

Chair and Agency Head

Mr Luke Coleman
Chief Executive Officer
Communications Alliance Ltd

Via email: l.coleman@commsalliance.com.au

ACMA file reference ACMA2023/415-24

Dear Mr ~~Coleman~~ ^{luke}

Telecommunications Consumer Protections (TCP) Code Review – domestic and family violence (DFV)

Further to my letter of 29 August 2024, as you would now be aware, the Minister for Communications, the Hon Michelle Rowland MP, has announced that she will direct the ACMA to make an Industry Standard to protect victim-survivors of DFV.

On this basis, I can confirm that it is no longer necessary for industry to continue drafting new DFV provisions as part of the TCP Code review.

We acknowledge industry's efforts to improve DFV provisions through the TCP Code review and development of Communications Alliance's (CA) May 2023 Guideline, *Assisting Consumers Affected by Domestic and Family Violence*.

The ACMA's next steps in development of the DFV Industry Standard include engagement with the Department of Infrastructure, Transport, Regional Development, Communications and the Arts in the development of, and subsequent consultation on, the draft direction. We will then work with industry, through CA, consumer groups and the community services sector in the development of the DFV Industry Standard.

The ACMA contact officer is Ms Cathy Rainsford, General Manager, Consumer Division and can be contacted on (02) 6219 5500 or at cathy.rainsford@acma.gov.au.

Yours sincerely



Nerida O'Loughlin PSM

14 October 2024