

## Part 2

# Overview of the ACCC and AER

## About the ACCC and the AER

The Australian Competition and Consumer Commission is an independent Commonwealth statutory authority whose role is to enforce the *Competition and Consumer Act 2010* (Cth) and a range of additional legislation, promoting competition and fair trading, and regulating national infrastructure for the benefit of all Australians. The Commission has seven members, including the chair and two deputy chairs, all of whom are full-time members of the ACCC appointed by the Governor-General for terms of up to five years. Appointments are made after the majority of state and territory jurisdictions support the selection.

The AER is Australia's national energy market regulator. The AER's functions are set out in national energy market legislation and rules, and mostly relate to electricity and gas markets in eastern and southern Australia. The AER has one Commonwealth member and two state/territory members, any one of whom may be appointed as the chair. The AER has an independent board, with its staff, resources and facilities provided by the ACCC.

While specific functions vary according to the legislated responsibilities that underpin the ACCC and AER, the two bodies share many common objectives, both working to protect, strengthen and supplement competitive market processes.

The ACCC makes decisions through formal meetings of its commissioners and the AER through its board. ACCC commissioners and AER Board members are statutory officers. The staff forms part of the Australian Public Service.

Both agencies are within the Treasury portfolio.

The responsible minister is the Hon. Bruce Billson MP, Minister for Small Business.

## Role and functions

For competition to remain healthy, businesses need to operate within the boundaries of acceptable and fair behaviour towards their customers, competitors and suppliers. Those boundaries are set out in the Competition and Consumer Act and the other Acts the ACCC enforces. The ACCC's role is critical in making markets work for consumers now, and in the future, by:

- maintaining and promoting competition and remedying market failure by preventing anti-competitive mergers, stopping cartels, and intervening when misuse of market power is identified
- protecting the interests and safety of consumers and supporting a fair marketplace—addressing misleading behaviour, removing unsafe goods, and tackling unconscionable dealings
- driving efficient infrastructure through industry specific regulation and access regimes.

# Legislative framework

In addition to administering the Competition and Consumer Act, the ACCC has responsibilities under the following legislation:

*Airports Act 1996*

*Australian Postal Corporation Act 1989* and Australian Postal Corporation Regulations 1996

*Broadcasting Services Act 1992*

*Copyright Act 1968*

*National Broadband Network Companies Act 2011*

*Radiocommunications Act 1992*

*Telecommunications Act 1997*

*Telecommunications (Consumer Protection and Service Standards) Act 1999*

*Trade Marks Act 1995*

*Water Act 2007*

*Water Act 2007—Basin Plan 2012*

Water Charge (Infrastructure) Rules 2010

Water Charge (Planning and Management Information) Rules 2010

Water Charge (Termination Fees) Rules 2009

Water Market Rules 2009

*Wheat Export Marketing Act 2008.*

The AER has responsibilities under the:

National Electricity Law

National Electricity Regulations

National Electricity Rules

National Energy Retail Law

National Energy Retail Regulations

National Energy Retail Rules

National Gas Law

National Gas Regulations

National Gas Rules.

In Victoria, the AER also regulates cost recovery for mandated smart metering infrastructure under the *Victorian Electricity Act 2000*.

## Purpose

The ACCC's purpose is to make markets work for consumers, now and in the future. The ACCC works to enhance the welfare of the Australian community by fostering competitive, efficient, fair and informed Australian markets. Its aim is to bring greater competitiveness and fair trading to the Australian economy, working on the fundamental principle that this benefits consumers, business and the wider community.

The AER works to promote efficient investment in, and efficient operation and use of, energy services in the long-term interests of consumers. It does this through setting network prices that are efficient, ensuring wholesale energy markets operate competitively, and by educating and protecting consumers.

