

28th February 2022

Dear sir/madam,

I welcome the opportunity to provide feedback on draft DR C661:2022 Reducing Scam calls and Scam SMS.

My mum lives with Dementia and still lives at home and this year will be 89 and gets bombarded by scam callers, she engages with them and they hassle her all the time and cause a lot of distress. She is registered as I am on the 'do not call register' and that achieves NOTHING. Scam calls should be treated as Elder Abuse and should be covered by those laws at the very least.

I'm her son and I get calls and sms and get a lot more than legitimate calls and SMS's. It is out of control and something has to be done. It needs an all of government and telecommunication provider action with strong laws and regulation response. But having said that regulation, laws and industry codes are only as good as their enforcement and actions, in themselves they nothing but words online or in print, it is the actions that count.

We connected a new land line with Telstra and within a day we were getting these scam calls, it is like someone told the scammers or they found the line was connected and they started. Do the telecommunication companies protect these numbers?

We support any and all actions to try to combat this scourge on society and would support much harsher penalties including jail terms for the scammers.

I think we need massive fines for scammers and jail sentences, then the government needs to follow through with the Australian Federal Police finding one as I have no doubt these calls don't all come from overseas, prosecute them, fine them and jail then and publicise the success then they may get the hint.

The do not call register does not work and is a waste of tax payers' money as it stops no one and is part of the problem as it is basically a fraud in it's self as it states 'do not call register' but no one recognises it even follows it's so it is a fraud. It states one thing and does not do that, a fraud.

We appreciate the work of the Telecommunication companies and governments but a lot more needs to be done, first job is to set KPT's for the do not call register and if these are not met, then close it down and give those funds to the front line fight the telecommunication companies as they are least trying, anything is better than nothing as the do not call register does NOTHING and achieves NOTHING.

Yours sincerely,

Stephen Koci