

Senate Economics Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Estimates, November 2004

Question: Supp 16

Topic: ACC - Languages & Cultural Backgrounds

Hansard Page: Written

Senator Ludwig asked:

1a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department include in its annual report a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds?

1b. If not, for the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the Department otherwise publish a report on outcomes achieved for clients from diverse linguistic and cultural backgrounds? (If yes, please supply report)

2a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the department budget for costs associated with developing culturally responsive and accessible services?

2b. For the 2003-2004 financial year, how much did the department budget for this purpose?

3a. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, how many Departmental programs or services were delivered via an intermediary service provider, such as another level of government or a non-government organisation?

3b. Of these, in each financial year how many did the funding conditions in contracts specify relevant access and equity accountabilities (for example, collection and reporting of information on client characteristics)?

3c. For each of these, is the provision a standard clause? If so, can the Department please supply the clause?

3d. If there is no standard provision, is a copy of the provision available for each of these? Are the provisions subsequently audited? If yes, what were the results? (Please supply).

4a. Can the Department provide a current list of each community information publication it publishes in English as at a) the current date (2, December 2004) or if this is unavailable b) 30 June, 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable c) 1 January 2004 (and take from then to 2 December 2004 On Notice) or if this is unavailable d) the last date for which they were available (specify date and take from then to 2 December 2004 On Notice)?

4b. For the above list, what publications are translated into languages other than English and for each, what languages are they translated into?

4c. For the above list, how many copies were printed?

4d. For the above list, what was the total cost of each document in translation, publication, printing and distribution?

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5. What efforts has the Department made to identify employees from a non-English Speaking background and what languages they are fluent in?
6. What proportion of the Department's personnel have a non-English speaking background?
- 7a. For each language other than English that the Department has identified employees with fluency, can the Department provide how employees were fluent? For each language other than English, how many were identified as being fluent?
- 7b. Of these employees, what efforts has the department made to identify the language proficiency of these employees? For each language other than English, how many were identified as having proficiency?
- 7c. Of these employees, how many has the Department identified as possessing accredited language skills to either translator or interpreter standard? For each language other than English, how many were identified as having accreditation at the a) translator and b) interpreter level?
- 7d. Of these employees, how many has the Department funded in whole or in part accreditation of language skills to either a) translator and b) interpreter level?
8. How much did the department spend engaging language a) translator and b) interpreter level in each of the financial years i) 2001-02, ii) 2002-03, iii) 2003-04?
9. How many times did the department engage an a) translator and b) interpreter in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
- 10a. For each language in which a) a translator and b) an interpreter was engaged, how many engagements occurred in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
- 10b. What was the total cost of those engagements by language for a) translators and b) interpreters in each of the following years i) 2001-02, ii) 2002-03, iii) 2003-04?
11. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v) 1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising or advertorial in the ethnic press?

For each of the above years, could the Department please specify each title, in which advertising was bought, the language of that title and the total annual spend on advertising and advertorial in each title.

12. For each of the financial years i) 1995-96, ii) 1996-97, iii) 1997-98, iv) 1998-99, v) 1999-00, vi) 2000-01, vii) 2001-02, viii) 2002-03, ix) 2003-04 how much was spent in advertising and or advertorials on ethnic radio?

For each financial year, could the Department please specify which station, broadcast language and how much was spent on each language at each station?

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Answer:

1a.

Details in annual reports of the ACCC included the following on outcomes achieved for clients from diverse linguistic and cultural backgrounds.

1999-00	Communications strategy outlined in general terms for non English speaking background (NESB) and Aboriginal and Torres Straight Islander (ATSI) audiences.
2000-01	Communications strategy outlined in general terms for NESB and ATSI audiences. Goods and Services Tax (GST) information available on website for ATSI and in 11 languages other than English: Arabic, Chinese, Greek, Italian, Spanish, Vietnamese, Croatian, Macedonian, Serbian, Russian and Turkish. Information strategy's detailed for ATSI and NESB people. Small business flyers produced in a number of languages.
2001-02	GST information available on website for ATSI and in 11 languages other than English: Arabic, Chinese, Greek, Italian, Spanish, Vietnamese, Croatian, Macedonian, Serbian, Russian and Turkish. Dedicated ATSI information line. Telephone interpreter service available for NESB people.
2002-03	Developed a national indigenous consumer protection strategy. Published Competition and consumer issues for indigenous Australians. Campaign to protect vulnerable and disadvantaged consumers.
2003-04	Continuing national indigenous consumer protection strategy.