## Values

The ACCC and AER appreciate and uphold the Australian Public Service (APS) Values of Impartial, Committed to Service, Accountable, Respectful and Ethical (ICARE), and hold four additional complementary values as unique and meaningful to our work:

**Independent:** We pursue the interests of the Australian community, objectively and transparently.

**Expert:** We make timely decisions based on evidence and rigorous analysis.

**Strategic:** We make best use of our resources by taking considered and targeted action.

**Trustworthy:** We communicate honestly and directly and act respectfully.

## Organisational model

The ACCC is a government organisation that enforces the Competition and Consumer Act and other legislation, but, as an independent statutory authority, it acts independently of government. The AER operates within the same business model.

The Competition and Consumer Act and other legislation require the ACCC and AER to protect consumers, encourage competition and regulate certain industries.

The ACCC and AER apply the law without fear or favour, to achieve universal compliance.

As well as enforcing the law, the ACCC and AER provide information to educate businesses and consumers about the laws they administer to encourage more effective voluntary compliance.

## Investigating breaches of the law

Possible breaches of competition and consumer law come to the ACCC's attention through complaints and information from members of the public, the media, ACCC staff and other agencies.

The ACCC's Infocentre provides the initial response for all enquiries and complaints to the ACCC on competition and consumer issues.

The ACCC applies its Compliance and Enforcement Policy to determine whether a matter is sufficiently serious to take further action. After an investigation, the ACCC may accept an administrative resolution, issue infringement notices under the Australian Consumer Law, accept a court-enforceable undertaking from the party involved, or instigate civil or criminal court action. The AER monitors compliance with the national energy market laws and undertakes investigations when possible breaches are identified. The AER has a range of enforcement options available if it is satisfied that a breach has occurred.

## Making decisions in the public interest

ACCC decisions, including whether to oppose or not oppose a major merger proposal, are made through formal meetings of the Australian Competition and Consumer Commission. Only the Commission itself can decide to start court action, or authorise anti-competitive behaviour where there is sufficient public benefit.

AER decisions are made through formal meetings of the AER Board.

## Promoting a culture of compliance

The ACCC and AER foster a culture of compliance through an integrated approach to administering and enforcing the law.

Depending on the circumstances, the ACCC chooses from a range of compliance strategies—court action, court-enforceable undertakings and administrative resolutions, education and liaison programs, media communications, and working with business (both big and small) on specific programs to change conduct.

The ACCC contributes to the development of Australian Government and state policies and procedures that promote compliance with competition, fair trading and consumer protection laws. It provides guidance to industry about trade practices compliance initiatives.

The AER works with energy market participants and other energy market bodies to promote compliance. Strategies range from court action, issuing infringement notices and reporting on conduct through to industry workshops, compliance bulletins and other educative tools.

## Outcome and program structure

Under the outcome and program framework as presented in the government's budget, the ACCC has one outcome and two programs:

**Outcome:** Lawful competition, consumer protection, and regulated infrastructure markets and services through regulation, including enforcement, education, price monitoring and determining the terms of access to infrastructure services.

**Program 1.1:** Australian Competition and Consumer Commission

**Program 1.2:** Australian Energy Regulator

## Goals

The goals of the ACCC under its 2013–14 Corporate Plan are:

1. Maintain and promote competition and remedy market failure.
2. Protect the interests and safety of consumers and support fair trading in markets.
3. Promote the economically efficient operation of, use of and investment in monopoly infrastructure.
4. Increase our engagement with the broad range of groups affected by what we do.

The goals of the AER in its 2013–14 Corporate Plan are:

1. Promote competitive and efficient energy markets.
2. Build consumer confidence in energy markets.
3. Promote efficient investment, operation and use of energy networks.
4. Strengthen stakeholder engagement in energy markets and regulatory processes.

The ACCC and AER share the common goal:

5. Increase our effectiveness as an organisation through a commitment to our people, planning and systems.

The strategies that underpin these goals are listed in the Report on Performance on pages 21 to 26, and Management and Accountability on page 192.

