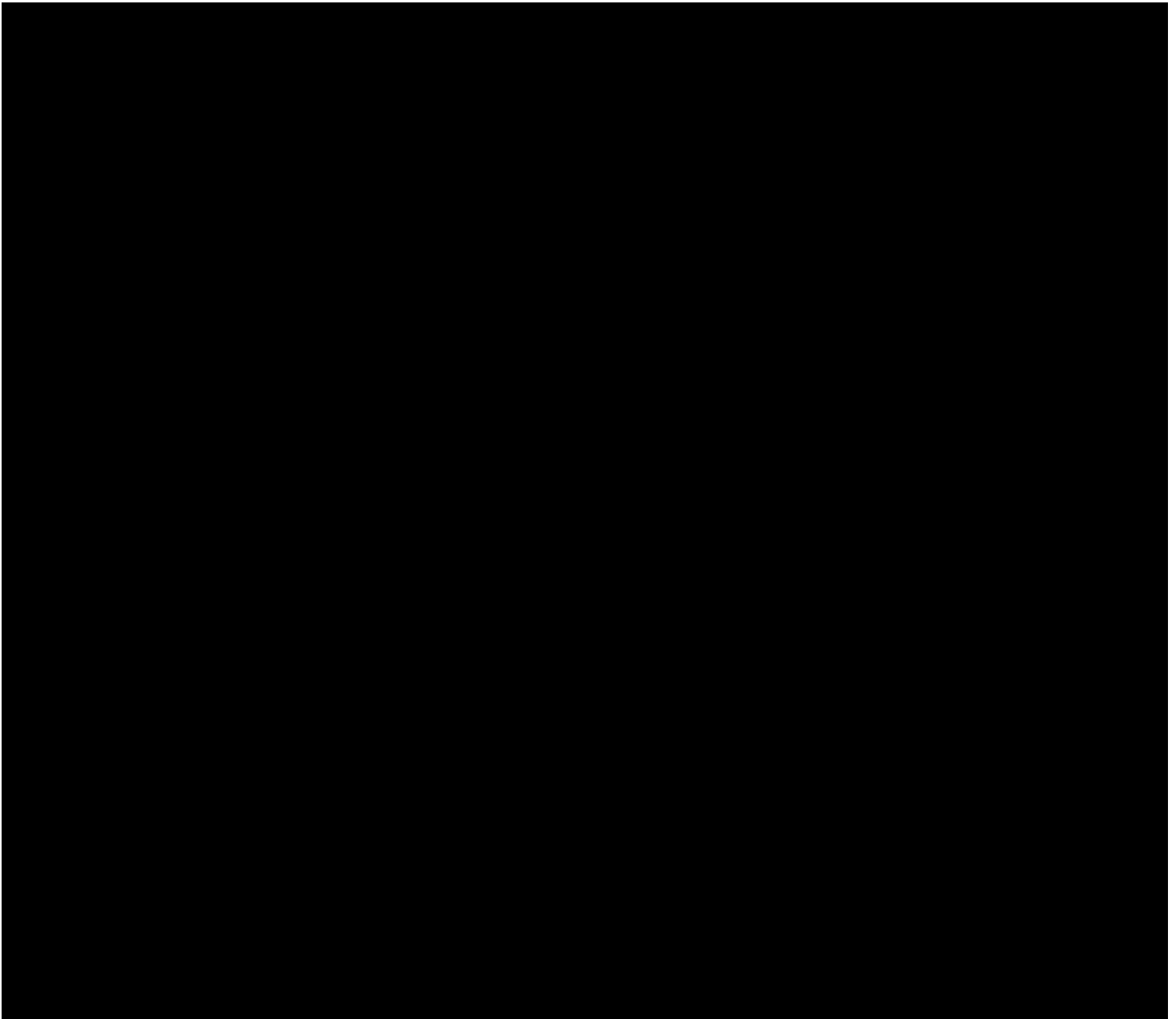


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AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY
18TH MEETING OF 2023 **25TH MAY 2023**

**MINUTES OF THE 18TH MEETING OF 2023 OF THE AUSTRALIAN COMMUNICATIONS
AND MEDIA AUTHORITY HELD ON 25TH MAY 2023 AT 9.30AM**

The following were present:

Chair	Nerida O'Loughlin (Canberra)
Deputy Chair	Creina Chapman (Canberra)
Member	James Cameron (Canberra)
Associate Member	Anna Brakey (Sydney) (Items 6.3 and 6.4 only)
Authority Secretariat	Erin Raco (Canberra)



6. Decision Items

[REDACTED]

6.2 Consumer Protection Framework – position paper

[REDACTED]

