

National Anti-Scam Centre Advisory Board

Communiqué

20 December 2023

The National Anti-Scam Centre Advisory Board (the Advisory Board) held its fifth meeting on Wednesday 13 December 2023.

The Advisory Board discussed a case study highlighting the impact of a business impersonation scam from the perspective of the business impersonated – in this instance a small, not-for-profit organisation. The case study was presented by IDCARE who noted the importance of early detection and effective messaging in minimising the harms imposed by scammers on consumers and businesses.

The National Anti-Scam Centre presented a collation of international scam disruption initiatives for discussion. The Advisory Board agreed to contribute to the collation and continue its consideration of overseas initiatives while acknowledging the progress being made on domestic initiatives.

The Advisory Board provided comment on the National Anti-Scam Centre's draft taxonomy of scams. The Advisory Board noted the importance of having a common understanding and common language on scams through an agreed scam taxonomy and commented favourably on the material produced by the Data Integration and Technology Working Group.

The National Anti-Scam Centre also updated the Advisory Board on:

- Scamwatch data and intelligence for October and November which, whilst too early to constitute a trend, showed an encouraging decrease in total losses from scams compared to the same period last year.
- A wrap-up of Scams Awareness Week which ran during the final week of November focussing on impersonation scams. The wrap-up noted the value of campaign partners spreading messaging across their own social media channels, enabling the campaign to have greater reach.
- The National Anti-Scam Centre brand strategy work currently being undertaken.

The next meeting of the Advisory Board will be on 6 February 2024.

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

The Advisory Board is Chaired by ACCC Deputy Chair – Consumer, Catriona Lowe and 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
- Rosie Thomas, CEO, CHOICE representing Consumers' Federation of Australia represented by Andrew Kelly
- John Stanton, CEO, Communications Alliance represented by Craig Purdon
- Michael Lawrence, CEO, Customer Owned Banking Association
- Stephanie Tonkin, CEO, Consumer Action Law Centre
- Peter Gartlan, National Coordinator, Financial Counselling Australia
- David Lacey, Managing Director, IDCARE
- Sunita Bose, Managing Director, Digital Industry Group Inc. (DIGI) (an apology)