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## Media Release

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### **New telco rules to assist most vulnerable only weeks away**

ACCAN has today welcomed the announcement from Minister for Communications Anika Wells that the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 has been finalised and will come into effect on 1 July 2025 as a crucial milestone for Australians experiencing domestic, family and sexual violence.

This outcome follows sustained advocacy from ACCAN and other consumer representatives - through media releases, policy submissions and direct consultation—for a robust and mandatory framework to ensure telcos support vulnerable customers experiencing DFSV. The new Standard codifies obligations for telcos regarding customer communications, keeping vulnerable customers connected, personal data privacy, and staff training.

ACCAN CEO Carol Bennett said the finalisation of the Standard provides safeguards and certainty for Australians when they most need to stay connected – as should be expected for an essential service.

“Communications services are a lifeline for vulnerable Australians, and this Standard ensures providers must play their part in addressing the unique risks faced by people experiencing domestic, family and sexual violence,” Ms Bennett said.

“It establishes mandatory requirements around safe communications, privacy protections, staff training, credit and debt management, and specialist support channels—exactly the measures ACCAN and other consumer representatives have long called for.”

“This standard will be supported by further reforms already committed to by the Albanese government that will strengthen the powers and penalties available to the ACMA to swiftly act to enforce the standard and penalise non-compliance by industry stakeholders through the Telecommunications Enhancing Consumer Safeguards Bill.”

“We thank Minister Wells for responding to the calls of ACCAN and other consumer advocates, and for driving a regulatory solution that reflects best practice in other essential service sectors,” 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](#)***

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