



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**MARKET STUDIES INFORMATION STORE**

**JURISDICTION**

**AUSTRALIA – Australian Competition and Consumer Commission**

**UPDATED: MARCH 2020**



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Agriculture											
<b>Market:</b>	Wine grape growing	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	24 September 2019											
<b>Duration:</b>	1 year											
<b>Source of idea for study:</b>	Self initiated – refer to page 14 of linked report for rationale											
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Wine grape market study 2018-19:</b>            In 2018–19 the ACCC’s Agriculture Unit conducted a market study of the wine grape industry. The study was initiated after wine grape growers raised concerns about a range of competition issues and contracting practices in the industry. The study examined competition, contracting practices, transparency and risk allocation in wine grape supply chains. The ACCC recommended strengthening the voluntary <i>Australian Wine Industry Code of Conduct</i> (the Code) to provide a more structured process for reviewing adverse quality assessment decisions and to improve the timeframe of dispute resolution under the code. All large wine makers were expected to sign up to the Code. In the event not all winegrowers did sign up to the Code, the ACCC considered recommending to government that a mandatory code be introduced if the review did not address matters raised in the report.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/1612RPT_Wine%20Grape%20Growers%20Final%20Report_D03.pdf">https://www.accc.gov.au/system/files/1612RPT_Wine%20Grape%20Growers%20Final%20Report_D03.pdf</a>											
<b>Remarks (if any):</b>	N/A											

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Agriculture											
<b>Market:</b>	Cattle and Beef	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	4 May 2018											
<b>Duration:</b>	19 months	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Source of idea for study:</b>	Self initiated – refer to page 3 of linked report for rationale											
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Cattle and beef market study 2016-18:</b>            In 2016-17 the ACCC's Agriculture Unit conducted a market study of the cattle and beef sector. The market study was initiated to address competition and consumer issues in the cattle and beef supply chains. The market study examined competition, transparency and efficiency in cattle and beef supply chains. The final report noted disparity in bargaining power between small and large producers and noted that a number of practices and issues in the industry (including a lack of price transparency and direct sales prices rarely being reported) are harming competition and efficiency. Recommendations included improving price transparency by ensuring prices are publically available and improved market reporting.</p> <p>An update report was released in May 2018 which reviewed progress made toward implementing recommendations outlined in the Final Report.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/ACCC%20Cattle%20and%20beef%20market%20studyFinal%20report.pdf">https://www.accc.gov.au/system/files/ACCC%20Cattle%20and%20beef%20market%20studyFinal%20report.pdf</a>											
<b>Remarks (if any):</b>	<p>The Senate Standing Committee on Rural and Regional Affairs and Transport appreciated the investigation undertaken by the ACCC and supported the study's findings and recommendations. The committee recommended that the industry take steps to develop an industry Standards of Practice which covers all commercial transactions in relation to livestock. The Standards of Practice should take the form of an overarching set of guidelines for industry participants.</p>											

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Automotive											
<b>Market:</b>	New car retailing	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	14 December 2017											
<b>Duration:</b>	A year and a half	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Source of idea for study:</b>	Self initiated – refer to page 18 of linked report for rationale											
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<b>New car retailing industry market study 2016-17:</b> In 2016-17, the ACCC conducted a market study of the new car retailing industry. The study was initiated in response to the ACCC receiving a high volume of complaints from consumers about defects with vehicles, covering a broad spectrum of manufacturers. The study focused on present and emerging competition and consumer issues in the industry. The final report found that aftermarket services are less competitive due to car manufacturers and dealers controlling access to technical information and consumer misunderstanding about warranty and service requirements. Recommendations included enhancements to the Australian Competition Law to address uncertainties and application of consumer guarantees.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/New%20car%20retailing%20industry%20final%20report_0.pdf">https://www.accc.gov.au/system/files/New%20car%20retailing%20industry%20final%20report_0.pdf</a>											
<b>Remarks (if any):</b>	N/A											

