 4 Franchising code of conduct
- **6** Consumer protection financial services
- **6** First winner of ACCC prize
- 7 International Internet sweep day
- **8** Refunds and compensation for consumers
- 9 Sydney Global Commerce Conference
- 10 Local calls ACCC seeks community views
- **11** Trust fund for waterfront-affected businesses
- **12** How to make complaints to the ACCC

Accc_i Upaate

Issue 2, October 1998

The Australian Competition and Consumer Commission operates nationally at the forefront of administration and enforcement of competition and consumer protection law.

Legislative changes have given the Commission new regulatory roles in many sectors — such as the electricity, gas and telecommunications industries.

Further changes affecting the huge small business sector have recently taken place and this is a particular focus for the Commission.

The Trade Practices Act now covers all businesses in Australia, including government enterprises and many thousands of previously exempt unincorporated firms such as professional practices.

This continuing growth in responsibilities imposes new and wider obligations on the Commission to inform the public about its activities. It is important that businesses, and their customers, be well informed about rights and obligations under the law.

ACCC update is published not for the experts in trade practices law but to give the wider community general information about the Commission's work and responsibilities.

The aim is to report regularly on new developments and issues of particular interest and to encourage 'feedback' from the community.

Much more detailed information is available in the wide range of ACCC publications (available from all the offices listed at the back) or from the Commission's regularly updated Internet site at http://www.accc.gov.au.