1b.

No

2a.

No separate budgets were identified for costs associated with developing culturally responsive and accessible services

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2b.

Not applicable

3a.

None

3b.

Not applicable

3c.

Not applicable

3d.

Not applicable

4a.

Current publications list attached

4b, 4c, and 4d.

Publication and type	Languages and numbers	Cost
Scams—protect your business from them Format: four page A4 brochure	Chinese - 1000 Spanish - 1000 Italian - 1000 Vietnamese - 1000	\$2374.90
When are' souvenirs of Australia' Australian souvenirs? Format: four page A4 brochure	Simplified Chinese - 1000	\$1694.00
Country of Origin Inquiries Format A4 flyer	Simplified Chinese Separate numbers not available	Separate cost not available
The Trade Practices Act & the ACCC—Small Business overview Format: double sided A4	Arabic Chinese Spanish Italian Vietnamese	Separate cost not available

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	Separate numbers not available	
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Advertising, Selling & the Trade Practices Act— Small Business overview Format: double sided A4	Chinese Spanish Italian Vietnamese Separate numbers not available	Separate cost not available
The Franchisee's guide to the Franchising Code of Conduct—Small Business Overview Format: double sided A4	Chinese—1000 Spanish—1000 Italian—1000 Vietnamese—1000	\$3116.30
Trade Practices Act—Unconscionable Conduct 51AC, 51AB Format: DL tri-fold	Chinese Korean Separate numbers not available	Separate cost not available
GST Everyday prices & you Format: A4 folder information kit	Spanish Italian Vietnamese Chinese Arabic Greek Turkish Croatian Serbian Russian Separate numbers not available	Separate cost not available

5.

Employees are invited to identify themselves as being from a non-English Speaking background at the time of their engagement. The employee is asked if their first language spoken is not "English only" to specify the main language first spoken. An employee may choose not to supply this information.

6.

The proportion of the Commission's personnel with a non-English speaking background is 12.8%.

7a.

The Commission does not identify language fluency skills of non-English speaking background employees.

7b.

Not applicable

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7c.

Not applicable

7d.

Not applicable

8.

The amounts spent on interpreters and translators are as follows:

	2001/02	2002/03	2003/04
	\$	\$	\$
Interpreter	1,474	15,103	492
Translator	13,168	49,200	23,990
Total	14,642	64,303	24,482

9.

The number of times that interpreters and translators were engaged are as follows:

	2001/02	2002/03	2003/04
	No.	No.	No.
Interpreter	18	22	15
Translator	12	36	17
Total	30	58	32

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10a.

The number of engagements of interpreters and translators were as follows:

	2001/02	2002/03	2003/04
Interpreter			
Arabic			2
Bosnian			1
Cantonese		4	1
Croatian	1		
Equipment		1	
French		3	
German		1	
Greek	1		
Hakka		1	
Hungarian		1	
Japanese			1
Korean			1
Mandarin	2	2	3
Not Specified	1		1
Serbian		1	2
Spanish		3	
Turkish		1	
Vietnamese	13	4	3
Total	18	22	15

	2001/02	2002/03	2003/04
Translator			
Arabic	1	1	
Cantonese		3	1
French		15	1
German	4	1	2
Japanese	1	2	2
Korean	1	2	
Mandarin	2	2	2
Not Specified	1	6	2
Polish		1	
Portugese	1		
Spanish		1	
Thai			6
Vietnamese	1	2	1
Trans Total	12	36	17

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10b.

The total cost of engagements of interpreters and translators was:

	2001/02	2002/03	2003/04
Interpreter			
Arabic			59
Bosnian			19
Cantonese		130	39
Croatian	26		
Equipment		5,905	
French		7,624	
German		707	
Greek	16		
Hakka		351	
Hungarian		39	
Japanese			20
Korean			20
Mandarin	47	42	118
Not Specified	29		20
Serbian		20	79
Spanish		134	
Turkish		26	
Vietnamese	1,356	125	118
Interp Total	1,474	15,103	493

Translator	2001/02	2002/03	2003/04
Arabic	32	23	
Cantonese		118	20
French		17,889	168
German	5,525	3,245	1,414
Japanese	3,150	4,796	2,354
Korean	3,530	153	
Mandarin	54	66	79
Not Specified	287	21,449	2,660
Polish		39	
Portugese	20		
Spanish		1,234	
Thai			17,276
Vietnamese	570	189	19
Trans Total	13,168	49,201	23,990

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11.

