Australian Government

National Anti-Scam Centre

National Anti-Scam Centre Advisory Board

Communique

1 October 2024

The National Anti-Scam Centre Advisory Board (the Advisory Board) met on Tuesday, 3 September.

The Advisory Board viewed videos of three individual stories detailing the experiences of people who have experienced scams. Those stories were published for Scams Awareness Week, which ran from 26 – 30 August with the theme “Share a story, stop a scam”. Advisory Board members discussed the importance of talking openly about and normalising scam interactions and noted the appetite from the community for information about scams.

Advisory Board members provided updates on the various scams awareness and disruption activities they are undertaking.

Digital Industry Group Inc provided the Advisory Board with an overview of the Australian Online Scams Code. The Australian Online Scams Code was launched on 26 July. It is a voluntary code that sets out a series of commitments that digital service providers can make to help combat scams. Advisory Board members discussed the importance of intercepting consumers at the point they encounter a scam and noted the important role data can play in rolling out such measures.

The Australian Banking Association and the Customer Owned Banking Association jointly presented to the Advisory Board on methods to detect and disrupt scams currently being implemented in the banking industry. Advisory Board members were briefed on different types of frictions and prompts being implemented across the sector for the safety of customers.

The National Anti-Scam Centre updated the Advisory Board on its recent activities, including research and design work it is undertaking on the consumer experience of education, reporting and victim support for scams.

The next meeting of the Advisory Board will be on 15 October 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
- Gareth Downing, Deputy CEO, Australian Communications Consumer Action Network
- Richard Chin, Assistant Commissioner, Australian Federal Police
- Andy White, CEO, Australian Payments Network
- Amy-Rose Goodey, Managing Director, Digital Economy Council of Australia
- Rosie Thomas, Director, CHOICE representing Consumers' Federation of Australia
- Luke Coleman, CEO, Communications Alliance*
- 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, represented by Liz West
- Sunita Bose, Managing Director, Digital Industry Group Inc (DIGI)

* Luke Coleman started as CEO, Communications Alliance on 16 September so did not attend this meeting. Amy-Rose Goodey and Peter Gartlan sent apologies.