## Organisational structure

### Commissioners

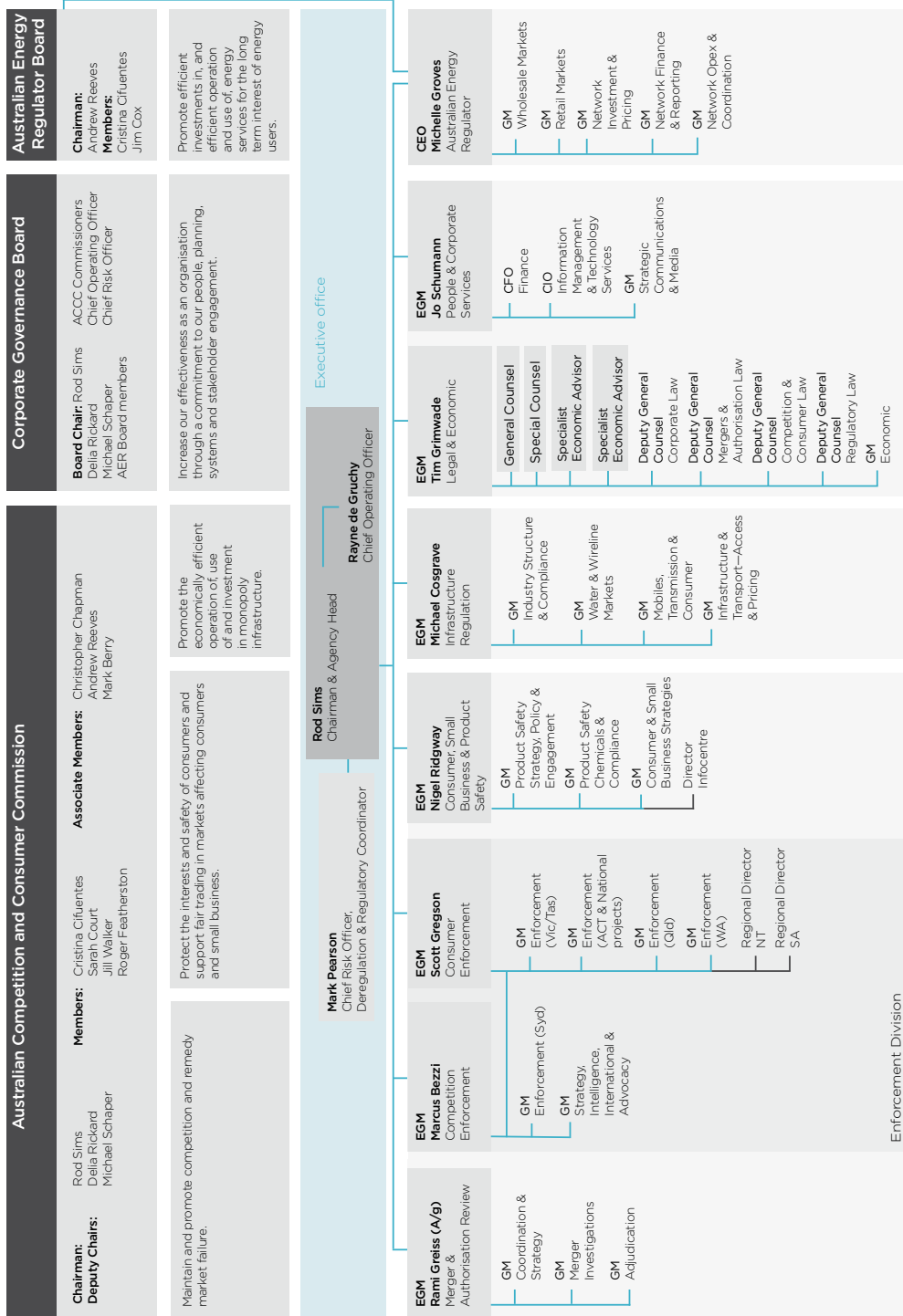
Chairman	Rod Sims
Deputy chairs	Delia Rickard
	Michael Schaper
Members	Cristina Cifuentes
	Sarah Court
	Joe Dimasi*
	Jill Walker
	Roger Featherston
Associate members	Mark Berry
	Christopher Chapman
	Andrew Reeves

### Australian Energy Regulator

Chairman	Andrew Reeves
Members	Cristina Cifuentes
	Jim Cox

\* Joe Dimasi retired on 16 August 2013.