The amounts spent on advertising in the ethnic press for the financial years sought is as follows:

1995-96 to 1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
N/A	\$40,796	\$187,021	Nil	Nil	Nil

Details for the period 1995-96 to 1998-99 are not available due to changes in the financial management information system.

The title, language and amounts for advertising in ethnic press for 1999-2000 and 2000-2001 are shown below.

Item 11 - Press		99/00	00/01
Title	Language	\$	\$
Al Bairak	Arabic	1,324	4,368
An Nahar	Arabic	1,372	6,035
Arab World	Arabic	2,476	8,169
Aust Chinese Age	Chinese	1,341	4,425
Aust Chinese Daily	Chinese	1,361	5,990
Aust Chinese Times	Chinese	1,089	3,593
Chieu Duong	Vietnamese	-	9,245
Chinese Daily	Chinese	1,361	5,990
Chinese Post	Chinese	1,311	4,326
Dan Viet	Vietnamese	1,146	5,043
El Espanol	Spanish	1,198	5,269
El Telegraph	Arabic	2,269	7,488
Extra Informativo	Spanish	1,198	5,269
Greek Herald	Greek	1,324	4,368
Il Globo	Italian	1,753	7,713
Independence Daily	Chinese	1,320	5,809
La Fiamma	Italian	1,753	7,713
Middle East Herald	Arabic	1,696	7,462
Nahn Qyuen	Vietnamese	-	5,043
Neos Kosmos	Greek	6,619	29,120
New Country	Greek	-	5,824
O Kosmos	Greek	1,819	8,001
Pacific Times	Chinese	-	5,244
Sing Tao	Chinese	1,287	5,663
Spanish Herald	Spanish	1,324	4,368
Ta Nea	Greek	1,589	4,080
The Tide	Chinese	1,279	4,220

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Victoria Pacific Times	Chinese	1,589	-
Viet Luan	Vietnamese	-	7,185
	TOTAL	40,796	187,021

12.

The amounts spent on advertising on ethnic radio for the financial years sought is as follows:

1995-96 to 1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
N/A	\$48,721	\$25,597	Nil	Nil	Nil

Details for the period 1995-96 to 1998-99 are not available due to changes in the financial management information system.

The station, broadcast language and cost of advertising on ethnic radio for 1999-2000 and 2000-2001 are shown below.

Radio		99/00	00/01
Station	Language	\$	\$
2AAA Wagga Wagga	Greek	48	116
2AAA Wagga Wagga	Italian	48	
2AC Sydney	Cantonese	215	473
2AC Sydney	Mandarin	287	629
2ARM Armidale	Cantonese	35	86
2ARM Armidale	Greek	35	86
2ARM Armidale	Italian	35	86
2ARM Armidale	Mandarin	35	86
2MCE Bathurst	Arabic	35	
2MCE Bathurst	Spanish	35	
2ME Sydney	Arabic	1,012	2,227
2MM Sydney	Greek	573	1,261
2NCR Lismore	Greek	29	72
2NUR Newcastle	Spanish	57	
2TEN Tenterville	Italian	24	
2VNR Sydney	Vietnamese	349	767
2VOX Wollongong	Mandarin	24	
2VOX Wollongong	Spanish	24	20
2WKT Bowral	Greek	24	57
2WKT Bowral	Italian	24	57
2XX Canberra	Cantonese	76	168
2XX Canberra	Greek	76	167
2XX Canberra	Mandarin	76	167
2XX Canberra	Spanish	153	335
2XX Canberra	Vietnamese	76	

