11 March 2022

Communications Alliance

Level 12, 75 Miller Street  
North Sydney NSW 2060  
Via email: [info@commsalliance.com.au](mailto:info@commsalliance.com.au)

**Re: Review of Industry Code, C525:2017, Handling of Life Threatening and Unwelcome Communications**

The Australian Communications Consumer Action Network (ACCAN) appreciates the opportunity to contribute to the review of Industry Code C525:2017 Incorporating Variation No. 1/2018, Handling of Life Threatening and Unwelcome Communications.

ACCAN recognises the importance of this Code and its place in protecting consumers who receive communications of life threatening nature, or from people who seek to stalk or harass them by use of communications technology.

ACCAN has consulted with members, including organisations which represent people experiencing vulnerability. Neither ACCAN nor the organisations consulted see any problems with this Code as it stands. We are aware of no changes either recent or forthcoming in the communications landscape which may necessitate urgent change to this Code, and we are not aware of any current legislative reviews which may require updates to this Code. Therefore, ACCAN recommends the continuation of this Code in its current form.

Should any changes be made to this Code as a result of this review process, ACCAN would appreciate the opportunity to comment on those changes to provide a consumer perspective.

Thank you for the opportunity to comment and please feel free to get in touch should you require any further information.

Yours sincerely,

Vaughn Bennison  
Disability Policy Officer