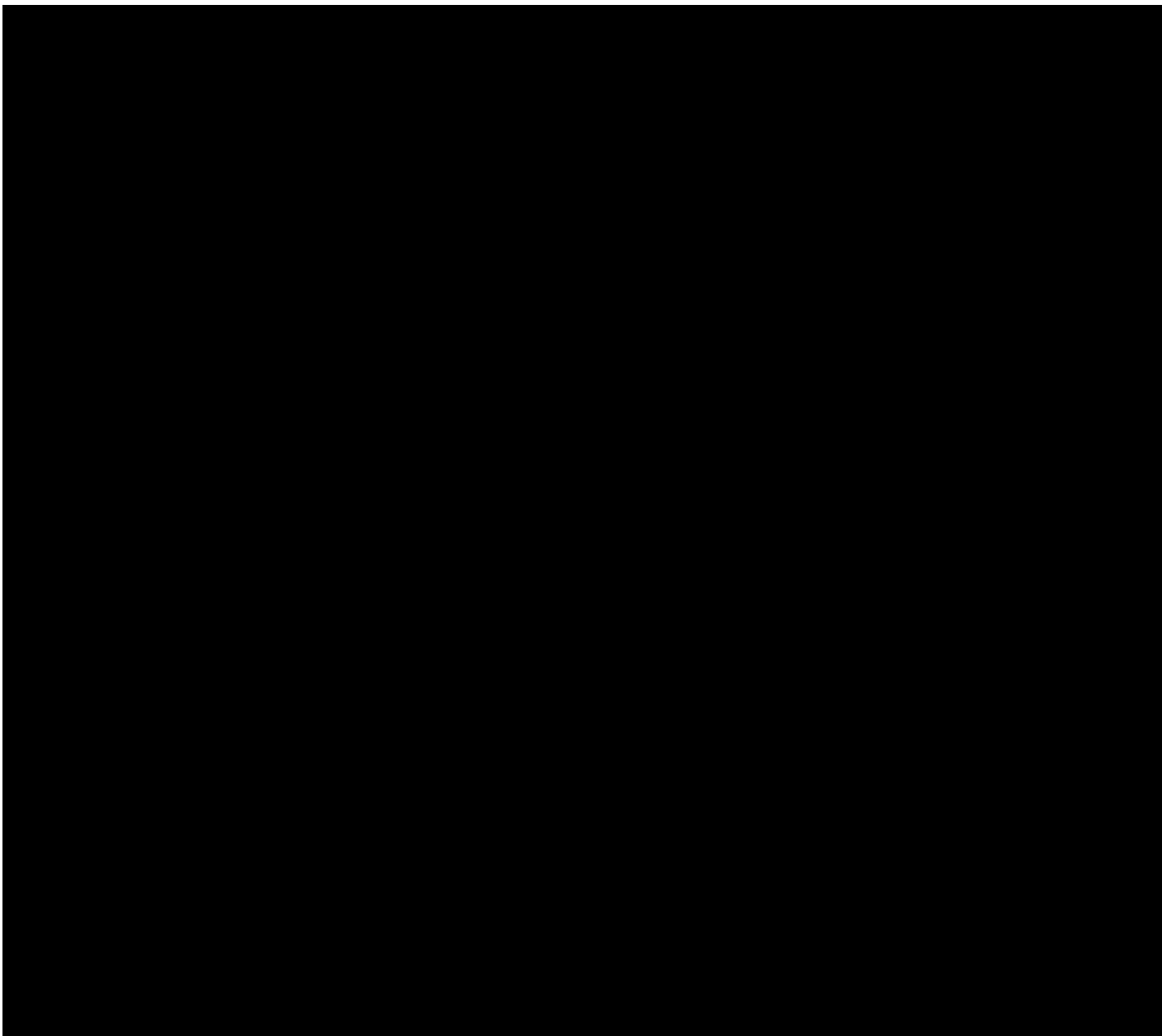
■ [REDACTED]
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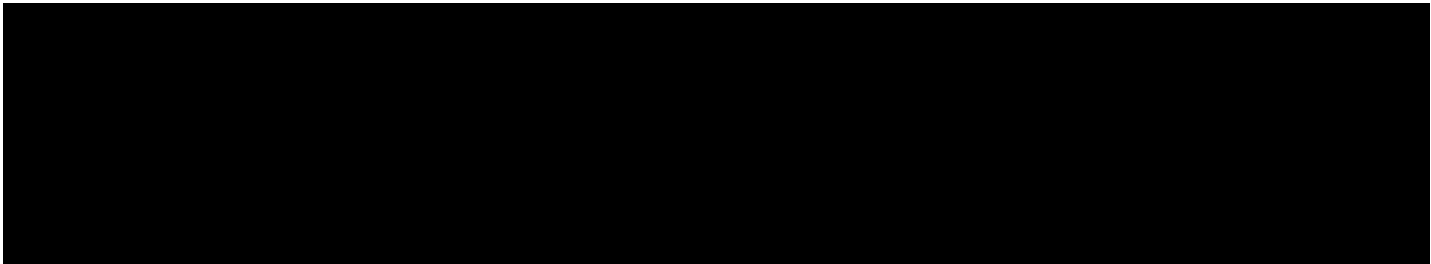
[REDACTED]
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[REDACTED]



AGENDA ITEM	CONSUMER PROTECTION FRAMEWORK –	81/2023
NO. 2023/18/6.2	POSITION PAPER	

The Authority considered a proposal to publish the ‘What consumers want – consumer expectations for telecommunications safeguards’ position paper at Attachment A of the paper, and determine the issues on which the ACMA will advise Communications Alliance that it expects to see improvement in the next TCP Code review.



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The Authority:

- A) agreed, subject to the feedback provided by the Authority, to publish the position paper ‘What consumers want – consumer expectations for telecommunications safeguards’, with the paper to be settled by the ACMA Chair and Member James Cameron;
- B) agreed to advise Communications Alliance that it would move to implement direct regulation for the issues of selling practices, credit assessment, payment methods, disconnection, financial hardship, and consumers in vulnerable circumstances (including domestic and family violence) unless the industry was able to demonstrate significant progress towards addressing these matters through Code revisions by the end of 2023;