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Communications											
<b>Market:</b>	Several, including mobile, and wired broadband communications	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	5 April 2018											
<b>Duration:</b>	Approx. 18 Months											
<b>Source of idea for study:</b>	Self initiated – refer to page 13 of linked report for rationale											
<b>Outcome: (check all relevant boxes)</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Communications sector market study 2016-2018:</b> The ACCC conducted a market study of the Australian communications sector to examine any existing and emerging competition and consumer issues in the sector. The study was initiated as a result of the sector raising concerns about interrelated issues, such as competition and efficiency, in the communications market. The final report was released in April 2018 and found that there was competition between the major service providers included recommendations such as ensuring the sector was priced to ensure economically efficient use of the network and the long-term interests of end users.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/Communications%20Sector%20Market%20Study%20Final%20Report%20April%202018_0.pdf">https://www.accc.gov.au/system/files/Communications%20Sector%20Market%20Study%20Final%20Report%20April%202018_0.pdf</a>											
<b>Remarks (if any):</b>	N/A											

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Agriculture											
<b>Market:</b>	Dairy	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	30 April 2018											
<b>Duration:</b>	Two years											
<b>Source of idea for study:</b>	Government directed											
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Dairy Inquiry 2016-2018:</b> Between 2016-2018, the ACCC held an inquiry into the competitiveness of prices, trading practices and the supply chain in the Australian dairy industry. The inquiry was initiated as a result of price step-downs during the 2016 dairy season. The final report noted significant imbalances in bargaining power between large processors and farmers and noted market failures resulting from the strong bargaining power imbalance and information asymmetry in farmer-processor relationships. A key recommendation was the introduction of a mandatory code of conduct aimed with that improving the efficiency of the industry without substantial regulatory burden on processors and would help address market failures identified.</p> <p>A guide to the mandatory Code recommendation was released on 4 September 2018.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/1395_Dairy%20inquiry%20final%20report.pdf">https://www.accc.gov.au/system/files/1395_Dairy%20inquiry%20final%20report.pdf</a>											
<b>Remarks (if any):</b>	<p>A significant outcome from the inquiry was the introduction of the dairy code of conduct, which commenced on 1 January 2020. The ACCC concluded a mandatory code was the best way to address systemic industry problems and the ACCC will be responsible for enforcing the code.</p>											



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<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Communications											
<b>Market:</b>	Several, including media and advertising	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	26 July 2019											
<b>Duration:</b>	2 years											
<b>Source of idea for study:</b>	Government directed											
		<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Digital Platforms Inquiry 2017-2019:</b>            In 2017, the ACCC conducted an inquiry into digital platforms. The inquiry was initiated to help modernize and reform Australia's media laws in order to better protect consumers, improve transparency, address power imbalances and ensure that substantial market power was not used to lessen competition in media and advertising services markets. The inquiry looked at the effect that digital search engines, social media platforms and other digital content aggregation platforms have on competition in media and advertising services markets. In particular, the inquiry looked at the impact of digital platforms on the supply of news and journalistic content and the implications of this for media content creators, advertisers and consumers. Key recommendations arising from the inquiry included changes to merger law, the development of a voluntary code of conduct, advance notice of acquisitions and changes in search engine and internet browser default options.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/Digital%20platforms%20inquiry%20-%20final%20report.pdf">https://www.accc.gov.au/system/files/Digital%20platforms%20inquiry%20-%20final%20report.pdf</a>											
<b>Remarks (if any):</b>	The Federal Government responded to the ACCC's Digital Platforms Inquiry Final Report, accepting a number of recommendations made by the ACCC and acknowledging there was a need for reform. In response to the Final Report, the Federal Government established a special unit in the ACCC to monitor and report on the state of competition and consumer protection and tasked the ACCC to facilitate the development of a voluntary code of conduct to address bargaining power imbalances between digital platforms and media businesses. The Federal											

Government also committed to ensuring privacy settings empowered consumers and protected consumers' data by introducing a binding online privacy code, strengthening protections outlined in the Privacy Act and increasing penalties for digital platforms and media business that failed to comply.



