

{3} the infocentre

The infocentre is the primary contact point of the ACCC. The staff of the centre receive more than **250 telephone calls a day** and up to **200 emails** a week. If appropriate, information received is passed on to investigators who may pursue the matter.

Many callers to the infocentre are provided with **information** on their **rights** and **responsibilities** as businesses or consumers.

{4} publications

Infocentre

for all business and consumer inquiries.

ACCC Infoline: 1300 302 502

email: infocentre@acc.gov.au

ACCC national office

phone: (02) 6243 1111

internet: www.acc.gov.au

Many ACCC publications are free and available on the ACCC website www.acc.gov.au. Some have associated charges and need to be ordered.

A full list of publications is available on the website www.acc.gov.au

corporate publications include:

- ▶ ACCC journal: (\$100 annual subscription)
- ▶ ACCC update: quarterly newsletter (free)
- ▶ ACCC consumer express— free monthly newsletter about recent ACCC activities
- ▶ Keeping good company— insight into the ACCC (video) (\$10)

Geoffrey Robertson hypothetical

On Thursday 10 April Geoffrey Robertson conducted a hypothetical session in Melbourne that was filmed for the competing fairly forum video series. Those taking part included Professor Allan Fels, Dick Smith, Senator George Brandis, Justice Murray Wilcox and Alan Griffin, the opposition spokesman on consumer affairs.

extracts from, 'delivering the goods':

Geoffrey Robertson: Allan Fels, you are, I suppose, the law in the jungle. How do you see yourself, as a sort of lion king keeping the predators in order or a sort of hyena keeping the place relatively clean?

Senator George Brandis: I think the government funds the ACCC sufficiently. And with the resources available to it I think the ACCC does a particularly good job.

Justice Murray Wilcox: As a general observation, I think that some of the amounts that have been agreed between the ACCC and offenders have been too low.



If you would like to see and hear the complete video presentation delivering the goods, contact ACCC publishing on (02) 6243 1143. The cost is \$10.