

Senate Standing Committee on Indigenous Affairs
ANSWERS TO QUESTIONS ON NOTICE

ACCC appearance before the Senate Committee on Indigenous Affairs on Wednesday 15 December 2021

Inquiry into how the corporate sector establishes models of best practice to foster better engagement with Aboriginal and Torres Strait Islander consumers

Questions on Notice

1. Pages 17-18 of the transcript: percentage of contacts from Indigenous consumers divided into urban, regional and remote (noting that we provided geographical distribution on a states and territories basis).

This question followed discussion concerning our Indigenous contacts for the Nov – Dec 2021 period. Please see tab 1 of the attached spreadsheet, which provides our response to for the same period.

2. Page 18 of the transcript: data on contacts from Indigenous consumers for the past 12 months, including a breakdown of what the contacts were about and the consumers location (noting that during the hearing we provided figures for the October-November period).

Please see tab 2 of the attached spreadsheet

3. Page 23 of the transcript: information on the ACCC's outreach and consultation programs. The Committee has asked for more of an idea of what those programs were like (particularly pre-COVID), including which communities go and how often.

As the Committee asked for information on our outreach program pre-COVID, the following relates to the 12 month period March 2018 – March 2019:

- Communities visited
 - Knuckey Lagoon (multiple visits), Palmerston Indigenous Village (multiple visits), Daly River, Darwin town camps (Northern Territory)
 - Wujal Wujal, Yarrabah (multiple visits), Townsville Indigenous community (Queensland)
- Issued discussed/addressed during community visits
 - Scam conduct
 - Takata airbag recall
 - Samsung washing machine recall
 - Australian Consumer Law empowerment, including information about consumer guarantee rights and consumer rights when entering into unsolicited consumer agreements
 - Promotion of the ACCC's Indigenous Infoline
 - Relationship building between ACCC outreach staff and community
- In March 2018 the National Indigenous Consumer Strategy (NICS) held its annual meeting in the Yarrabah community
- Community visits were undertaken during this period generally every 4 to 6 weeks.

Tab 1

Note: All stats below relate to Indigenous non-scams contacts.

October - November 2021		
By location & geographic area	Number of contacts	%
NSW	52	32%
Urban	39	75%
Regional	12	23%
Not Provided	1	2%
QLD	37	22%
Urban	23	62%
Regional	10	27%
Not Provided	2	5%
Remote	2	5%
VIC	20	12%
Urban	15	75%
Regional	5	25%
NT	15	9%
Remote	11	73%
Regional	4	27%
SA	14	8%
Urban	13	93%
Remote	1	7%
WA	11	7%
Urban	7	64%
Regional	2	18%
Not Provided	1	9%
Remote	1	9%
TAS	9	5%
Regional	9	100%
ACT	5	3%
Urban	4	80%
Not Provided	1	20%
Not Provided	1	1%
Not Provided	1	100%
Overseas	1	1%
Not Provided	1	100%

Tab 2

Note: All stats below

	Month	Indigenous Contacts
2020	Oct	85
	Nov	90
	Dec	108
2021	Jan	92
	Feb	204
	Mar	106
	Apr	85
	May	113
	Jun	96
	Jul	96
	Aug	118
	Sep	76
Total		1269

Tab 2 **ow relate to Indigenous non-scam contacts.**

Conduct Category (top 10)	Number of non-Scam contacts
No Competition and Consumer Act issue	353
Consumer Guarantees	303
Misleading and Deceptive	199
Sales Practices	172
False Representations	63
Contract Dispute - Consumer	56
Financial Service	32
Exclusive Dealing	10
Unconscionable Conduct	8
Price Complaint	7

Industry Category (top 10)	Number of non-Scam contacts
Unknown/No description given	215
Electronics & consumer whitegoods	125
Automotive Industry	113
Telecommunications & IT	64
Other store based retailing	54
Online & non-store retailing	53
Tourism & accommodation	51
Ticketing & administrative services	49
Clothing & personal goods	47
Homewares, furniture & manchester	42

By location & geographic area	Number of contacts	%
NSW	435	34%
Urban	292	67%
Regional	129	30%
Not Provided	9	2%
Remote	5	1%
QLD	352	28%
Urban	219	62%
Regional	123	35%
Remote	7	2%
Not Provided	3	1%
VIC	182	14%
Urban	131	72%
Regional	45	25%
Not Provided	6	3%
WA	85	7%
Urban	61	72%
Remote	14	16%
Regional	10	12%

SA	77	6%
Urban	49	64%
Regional	22	29%
Not Provided	3	4%
Remote	3	4%
ACT	44	3%
Urban	40	91%
Regional	4	9%
TAS	41	3%
Regional	38	93%
Remote	2	5%
Not Provided	1	2%
NT	32	3%
Regional	25	78%
Remote	6	19%
Not Provided	1	3%
Not Provided	11	1%
Not Provided	11	100%
Overseas	10	1%
Not Provided	10	100%