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2YOU Tamworth	Greek	24	57
2YOU Tamworth	Italian	24	
2YOU Tamworth	Spanish	24	
3AB Northcote	Greek	573	1,261
3CCC Bendigo	Italian	35	87
3CR Melbourne	Vietnamese	115	
3CW Melbourne	Cantonese	669	1,471
3CW Melbourne	Mandarin	716	1,576
3GCR Gippsland	Greek	29	68
3GCR Gippsland	Italian	29	68
3GCR Gippsland	Mandarin	29	
3HOT Mildura	Greek	38	31
3HOT Mildura	Italian	24	57
3MFM Gippsland	Italian	48	
3ONE Shepparton	Italian	57	126
3WRB Sunshine	Vietnamese	191	315
3XY Melbourne	Greek	1,815	3,992
3ZZZ-FM Melbourne	Arabic	363	714
3ZZZ-FM Melbourne	Mandarin	96	209
3ZZZ-FM Melbourne	Spanish	306	377
3ZZZ-FM Melbourne	Vietnamese	96	230
4CCR Cairns	Cantonese	48	114
4CCR Cairns	Greek	48	
4CCR Cairns	Italian	48	
4CCR Cairns	Mandarin	48	114
4CCR Cairns	Spanish	48	
4EB Brisbane	Arabic	96	209
4EB Brisbane	Cantonese	96	84
4EB Brisbane	Greek	573	1,469
4EB Brisbane	Mandarin	96	
4EB Brisbane	Spanish	153	
4EB Brisbane	Vietnamese	153	84
4TTT Townsville	Greek	48	
4TTT Townsville	Italian	48	
5EBI Adelaide	Cantonese	96	
5EBI Adelaide	Mandarin	96	
5EBI Adelaide	Spanish	96	84
5EBI Adelaide	Vietnamese	153	251
5GTR Mt Gambier	Italian	24	
5PBA Adelaide	Arabic	36	
5THE Millicent	Italian	24	
5YYY Whyalla	Greek	35	
5YYY Whyalla	Italian	29	
6EBA Perth	Arabic	287	418
6EBA Perth	Cantonese	96	230

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6EBA Perth	Italian	287	335
6EBA Perth	Mandarin	96	230
6EBA Perth	Spanish	153	
6EBA Perth	Vietnamese	96	
7LTN Launceston	Cantonese	35	86
7LTN Launceston	Mandarin	35	86
7LTN Launceston	Spanish	35	86
7THE-Hobart	Cantonese	35	
7THE-Hobart	Greek	35	16
7THE-Hobart	Italian	35	
7THE-Hobart	Mandarin	35	
7THE-Hobart	Spanish	35	31
8CCC Alice Springs	Greek	24	57
8CCC Alice Springs	Spanish	24	31
8TOP Darwin	Cantonese	59	
8TOP Darwin	Italian	59	
8TOP Darwin	Mandarin	59	
8TOP Darwin	Vietnamese	59	143
China Radio	Cantonese	855	1,880
Doriforos Adelaide	Greek	215	473
Greek Radio	Greek	229	504
Middle East Radio	Arabic	430	945
Perth Greek Radio	Greek	287	630
Radio Austral Sydney	Spanish	478	1,051
Radio ENA Adelaide	Greek	382	840
Radio Italiana	Italian	430	945
Radio Rio Sydney	Spanish	215	473
RAI FM Canberra	Arabic	38	83
RAI FM Canberra	Greek	38	83
RAI FM Canberra	Italian	38	83
RAI FM Canberra	Spanish	38	83
Rete Italia	Italian	3,734	8,215
SBS Radio	Arabic	585	1,285
SBS Radio	Cantonese	756	
SBS Radio	Greek	791	1,701
SBS Radio	Italian	630	1,323
SBS Radio	Mandarin	458	755
SBS Radio	Spanish	917	2,015
SBS Radio	Vietnamese	1,032	2,268
Symban - Hurlstone Park	Greek	263	578
VNRA Sydney	Vietnamese	172	378
Voice of Islam	Arabic	215	473
	TOTAL	25,597	48,721

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Attachment Q4a – Current List of Publications available from the ACCC Internet site as at 23 December 2004

