

Direct regulation of financial hardship a step in the right direction

The Australian Consumer Action Network (ACCAN) welcomes the Minister of Communications, Michelle Rowland's, decision to direct the Australian Communications and Media Authority (ACMA) to implement a standard for financial hardship.

"ACCAN strongly supports the Minister for Communications directing the ACMA to make a directly enforceable instrument for safeguarding telco consumers experiencing financial hardship," said ACCAN CEO, Andrew Williams.

"Establishing substantive protections for telco consumers will support as many as 2.4 million Australians who have had difficulty or struggled to pay a telco bill in the last 12 months," said Mr. Williams.

"Better protections for consumers facing financial hardships are a good step forward, and ACCAN looks forward to working with the government and industry on advancing the public interest," (said Mr. Williams.

ACCAN supports the government continuing to explore further how direct regulation can also assist consumers experiencing domestic and family violence and drive improvements in credit assessment and selling practices.

Read the Minister's media release [here](#).

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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.
