

National Anti-Scam Centre Advisory Board

Communique

18 August 2023

The National Anti-Scam Centre Advisory Board (the Advisory Board) held its second meeting on Monday 14 August 2023.

The Advisory Board was updated about the first Regulator Steering Group meeting held on 8 August. The Regulator Steering Group informs the National Anti-Scam Centre Program and ensures regulator activities are well coordinated.

A case study prepared by the National Anti-Scam Centre about the notification of and response to a bank impersonation scam was presented for discussion. The purpose of the case study was to explore responses and actions that could be taken to mitigate harm at the earliest opportunity and identify gaps in responses in the ecosystem. The Advisory Board endorsed the value of these case studies and referred further exploration of the issues identified by members to the working groups.

The Advisory Board reviewed current scam networks and forums with a view to consolidating and integrating networks and forums if viable. The Advisory Board members will consult with their member about opportunities for consolidation and integration. This will fulfil one of the aims of the National Anti-Scam Centre to integrate not duplicate where possible.

The Advisory Board considered a Scams Intelligence report outlining scams of interest. There was discussion about high profile brands and entities which are often impersonated. The report also noted that jobs and employment scams are an increasing problem, with over 1000% increase in losses compared to 2022. The Advisory Board is interested in using this data for targeted prevention work.

The Advisory Board was updated on the first Fusion Cell meeting held on 11 August. There was good representation from a range of sectors with active participation of members. The focus of this first Fusion Cell is on reducing the financial loss caused by investment scams.

The Advisory Board was updated on the progress of establishing working groups in the following areas:

- Data integration and technology
- Emerging trends and response
- Prevention and communication

It is proposed that these working groups will have three different levels of members - Permanent members, Consultative members and Invited experts (mostly academics or consumer victims). The Advisory Board will nominate members for the working groups.

The final item discussed was the planning for Scam Awareness Week 2023. The Advisory Board will consider the theme and timing.

The next meeting of the Advisory Board is scheduled for 20 September 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
- Andrew Williams, CEO, Australian Communications Consumer Action Network
- Scott Lee, Assistant Commissioner, Australian Federal Police
- Andy White, CEO, Australian Payments Network
- Simon Callaghan, CEO, Blockchain Australia
- Alan Kirkland, CEO, CHOICE representing Consumers' Federation of Australia represented by Andrew Kelly
- 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