Complete publications list

A code of access to telecommunications transmission towers, sites of towers and underground towers
A guide to the Trade Practices Act for the health sector
ACCC Annual Report 1999-2000
ACCC Annual Report 2000-01
ACCC Annual report 2002-03
ACCC Consumer Express issues 2001
ACCC Consumer Express issues 2002
ACCC Referral guide
ACCC Rural and Regional Program
ACCC Update no. 10: small business issue
ACCC Update no. 12: health
ACCC Update no. 13
ACCC Update no. 15: Consumers
ACCC Update no. 8: B2B e-commerce and the Trade Practices Act
ACCC Update no. 9: consumers and market reform
ACCC Update no.11
ACCC Working In series 2000-01
ACCC annual report 2001-02
ACCC annual report 2003-04
ACCC annual report 2003-04
ACCC budget papers
ACCC consumer express issues 2003
ACCC consumer express issues 2004
ACCC cooperation policy for enforcement matters
ACCC ejournal
ACCC info kit for the medical profession
ACCC intervention in private proceedings
ACCC leniency policy for cartel conduct
ACCC service charter
ACCC submission to the review of the Trade Practices Act
ACCC telecommunications report
ACCC telecommunications reports 2000-2001
ACCC telecommunications reports 2001-02
ACCC update no. 14: product safety
ACCC update no. 16: Celebrating 30 years
ACCC update no. 6: e-commerce
ACCC videos
ACCC: role and functions
Access pricing principles: telecommunications guide
Access regime: a guide to Part IIIA of the Trade Practices Act
Access to public registers
Access undertakings: a guide to Part IIIA of the Trade Practices Act
Advertising and selling
Advertising, selling and the Trade Practices Act (leaflet)
Advertising, selling and the Trade Practices Act: a small business overview
Airport regulatory reports 1997-98
Airport regulatory reports 1998-99
Airport regulatory reports 1999-2000

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Airport regulatory reports 2000-01
Airport regulatory reports 2001-02
Anti-competitive conduct in telecommunications markets
Application of the Trade Practices Act to intellectual property
Are you being harassed about debts?
Are you happy with your retail tenancy lease?
Assessing shopper docket petrol discounts and acquisitions in the petrol and grocery sectors
Authorisations and notifications
Benchmarks for dispute avoidance and resolution
Best and fairest: compliance training package
Best practice utility regulation
Bought a franchise without enough information?
Certification trade marks: the role of the ACCC
Changes in the prices paid for telecommunications services in Australia 1996 - 97 to 1999 - 2000
Children's nightwear (and limited daywear) product safety mandatory standard
Coastal shipping freight rates (no. 3) 1993 and 1994
Collection and use of information
Competition and consumer issues for indigenous Australians
Competition in data markets
Competition in the corporation customer segment of telecommunications markets
Complaints about debt collection - The responsibilities of Commonwealth agencies
Complementary health care industry: country of origin and the Trade Practices Act
Computerised gambling systems
Conference papers: 6th Asian and Oceanic Antimonopoly Conference
Conference papers: Can the professions survive under a national competition policy?
Conference papers: management of disputes involving the Commonwealth - is litigation always the answer?
Consumer credit insurance review
Consumer product standards and bans: a compliance guide for suppliers
Container stevedoring monitoring report no. 6
Container stevedoring: monitoring report no. 1
Container stevedoring: monitoring report no. 2
Container stevedoring: monitoring report no. 3
Container stevedoring: monitoring report no. 4
Container stevedoring: monitoring report no. 5
Contracted employment services and the Trade Practices Act
Corporate plan and priorities 2003-04
Corporate trade practices compliance programs
Country of origin claims
Country of origin claims and the Trade Practices Act
Debit and credit card schemes in Australia: a study of interchange fees and access
Debt collection and the Trade Practices Act
Declaration of a technology-neutral subscription television carriage service
Declaration of an analogue subscription television broadcast carriage service
Developments in the cinema distribution and exhibition industry
Do businesses have to give refunds?
Do you supply goods or services to major retail chains?
Electrical goods - Country of origin and the Trade Practices Act
Electronic funds transfer
Emerging market structures in the communications sector
Export agreements and the Trade Practices Act
Exports and the Trade Practices Act
Exports and the Trade Practices Act (leaflet)
Fair and square - a guide to the Trade Practices Act for the real estate industry
Fair game or fair go? Avoiding and dealing with a hard bargain
Fair treatment: guide to the Trade Practices Act for the advertising or promotion of medical and health services

