

Tara Cheyne MLA

Manager of Government Business

Attorney-General

Minister for Human Rights

Minister for City and Government Services

Minister for the Night-Time Economy

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 7****16 May 2025****Question No. 430****MR CAIN:** To ask the Attorney-General —

1. What requirements are in place in ACT legislation for businesses to display prices to consumers.
2. How accessible must displayed prices be to consumers in ACT businesses.
3. What avenues for recourse are available to consumers who are concerned about prices not being accessible or displayed to consumers.
4. How many complaints have the ACT Government received regarding inaccessible or non-displayed prices to consumers at ACT businesses.

TARA CHEYNE MLA - The answer to the Member's question is as follows:

1. The *Fair Trading (Australian Consumer Law) Act 1992* (ACT) applies the Australian Consumer Law (**ACL**), contained in Schedule 2 of the *Competition and Consumer Law Act 2010* (Cth) as a law of the ACT. Australia has a nationally consistent consumer policy framework. Each jurisdiction has applied the ACL as a law of that state/territory.

Under the ACL, all ACT businesses, in trade or commerce, must comply with the pricing requirements in Part 3-1, Division 4. Businesses must display the total price of the goods or services (including any applicable tax, duty, fee or levy applicable), unless there is an applicable exemption. Businesses who sell a minimum range of food-based groceries must also comply with the Unit Pricing Code requirements.



Additionally, businesses must ensure they do not engage in misleading or deceptive conduct, or make false or misleading representations with respect to prices.

2. The ACL requires businesses to display prices prominently. This means the price is clear and stands out so that it is easily noticed by a consumer.
3. A consumer who is concerned a business has not complied with their price display obligations, or has engaged in misleading or deceptive conduct with regard to prices, can:
 - Make a complaint to the Commissioner for Fair Trading via Access Canberra.
 - Make an application to the ACT Civil and Administrative Tribunal.
4. Please refer to the below table for the number of complaints received regarding inaccessible or non-displayed prices to consumers at ACT businesses.

Price non-disclosure	
FY	Number of Complaints Received
2022-23	3
2023-24	1
2024-25	0
Total	4

Approved for circulation to the Member and incorporation into Hansard.


Tara Cheyne MLA
Attorney-General

Date: 22/6/25

This response required 3hrs 45 mins to complete, at an approximate cost of \$367.02.