**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Energy											
<b>Market:</b>	Retail electricity	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	11 July 2018											
<b>Duration:</b>	1 year	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Source of idea for study:</b>	Government directed											
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Electricity supply &amp; prices inquiry 2017-2018:</b>            In 2017, the ACCC held an inquiry into the supply of retail electricity and the competitiveness of retail electricity prices. The inquiry was initiated in response to consumers' concerns about increasing electricity prices. Matters for consideration included identifying the key components of electricity retail pricing and how prices changed over time; the existence of any barriers to entry, expansion and/or exit in retail electricity markets and the existence of, or potential for, anti-competitive behaviour by market participants and the impact of such behaviour on electricity consumers. Recommendations included amending the National Electricity Law to prevent any acquisition or arrangement that would result in a market participant owning or controlling dispatch of more than 20 per cent of generation capacity in the National Electricity Market; the introduction of a mandatory code that would cover third party intermediaries that offers services that involve recommending an electricity offer to a consumer, including comparator services, connection services, brokers, and automated switching services; providing greater powers to the Australian Energy Regulator (AER) to address behavior that manipulates the proper functioning of the wholesale market; and retailers should offer consumers a default market offer at or below prices set by the AER.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/Retail%20Electricity%20Pricing%20Inquiry%E2%80%94Final%20Report%20June%202018_0.pdf">https://www.accc.gov.au/system/files/Retail%20Electricity%20Pricing%20Inquiry%E2%80%94Final%20Report%20June%202018_0.pdf</a>											

**Remarks  
(if any):**

In February 2019, the Federal Government committed to adopting a number of recommendations made by the ACCC in its Final Report, including the introduction of a 'default' price to replace current 'standing offers' in an effort to ensure consumers were not paying excessive prices and supporting the introduction of a mandatory industry code to assist with retail competition and to improve affordability for consumers.

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Financial Services											
<b>Market:</b>	Currency	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	2 September 2019											
<b>Duration:</b>	1 year											
<b>Source of idea for study:</b>	Government directed											
		<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Foreign currency conversion services inquiry 2018:</b>            In 2018, the ACCC held an inquiry into the pricing of foreign currency conversion services in Australia and evaluated whether there are impediments to effective price competition in the sector. The inquiry was initiated after The World Bank revealed Australia was the third most expensive G20 country to send money overseas. The inquiry found that prices were difficult for consumers to compare, customer inertia was limiting the growth of small providers and new entrants and customers continued to display loyalty to banks rather than individual currency conversion providers. The inquiry recommended measures to improve how prices are presented to consumers, where suppliers should provide the total price of a money transfer in a more transparent manner and should also disclose international transaction fees. The ACCC also released a 'Guide to Consumers' to provide advice to consumers about how to shop around for the best price and note that suppliers offer the best retail rates online.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/Foreign%20currency%20conversion%20services%20inquiry%20-%20final%20report_0.PDF">https://www.accc.gov.au/system/files/Foreign%20currency%20conversion%20services%20inquiry%20-%20final%20report_0.PDF</a>											
<b>Remarks (if any):</b>	The Federal Government supported the ACCC's recommendations to increase competition and lower transaction fees in currency conversion services. The Federal Government also supported the ACCC taking urgent action towards assisting third party provider's access to banking services by the major banks, who are also their competitors.											



**ADVOCACY WORKING GROUP**  
**MARKET STUDIES PROJECT**

**Information Store**

<b>Jurisdiction:</b>	Australia											
<b>Sector:</b>	Financial services											
<b>Market:</b>	Banking	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	11 December 2018											
<b>Duration:</b>	A year and a half	<b>Competition Enforcement</b>	<b>Consumer Enforcement</b>	<b>Consumer Education</b>	<b>Business Education</b>	<b>Voluntary Business Compliance</b>	<b>Voluntary Business Action</b>	<b>Recommendations to Government for Changes in the Law</b>	<b>Recommendations to Government to Change Market Structure</b>	<b>Recommendations for Changes to Government Policy</b>	<b>Referral to Third Parties</b>	<b>No Problems Found</b>
<b>Source of idea for study:</b>												
<b>Outcome: (check all relevant boxes)</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the underlying problems?):</b>	<p><b>Residential mortgage products price inquiry 2017-2018:</b>            In 2017, the ACCC conducted an inquiry into the pricing of residential mortgage products by authorised deposit-taking institutions subject to the Major Bank Levy. The inquiry was initiated to improve pricing transparency of mortgage products and to help customers make more informed choices about mortgage products. The report found that opaque discretionary pricing caused inefficiency and stifled price competition, with new borrowers usually paying lower interest rates rather than existing borrowers. Regulatory requirements imposed by the Australia Prudential Regulation Authority also impacted on smaller banks gaining a larger residential mortgage portfolio. The inquiry observed there was more competition for borrowers who switched to a cheaper product with the same lender or switched lenders.</p>											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/system/files/ACCC%20Residential%20mortgage%20price%20inquiry%20-%20Final%20report%20November%202018_1.pdf">https://www.accc.gov.au/system/files/ACCC%20Residential%20mortgage%20price%20inquiry%20-%20Final%20report%20November%202018_1.pdf</a>											
<b>Remarks (if any):</b>	N/A											