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Fair treatment: summary of the guide to the Trade Practices Act for the advertising or promotion of medical and health services
Fair.com: advertising and promoting Internet access
Food and beverage industry: country of origin guidelines to the Trade Practices Act
Franchisee's guide to the Franchising Code of Conduct: a small business overview
Franchising Code of Conduct: amendments
Franchising Code of Conduct: full text
Franchising code of conduct compliance manual
Furnishing industry: country of origin guidelines to the Trade Practices Act
GST Final Report
Glass containers
Guaranteed a loan for someone? Lost your house?
Guide for general practitioners to the authorisation granted by the ACCC to the Royal Australian College of General Practitioners
Guide to authorisation and notification for third line forcing conduct
Guide to authorisations and notifications
Guide to the Trade Practices Act for the promotion of private health insurance
Guide to unconscionable conduct
Guide to unconscionable conduct in business transactions: a guide to sections 51AA and 51AC
Harbour towage declaration
If it sounds too good to be true ...
Impact of farmgate regulation on the Australian milk industry
Incentive regulation, benchmarking and utility performance
Increase in the average retail petrol prices in Australia compared with the rise in international prices
Information gathering for ring fencing and other regulatory purposes
Infrastructure industries: energy
Infrastructure industries: telecommunications
Infrastructure industries: aviation
Infrastructure regulation and market reform: principles and practice
Inquiry into domestic intercarrier roaming declaration
Inquiry into the petroleum products declaration
Insurance industry market pricing review - March 2002
Internet auctions: what you should know before you bid or sell
Local government and the Trade Practices Act
Local telecommunications services
Making markets work
Market definition and competition issues in commercial broadcast radio
Medical indemnity insurance: monitoring report
Merger guidelines
Misleading job and business opportunity ads: how to handle them
National electricity market: network pricing forum (proceedings)
National regulatory reporting for electricity distribution and retailing business
Network, all issues
News for Business: Genetically modified organisms and foods
News for business: Disposable cigarette lighters
News for business: advertising agents and false advertising
News for business: commercial unconscionable conduct
News for business: computer industry advertising
News for business: fresh fruit and vegetables and the Trade Practices Act
News for business: household cots
News for business: merchant pricing for credit card payments
News for business: misleading promotional offers
News for business: self-declared environmental marketing claims
News for business: the motor vehicle industry and false advertising
Primary producers and the Trade Practices Act
Product safety bulletin: banned-mini jelly cups with konjac
Product safety guide: balloon-blowing kits

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Product safety guide: bean bags
Product safety guide: care labelling of clothing and textile products
Product safety guide: cosmetics and toiletries-ingredient labelling
Product safety guide: elastic luggage straps
Product safety guide: exercise cycles
Product safety guide: labelling of tobacco products
Product safety guide: paper patterns for children's nightwear
Product safety guide: pedal bicycles
Product safety guide: sunglasses and fashion spectacles
Protecting consumers worldwide
Public liability and professional indemnity insurance: Monitoring report
Public liability and professional indemnity insurance: second monitoring report
Public liability and professional indemnity insurance: third monitoring report
Quality of service monitoring
Real estate agents and the Trade Practices Act
Reducing fuel price variability: December 2001
Refusal to deal
Regulatory report phase II airports 1998-99
Regulatory report phase II airports 1999-2000
Regulatory report phase II airports 2000-01
Regulatory report phase II airports 2001-02
Report on ACCC price surveys: general survey
Report on Telstra's compliance with the price control arrangements: January 1998 to June 1999
Report on the movement in fuel prices in the September quarter 2000
Report to the ACCC on AMWAC: Orthopaedic Surgery Workforce in Australia, an update 1998-2009
Report to the ACCC: recommendations on AMWAC process for provision of advice on medical workforce matters
Report to the Senate by the ACCC on prices paid to suppliers by retailers in the Australian grocery industry
Report to the Treasurer on the relative financial and corporate differences between friendly society dispensaries and pharmacist-owned pharmacies
Reports to the Australian Senate on anti-competitive and other practices by health funds and providers in relation to private health insurance
Response to Senate Motion 1031: Tobacco
Retail flash, all issues
Retailers and the Trade Practices Act
Rural industry and the Trade Practices Act - a guide for rural producers
Scams: protect your business from them
Scoping study into data collection issues for incentive regulation
Second insurance industry market pricing review
Section 155 of the Trade Practices Act
Section 192 of the Airports Act - declaration of airport services
Section 87B of the Trade Practices Act
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