

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Budget Estimates

1 June – 3 June 2010

Question: BET 224

Topic: Unfair Contract Terms

Hansard Page: Written

Senator XENOPHON asked:

1. Can the Commission indicate how many complaints it has received so far in relation unfair contract terms?
2. Is the area of unfair contract terms a priority enforcement area for the Commission?

Answer:

In the period between 10 February 2010 (the date of the ACCC's Additional Estimates 2009–10 hearing) and 30 June 2010 the ACCC received 24 contacts in relation to unfair contract terms.

The new unfair contract provisions of the *Trade Practices Act 1974* will constitute a significant area of focus for 2010–11. The ACCC's outreach and education activity will be backed up with proactive reviews of standard form contracts in certain areas and where necessary enforcement action flowing from reviews or complaints. In determining which matters it pursues, the ACCC will have regard to its Compliance and Enforcement Policy as it would in considering other consumer protection provisions.