**Information Store**

**Australian Competition and Consumer Commission**

<b>Sector:</b>	<b>Fuel</b>											
<b>Market:</b>	<b>Unleaded petrol, diesel, automotive LPG</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Ongoing	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
<b>Duration:</b>	Quarterly reports since February 2015 (annually prior to that).											
<b>Source of idea for study:</b>	Ministerial Direction											
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	To study specific geographic markets, specific products or other issues of concern to the Australian public.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/quarterly-report-on-the-australian-petroleum-industry">https://www.accc.gov.au/publications/quarterly-report-on-the-australian-petroleum-industry</a>											

<b>Sector:</b>	<b>Insurance</b>											
<b>Market:</b>	<b>Private Health Insurance</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Ongoing	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
<b>Duration:</b>	Ongoing, yearly report, since 1999											
<b>Source of idea for study:</b>	In compliance with an order agreed to by the Australian Senate.											
<b>Outcome (tick relevant columns):</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	To report to the Australian Senate on anti-competitive practices by health insurers or providers which reduce the extent of health cover for consumers and increase their out-of-pocket medical and other expenses.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/private-health-insurance-reports">https://www.accc.gov.au/publications/private-health-insurance-reports</a>											

### Information Store

<b>Sector:</b>	Other																																	
<b>Market:</b>	Waterfront container stevedoring	<b>Range of Possible Outcomes</b>																																
<b>End Date:</b>	Ongoing, yearly report	<table border="1"> <tr> <td>Competition Enforcement</td> <td>Consumer Enforcement</td> <td>Consumer Education</td> <td>Business Education</td> <td>Voluntary Business Compliance</td> <td>Voluntary Business Action</td> <td>Recommendations to Government for Changes in the Law</td> <td>Recommendations to Government to Change Market Structure</td> <td>Recommendations for Changes to Government Policy</td> <td>Referral to Third Parties</td> <td>No Problems Found</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
Competition Enforcement	Consumer Enforcement		Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found																							
<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
<b>Duration:</b>	Ongoing, annually since 1998																																	
<b>Source of idea for study:</b>	Direction under Part VIIA of the <i>Competition and Consumer Act 2010</i> (CCA)																																	
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
<b>Reason for study (what were the problems)?</b>	To monitor and report on the prices, costs and profits of container terminal operator companies at major Australian ports and present the ACCC's monitoring results and observations about the role of competition in Australian container stevedoring.																																	
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/container-stevedoring-monitoring-report">https://www.accc.gov.au/publications/container-stevedoring-monitoring-report</a>																																	

<b>Sector:</b>	Other																																	
<b>Market:</b>	Water (rural water market; broader than mere utilities)	<b>Range of Possible Outcomes</b>																																
<b>End Date:</b>	Ongoing	<table border="1"> <tr> <td>Competition Enforcement</td> <td>Consumer Enforcement</td> <td>Consumer Education</td> <td>Business Education</td> <td>Voluntary Business Compliance</td> <td>Voluntary Business Action</td> <td>Recommendations to Government for Changes in the Law</td> <td>Recommendations to Government to Change Market Structure</td> <td>Recommendations for Changes to Government Policy</td> <td>Referral to Third Parties</td> <td>No Problems Found</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
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<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
<b>Duration:</b>	Annually since FY2009/10																																	
<b>Source of idea for study:</b>	Ministerial Direction																																	
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
<b>Reason for study (what were the problems)?</b>	To provide information on regulated water charges, transformation arrangements, termination of network access, compliance with the Commonwealth Water Market and Water Charge Rules and related issues.																																	
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/accc-water-monitoring-report">https://www.accc.gov.au/publications/accc-water-monitoring-report</a>																																	

### Information Store

<b>Sector:</b>	<b>Transport</b>											
<b>Market:</b>	<b>Airports</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Ongoing	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	Annually since FY1997/98											
<b>Source of idea for study:</b>	Directions made under s 95ZF of the CCA											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	To monitor prices, financial performance and quality of service at major Australian airports. (Prior to 2002-03, the monitoring reports also incorporated the results of the airports' price cap compliance.)											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/airport-monitoring-reports">https://www.accc.gov.au/publications/airport-monitoring-reports</a>											

