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Media Release

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ACCAN congratulates the returned Albanese Government and calls for fundamental reforms to communications policy

ACCAN, the national peak body representing communications consumers, congratulates the Albanese Labor Government on its re-election and a clear mandate from the Australian community for reforms and policies that ensure Australia leads as a nation that supports growth, productivity and wellbeing of its citizens.

ACCAN acknowledges the significant policy reforms proposed by Minister for Communications Michelle Rowland in the last term of government and looks forward to seeing their progression in legislation.

The Telecommunications (Enhancing Consumer Safeguards) Bill 2025 is a major piece of legislation that will make industry codes mandatory and improve penalties for non-compliance, adding a significant layer of accountability and transparency much needed for consumer protections.

ACCAN CEO Carol Bennett said, “We welcome the Albanese Government’s efforts to strengthen consumer protections in the telecommunications sector and are keen to see the legislation, which has already passed the House of Representatives, progress further.”

“Importantly, the government must now put forward draft legislation to provide a safety net of connectivity for all Australians through the Universal Outdoor Mobile Obligation (UOMO).”

“We look forward to working with the Government to ensure this critical set of reforms becomes a reality that will see Australians benefit from LEOsat technology already employed around the world.”

“And it's beyond time for the outdated, weak and industry-drafted Telecommunications Consumer Protection (TCP) Code to be replaced by mandatory regulation that is robust and fit for purpose for an industry that provides essential services that consumers need and rely upon.”

“We have already seen much of the current Code directly regulated by the government in areas where it has failed to protect consumers, including domestic and family violence and financial hardship”-

“Now is the time for a fundamental review and reform to the *Telecommunications Act 1997* and *Australian Communications and Media Authority Act 2005* to ensure we have an effective regulatory

framework for consumer protection that meets the expectations of communications consumers. It should be fit for an essential service and hold industry to account, as other similar sectors already have in place including energy and financial services” Ms Bennett emphasised.

It is time to modernise the decades old Universal Service Obligation to ensure that all Australians, regardless of where they live, have access to contemporary voice and data services that evolve to reflect their needs and available technology.

Developing a national digital inclusion strategy that provides a coordinated and cohesive roadmap for ensuring that low-income, regional, and vulnerable consumers, no matter where they live, have access to services that gives them equitable economic and social opportunities.

"Recent events including the shutdown of the 3G mobile network, various weather disasters and communications failures during major outages have highlighted deep gaps in consumer and industry readiness and underscored the need for better planning, communication, and accountability in managing major technology transitions," Ms Bennett said.

"The government has a clear mandate to place Australia at the forefront of connectivity to advance our nations growth, productivity and wellbeing. We look forward to seeing this opportunity seized in this term of government" Ms Bennett concluded.

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The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
