

National Anti-Scam Centre Advisory Board

Communique

21 July 2023

The National Anti-Scam Centre Advisory Board held its first meeting on Monday 17 July 2023.

The Advisory Board discussed and agreed on the governance of the Anti-Scam Centre. The Advisory Board will adopt the following governance principles:

- **Integrate, not duplicate:** Approaches will build on and integrate learnings and capabilities that already exists.
- **Consumers at the centre:** Our priority is protecting the community and designing solutions that work for people.
- **No wrong door:** Help consumers find the answers and support they need wherever they report.
- **Accountability and decision making:** Roles and responsibilities of all participants will be clear.
- **Structure:** Processes and protocols will be understood and agreed
- **Delivery:** Activities will be delivered and not just discussed.
- **Coordination and collaboration:** Working together should be easy.
- **Agility:** Responses will be quick.
- **Engagement:** Engagement is respectful, effective and efficient

The Advisory Board's Terms of Reference can be found [here](#). The Advisory Board acknowledged the work of the Anti-Scam Centre will be dynamic and the Terms of Reference may evolve over time as a consequence.

As the Anti-Scam Centre will take a lead in media and communications to keep Australian's informed about scams, the Advisory Board discussed recent research on awareness raising for scam victims including vulnerable consumers. The Advisory Board also considered the Anti-Scam Centre's media and communications calendar for the next 6 months, and noted Scams Awareness Week will be held in November this year. The Advisory Board will have the opportunity to contribute further to the planning of this week at the next meeting.

The Advisory Board recognised the importance of having a common understanding and common language on scams through an agreed scam taxonomy to underpin the data

sharing and analytics that is critical to identifying how best to disrupt scams. The Advisory Board agreed to refer this work to the Data Integration and Technology working group.

The Advisory Board was updated on the progress of the first fusion cell to tackle investment scams. The Advisory Board noted several working groups will be set up to support the Advisory Board in a variety of topics including, prevention and communication; emerging trends and response; data integration and technology and members were invited to advise on potential membership of those working groups.

The Advisory Board will meet monthly and will be chaired by Catriona Lowe.

“I am very pleased with the progress we made as a group at the first Advisory Board meeting. It bodes well for the future work of the National Anti-Scam Centre”, ACCC Deputy Chair Catriona Lowe says.

The next meeting of the Advisory Board is scheduled for 14 August 2023.

This communique is jointly released by the members of the Advisory Board.

The Advisory Board is comprised of:

- Anna Bligh, CEO, Australian Banking Association, represented by Vanessa Beggs as Acting CEO
- Andrew Williams, CEO, Australian Communications Consumer Action Network
- Scott Lee, Assistant Commissioner, Australian Federal Police represented by Commander Chris Goldsmid.
- Andy White, CEO, Australian Payments Network
- Simon Callaghan, CEO, Blockchain Australia
- Alan Kirkland, CEO, CHOICE representing Consumers’ Federation of Australia
- John Stanton, CEO, Communications Alliance
- Michael Lawrence, CEO, Customer Owned Banking Association
- Sunita Bose, Managing Director, Digital Industry Group Inc. (DIGI)
- Stephanie Tonkin, CEO, Consumer Action Law Centre
- Peter Gartlan, National Coordinator, Financial Counselling Australia
- David Lacey, Managing Director, IDCARE