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Media Release

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ACCAN welcomes new telco rules to curb DFV scourge

Today's announcement from Minister Rowland that Australians facing domestic and family violence (DFV) will receive new, stronger protections for their essential communications services is a significant and welcome development.

This decision follows years of advocacy from ACCAN and others in the community sector, urging more robust protections about the use of telecommunications services by DFV victims, and the misuse of technology by DFV perpetrators. Through [media releases](#), [policy submissions](#) and consultation, we have called for protections that ensure telcos act responsibly when dealing with vulnerable customers.

Communications Minister Michelle Rowland has today announced that the ACMA will be directed to create new DFV protections through an industry standard.

ACCAN CEO Carol Bennett said that the new protections granted to consumers will help Australians stay safe and connected when they are most vulnerable.

“Communications services provide a lifeline for people experiencing domestic and family violence. It is an essential means of connecting with loved ones and support networks. This change will ensure that telcos are equipped to appropriately support victims of domestic and family violence, and avoid actions that may compound their distress.”

“We thank Minister Rowland for listening to calls from advocates and the community sector and moving to establish these necessary protections.”

“Too often, the distress of victims of domestic and family violence is worsened by the actions of a telco, when all the individual wants to do is to remain connected. This reform raises the bar for the entire industry, ensuring that vulnerable consumers are treated with the care and decency they deserve.”

“We look forward to working with government, regulators and industry to shape the final Standard quickly and in a way which ensures the safety of consumers,” Ms Bennett concluded.

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](#)