<b>Sector:</b>	<b>Communications</b>											
<b>Market:</b>	<b>Telecommunications</b>	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Ongoing	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	Annually since 1996											
<b>Source of idea for study:</b>	Ministerial Direction											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	Since Australia's national telecommunications provider, Telstra, was floated in 1996, this study has been conducted to report on (i) telecommunications competitive safeguards and (ii) changes in the prices paid for telecommunications services in Australia.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/accc-telecommunications-report?page=1">https://www.accc.gov.au/publications/accc-telecommunications-report?page=1</a>											

### Information Store

<b>Sector:</b>	Other	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	All markets, monitoring effect of repeal of carbon tax											
<b>End Date:</b>	Ongoing	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>										
<b>Duration:</b>	Quarterly, since January 2015											
<b>Source of idea for study:</b>	Pursuant to s 60J of the CCA, the ACCC is required to report to the Minister on its operations relating to the carbon tax price reduction obligation.											
<b>Outcome (tick relevant columns):</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	During the carbon tax repeal transition period (01/07/2014 to 30/06/2015) the price reduction obligation required suppliers of regulated goods to pass through all cost savings relating to the regulated supply that were directly or indirectly attributable to the carbon tax repeal. This study monitored compliance.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/carbon-tax-price-reduction-obligation-quarterly-reports-on-the-acccs-operations">https://www.accc.gov.au/publications/carbon-tax-price-reduction-obligation-quarterly-reports-on-the-acccs-operations</a>											

<b>Sector:</b>	Energy	<b>Range of Possible Outcomes</b>										
<b>Market:</b>	Electricity and gas											
<b>End Date:</b>	Ongoing	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>										
<b>Duration:</b>	Yearly since 2007											
<b>Source of idea for study:</b>	Internal											
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	The Australian Energy Regulator (AER) provides an overview of Australia's electricity and gas markets in an annual <i>State of the energy market</i> report. It focuses on activity over the preceding 12–18 months in those jurisdictions and areas in which the AER has regulatory responsibilities. The report supplements the AER's extensive technical and compliance reporting on the energy sector and is intended to meet the needs of a wide audience, including government, industry and the broader community.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/state-of-the-energy-market-reports">https://www.accc.gov.au/publications/state-of-the-energy-market-reports</a>											



### Information Store

<b>Sector:</b>	Postal Services																						
<b>Market:</b>	Australia Post (SOE, monopoly)	<b>Range of Possible Outcomes</b>																					
<b>End Date:</b>	Ongoing	<table border="1"> <tr> <td>Competition Enforcement</td> <td>Consumer Enforcement</td> <td>Consumer Education</td> <td>Business Education</td> <td>Voluntary Business Compliance</td> <td>Voluntary Business Action</td> <td>Recommendations to Government for Changes in the Law</td> <td>Recommendations to Government to Change Market Structure</td> <td>Recommendations for Changes to Government Policy</td> <td>Referral to Third Parties</td> <td>No Problems Found</td> </tr> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found										
Competition Enforcement	Consumer Enforcement		Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found												
<b>Duration:</b>	Since 2004																						
<b>Source of idea for study:</b>	<i>Australian Postal Corporation Act 1989</i>																						
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
<b>Reason for study (what were the problems)?</b>	The ACCC has a role under the Australian Postal Corporation Act 1989 to assess whether Australia Post is cross-subsidising its non-reserved services with revenues from its reserved services.																						
<b>Link to report:</b>	<a href="https://www.accc.gov.au/regulated-infrastructure/postal-services/postal-services-publications">https://www.accc.gov.au/regulated-infrastructure/postal-services/postal-services-publications</a>																						

