

Talina Drabsch

From: Nettur, Jacqui on behalf of Ayres, Lisa Anne

Sent: Monday, 20 June 2022 4:09 PM

To: Puppy Farms

Cc: MLO; Gregson, Scott; Barker, Kathy

Subject: RE: Legislative Council Select Committee on Puppy Farming in New South Wales - Correspondence from Hon Mick Veitch MLC [SEC=OFFICIAL]

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Good afternoon Committee,

Please see below data from the ACCC on the number of contacts received in relation to the purchase of dogs and cats, for each year from 2012 to the present. The ACCC's contact database does not go beyond 2012.

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Total
Contacts	34	49	35	54	45	68	85	95	154	181	60	860

State	VIC	NSW	QLD	WA	SA	ACT	TAS	NT	Overseas	Unknown
Contacts	222	209	194	101	72	22	15	7	6	12

Category of Issue	Contacts
Consumer Guarantees	321
Misleading and Deceptive Conduct	176
Not an ACCC issue	127
Sales Practices	125
False Representations	50
Contract Dispute - Consumer	21
Unknown	20
Contract Dispute - Business	7
Price Complaint	5
Overseas Trader	4
Unfair Contract Terms Consumer	3
Financial Services	1
Grand Total	860

The ACCC primarily differentiates its constituent contacts depending on which section of the *Competition and Consumer Act 2010* (CCA) the contact refers to. Therefore, the ACCC is not able to provide additional specific industry data related to puppy farming or "ethical breeding".

Kind regards,

Lisa Anne Ayres

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