**Figure 2.1: Organisational structure of the ACCC/AER (at 30 June 2014)**



# Offices and contact details

## ACCC national office

Address 23 Marcus Clarke Street, Canberra ACT 2601  
GPO Box 3131 Canberra ACT 2601  
telephone: 02 6243 1111  
facsimile: 02 6243 1199

ACCC Infocentre business and consumer enquiries 1300 302 502

ACCC website [www.accc.gov.au](http://www.accc.gov.au)

Callers who are deaf or have a hearing or speech impairment can contact the ACCC through the National Relay Service, telephone 13 3677 or visit the website [www.nationalrelayservice.com.au](http://www.nationalrelayservice.com.au)

## AER

Address Level 35, The Tower, 360 Elizabeth Street  
Melbourne Central, Melbourne Vic 3000  
telephone: 03 9290 1444  
facsimile: 03 9290 1457

AER email [AERinquiry@aer.gov.au](mailto:AERinquiry@aer.gov.au)

AER website [www.aer.gov.au](http://www.aer.gov.au)

## ACCC regional offices (Enforcement Division)

		Address	Telephone/Facsimile
New South Wales	Rob Ghali General Manager	Level 20 175 Pitt Street Sydney NSW 2000 GPO Box 3648 Sydney NSW 2001	telephone: 02 9230 9133 facsimile: 02 9223 1092
Australian Capital Territory	Brenton Philp General Manager	23 Marcus Clarke Street Canberra ACT 2601 GPO Box 3131 Canberra ACT 2601	telephone: 02 6243 1111 facsimile: 02 6243 1047
Victoria and Tasmania	Paul Zawa General Manager	Level 35, The Tower, 360 Elizabeth Street Melbourne Central, Melbourne Vic 3000 GPO Box 520 Melbourne Vic 3001	telephone: 03 9290 1800 facsimile: 03 9663 3699



		<b>Address</b>	<b>Telephone/Facsimile</b>
		Level 2 70 Collins Street (Cnr Collins & Argyle streets) Hobart Tas 7000 GPO Box 1210 Hobart Tas 7001	telephone: 03 6215 9333 facsimile: 03 6234 7796
Queensland	Alan Ducret General Manager	Level 24 400 George Street Brisbane Qld 4000 PO Box 12241 George Street Post Shop Brisbane Qld 4003	telephone: 07 3835 4666 facsimile: 07 3835 4653
	Michael Dowers Director	Suncorp Plaza, Suite 2 Level 9, 61-73 Sturt Street Townsville Qld 4810 PO Box 2016 Townsville Qld 4810	telephone: 07 4729 2666 facsimile: 07 4721 1538
Western Australia	Sam Di Scerni General Manager	Third floor East Point Plaza 233 Adelaide Terrace Perth WA 6000 PO Box 6381 East Perth WA 6892	telephone: 08 9325 0600 facsimile: 08 9325 5976
South Australia	George Kamencak Regional Director	Level 2, ANZ House 19 Grenfell Street Adelaide SA 5000 GPO Box 922 Adelaide SA 5001	telephone: 08 8213 3444 facsimile: 08 8410 4155
Northern Territory	Derek Farrell Regional Director	Level 8 National Mutual Centre 9-11 Cavenagh Street Darwin NT 0800 GPO Box 3056 Darwin NT 0800	telephone: 08 8946 9666 facsimile: 08 8946 9600