<b>Sector:</b>	Energy																						
<b>Market:</b>	Wholesale gas prices in eastern and southern Australia	<b>Range of Possible Outcomes</b>																					
<b>End Date:</b>	April 2016	<table border="1"> <tr> <td>Competition Enforcement</td> <td>Consumer Enforcement</td> <td>Consumer Education</td> <td>Business Education</td> <td>Voluntary Business Compliance</td> <td>Voluntary Business Action</td> <td>Recommendations to Government for Changes in the Law</td> <td>Recommendations to Government to Change Market Structure</td> <td>Recommendations for Changes to Government Policy</td> <td>Referral to Third Parties</td> <td>No Problems Found</td> </tr> </table>	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found										
Competition Enforcement	Consumer Enforcement		Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found												
<b>Duration:</b>	12 months																						
<b>Source of idea for study:</b>	Ministerial Direction																						
<b>Outcome (tick relevant columns):</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
<b>Reason for study (what were the problems)?</b>	To explore competition concerns in the upstream gas market (producer, processor, pipeline and wholesale). Depending on findings, enforcement action and recommendations to government may also be outcomes.																						
<b>Link to report:</b>	<a href="http://www.accc.gov.au/regulated-infrastructure/energy/east-coast-gas-inquiry-2015">http://www.accc.gov.au/regulated-infrastructure/energy/east-coast-gas-inquiry-2015</a>																						

### Information Store

<b>Sector:</b>	Fuel											
<b>Market:</b>	Petrol - regional markets	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	Ongoing	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	Several per year since 2015											
<b>Source of idea for study:</b>	Ministerial Direction											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	These studies look at specific petrol issues in depth. These include analyses of the price drivers of petrol in regional markets. The aim of the market studies generally includes explaining why petrol prices are higher in certain regional locations and where the profits are being made along the petrol supply chain.											
<b>Link to report:</b>	<a href="http://www.accc.gov.au/publications/petrol-market-studies">http://www.accc.gov.au/publications/petrol-market-studies</a>											

<b>Sector:</b>	E-Commerce											
<b>Market:</b>	Sharing economy	<b>Range of Possible Outcomes</b>										
<b>End Date:</b>	October 2015	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Duration:</b>	Six months											
<b>Source of idea for study:</b>	Internal											
<b>Outcome (tick relevant columns):</b>												
<b>Reason for study (what were the problems)?</b>	The ACCC commissioned this research to identify competition and consumer issues of relevance to the ACCC. 50% of Australian consumers participate in the sharing economy.											
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/the-sharing-economy-and-the-competition-and-consumer-act">https://www.accc.gov.au/publications/the-sharing-economy-and-the-competition-and-consumer-act</a>											

### Information Store

<b>Sector:</b>	<b>Financial Services</b>	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	<b>Debt collection</b>										
<b>End Date:</b>	May 2015	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>									
<b>Duration:</b>	July 2014 – May 2015 (11months)										
<b>Source of idea for study:</b>	ACCC Consumer Consultative Committee; complaints data.										
<b>Outcome (tick relevant columns):</b>			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	To examine a number of stakeholder concerns in relation to debt collection practices in Australia.										
<b>Link to report:</b>	<a href="https://www.accc.gov.au/publications/research-into-the-australian-debt-collection-industry">https://www.accc.gov.au/publications/research-into-the-australian-debt-collection-industry</a>										

<b>Sector:</b>	<b>Other</b>	<b>Range of Possible Outcomes</b>									
<b>Market:</b>	<b>All markets, monitoring effect of carbon tax</b>										
<b>End Date:</b>	October 2014	<b>Competition Enforcement</b> <b>Consumer Enforcement</b> <b>Consumer Education</b> <b>Business Education</b> <b>Voluntary Business Compliance</b> <b>Voluntary Business Action</b> <b>Recommendations to Government for Changes in the Law</b> <b>Recommendations to Government to Change Market Structure</b> <b>Recommendations for Changes to Government Policy</b> <b>Referral to Third Parties</b> <b>No Problems Found</b>									
<b>Duration:</b>	Quarterly for nine months (started January 2014)										
<b>Source of idea for study:</b>	Directions made under s 95ZF of the CCA										
<b>Outcome (tick relevant columns):</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reason for study (what were the problems)?</b>	To formally monitor prices, costs and profits in order to assess the general impact of the carbon tax scheme in Australia.										
<b>Link to report:</b>	<a href="http://www.accc.gov.au/publications/monitoring-of-prices-costs-profits-to-assess-the-general-effect-of-the-carbon-tax-scheme-in-australia">http://www.accc.gov.au/publications/monitoring-of-prices-costs-profits-to-assess-the-general-effect-of-the-carbon-tax-scheme-in-australia</a>										