



Supermarket sector

Competition, fair trading, consumer protection and pricing issues in the supermarket sector, with a focus on food and groceries. This focus will be underpinned by the ACCC's 12-month price inquiry into competition in the supermarket sector.



Essential services

Promoting competition and addressing misleading pricing and claims in relation to essential services (with a particular focus on energy, financial services and telecommunications). The ACCC will focus on Gas Market Code compliance, enforcing new gas market regulation that came into force in September 2023. The Chair emphasised that vigorous competition in essential services is critical to the efficient functioning of the economy as a whole.



Aviation

Competition and consumer issues in the aviation sector. The Chair indicated that, in addition to its recently reinstated direction in domestic airline monitoring, the ACCC would also be investigating anti-competitive behaviour and unfair business practices in the sector.



Digital economy

Consumer and fair-trading issues in the digital economy, with a focus on misleading or deceptive advertising within influencer marketing, online reviews, in-app purchases and price comparison websites.



Unfair contract terms

Unfair contract terms in consumer and small business contracts. We anticipate that the recently commenced legislative prohibition and penalties for including unfair contract terms in consumer and small business contracts will likely drive enforcement action by the ACCC this year, with the Chair indicating that it currently had investigations on foot.



Consumer guarantees

Improving industry compliance with consumer guarantees, with a focus on consumer electronics, and targeting misconduct by retailers in connection with delivery timeframes (demonstrated by the recent enforcement proceedings brought against Mosaic Brands, alleging the retailer breached the Australian Consumer Law by failing to deliver several hundred thousand products to customers within advertised delivery timeframes).



National Disability Insurance Scheme

Improving compliance by NDIS providers with their obligations under Australian Consumer Law. As part of its work under this priority, the ACCC has commenced chairing a joint taskforce involving the NDIS Quality and Safeguards Commission and the National Disability Insurance Agency.