CBOS
Consumer, Building & Occupational Services
Promoting a fair marketplace

Audit Outcome Report

FuelCheck Tas Audit 2026

May 2026 | Version 1.0

Consumer, Building and Occupational Services
Department of Justice

Tasmanian Government

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Proactive Compliance Team Summary Report

Summary

1.0 The purpose of this audit was to assist the Executive Director to discharge their statutory responsibilities under the relevant legislation.

1.1 The overwhelming majority of Tasmania's fuel retailers were compliant with their obligations under the Australian Consumer Law (Tasmania) (Code of Practice for Fuel Price Reporting) Regulations 2020 (the Regulations).

1.2 The audit provided Consumer, Building and Occupational Services (CBOS) the opportunity to directly engage with retailers, provide education, promote compliance, and build positive working relationships within the industry. The audit identified 10 non-compliant retailers. These retailers were provided with advice on registering and education on their obligations to ensure compliance.

Background

2.0 CBOS is an output of the Tasmanian Department of Justice.

2.1 CBOS incorporates areas of consumer services, and building and occupational services, including the Office of Consumer Affairs and Fair Trading (CAFT), building, electricity, plumbing and gas standards, and occupational licensing.

2.2 The Compliance and Dispute Resolution (CDR) unit within CBOS regulates consumer-related sectors including residential renting and accommodation, building, shopping and trading. CBOS also license or register and regulate a range of occupations in the building and construction industry, as well as motor vehicle traders, conveyancers and security employees.

2.3 The Proactive Compliance Team (PACT) undertakes remote and on-site audits to support the CDR unit and enhances the compliance functions of CBOS by using proactive audits as one regulatory tool.

2.4 The purpose of this audit was to measure and monitor fuel retailer compliance during a period of supply shock resulting from conflict in the Middle East.

2.5 The audit intended to:

a. identify fuel retailers in Tasmania, as defined in Schedule 1 - Code of Practice for Fuel Price Reporting
b. confirm retailers are registered and accurately reporting fuel prices as required by Schedule 1
c. build positive working relationships with industry members
d. provide education to retailers on their rights and responsibilities
e. raise awareness of CBOS' regulatory and compliance obligations with retailers and the broader Tasmanian public following legislative changes passed in April 2026.

2.6 This audit was conducted following a rapid increase in fuel prices in early March 2026 and in response to a significant increase in consumer reports of retailer non-compliance via the FuelCheck Tas mobile application.

Jurisdiction

3.0 CBOS has functions and powers under a range of legislation and monitors compliance via activities including onsite inspections, audits and desktop reviews.

3.1 The audit was undertaken in accordance with powers under the *Australian Consumer Law (Tasmania) Act 2010* encompassing the Australian Consumer Law (Tasmania) (Code of Practice for Fuel Price Reporting) Regulations 2020 (the Regulations) and the *Consumer Affairs Act 1988* (the Act).

Use of Compliance Powers

4.0 All CBOS officers leading the audit were authorised persons appointed by the Director under section 13 of the Act.

Audit Particulars

5.0 The audit assessed compliance with the Australian Consumer Law (Tasmania) (Code of Practice for Fuel Price Reporting) Regulations 2020 Schedule 1 – Code of Practice for Fuel Price Reporting:

- Clause 2 – *Registration of fuel retailer*

  (1) A fuel retailer must register his or her business
- Clause 3 – *Reporting of fuel prices*

(1) A fuel retailer registered in accordance with clause 2 must report, on the fuel price reporting website, the standard retail price of each of the relevant fuels offered for sale by the fuel retailer.

5.1 This audit was conducted onsite at fuel retailers across the State predominately using the iAuditor app.

Key Findings/Trends

6.0 At the commencement of the audit in March 2026, data suggested Tasmania had 297 fuel retailers registered with FuelCheck. CBOS audited 287 fuel retailers between 23 March and 22 April 2026. However, of the retailers inspected, 13 were no longer operating. This included two fuel retailers that advised CBOS they were temporarily closed.

6.1 The audit found 10 instances of non-compliance during the operation. Six fuel retailers had a price mismatch between the price reported on the FuelCheck Tas App and their fuel pump price, one retailer failed to appropriately report they had run out of a relevant fuel, and the audit identified three unregistered retailers.

6.2 CBOS team members were able to engage with the three previously unidentified, unregistered fuel retailers and provide them with education and assistance with registration and information on their responsibilities under the Regulations, as well as advice on how to meet their obligations to become compliant.

6.3 10 fuel retailers in remote locations including King Island, Flinders Island, and Cradle Mountain were not audited, however CBOS contacted those it had identified were not registered in order to for them to register their location with the fuel reporting website.

Conclusions

Positive Audit Outcomes

7.0 CBOS identified high rates of compliance.

7.1 CBOS identified unregistered retailers.

7.2 Increased CBOS visibility in the community, demonstrating to retailers and consumers that CBOS is actively monitoring the sector to ensure obligations are being met.

7.3 Afforded an opportunity for CBOS to engage positively with stakeholders and regulated parties, raising awareness and developing relationships.

7.4 As of 26 May 2026, there were 290 registered fuel retailers on the FuelCheck Tas app. The change demonstrates an increase in compliance due to the positive engagement of CBOS with the industry and provides certainty for consumers when accessing the FuelCheck Tas App.

Negative Outcomes/Limiting Factors

8.0 Single point dependency when accessing and reviewing the backend of the FuelCheck TAS app system created some delays and inefficiencies during this audit. This has since been addressed by licensing an additional user.