

## ACCAN comments on DIGI Misinformation Complaints Portal

### Comments attributable to ACCAN Deputy CEO Andrew Williams

ACCAN welcomes the news of the launch of DIGI's Misinformation Complaints Portal, which implements the commitments made by signatories to the Australian Disinformation and Misinformation Code of Practice.

While the Complaints Portal represents a step in the right direction for limiting the spread of mis- and disinformation on digital platforms, we do have some concerns however regarding the accessibility of the Complaints Portal for consumers. For example, you need a Google account to lodge a complaint through the Portal.

It's important that any information that consumers need to know about the DIGI Complaints Portal is easy to find and accessible for everyone. There needs to be clear information on all signatory digital platforms for consumers looking to report mis- and disinformation so that they know exactly where to go to report an issue.

It's also key that complaints are resolved in a timely manner. Because of the harms that we know are associated with the spread of mis- and disinformation, it's vital that complaints are resolved quickly and that the timeframe is clearly communicated with complainants.

There is much to be done by all stakeholders to prevent the spread of mis- and disinformation and today marks an important milestone. ACCAN will be working to ensure that consumers know how to use these new complaint mechanisms. We also look forward to engaging further with DIGI, the Australian Communications Media Authority (ACMA) and other stakeholders to ensure communications consumers concerns are heard on these matters.