

Compliance and enforcement priorities 2026–27

Consultation paper

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ACMA priority compliance and enforcement areas

Each year, we target key areas of focus for improved industry compliance and increased enforcement activities. These are known as our annual compliance and enforcement priorities. The areas of activity guide our efforts to deliver effective compliance, and, where necessary, targeted enforcement action.

This consultation paper invites you to tell us what you think our compliance and enforcement focus for the 2026–27 financial year should be.

Below is a summary of what we have considered when setting annual compliance and enforcement priorities in previous years. We have also outlined our current priorities.

When setting previous annual compliance and enforcement priorities, a key focus has been on areas that can result in consumer harm or have a negative community impact. We have identified and targeted areas:

- That are of significant public interest or concern, including those that cause harm to consumers.
- Where we have identified risks of non-compliance, and where our work can encourage compliant behaviour or deter non-compliance.
- Where we can clarify the application of the law, or potentially increase consumer confidence.
- That are the subject of new legislation or regulation, or other important developments.

This coming year, we are proposing to continue to focus on these areas and also on areas where we can proactively execute our regulatory functions in relation to matters of public safety, Triple Zero and community safeguards.

Current priority compliance and enforcement areas (2025–26)

Set in July 2025, our current compliance and enforcement priorities were informed by feedback. We have given an overview below.

TV prominence – supporting access to Australian TV

We have been working proactively with device manufacturers to help build a culture of compliance ahead of the January 2026 commencement of the [TV prominence framework](#). We have [produced guidance](#) and have aimed to provide greater certainty on the scope and administration of the framework. Under the framework, all smart TVs and similar streaming devices sold in Australia are required to install TV apps from free-to-air broadcasters and make them available on the home screen.

Tackling the supply of dodgy devices

In response to the risks associated with non-compliant and illegal radiocommunications devices advertised and bought online, this year we have introduced the [ACMA Equipment Safety Pledge](#). Inaugural signatories to the pledge include eBay, SHEIN, Gumtree, Icom Australia, Temu and Radio Warehouse. This voluntary product safety pledge requires sellers to follow a set of principles to better protect Australians buying radiocommunications devices online. Under this

priority, we will continue engaging with industry to encourage more companies to become signatories. We will keep educating people about the harms non-compliant radiocommunications devices can cause, including [how to spot a dodgy device](#) and [report illegal equipment](#).

Disrupting mobile number fraud

Mobile number fraud has serious impacts on Australians, including identity theft, misuse of personal information and significant financial loss. There are rules requiring telcos to protect Australians from these harms, such as verifying customer IDs and following mandatory processes when porting numbers from one telco to another. Telcos that do not comply with rules directed at fraud prevention expose their customers to significant risk of harm. We are monitoring whether telcos are complying with their fraud prevention obligations and [taking strong enforcement action](#) where we find non-compliance.

Compliance with Triple Zero and public safety requirements

We have previously made it a compliance priority to safeguard Triple Zero emergency call services through strengthening the regulatory framework. In 2026, we have built on this work by [focussing on telco compliance](#) with their new obligations under that framework, including meeting the different requirements for [communicating with customers during unplanned outages](#).

Enforcing new rules to support telco consumers affected by domestic and family violence

Telco services play a critical role in the safety and wellbeing of victim-survivors of domestic and family violence. Last year, we made [new rules in an enforceable industry standard](#) to better protect telco consumers affected by domestic and family violence. Our focus this year has been monitoring industry's implementation of the new rules, particularly those that require telcos to provide the critical information and enhanced support that affected customers need.

Enduring priorities

In 2024–25, we introduced **3 enduring priorities**, reflecting our long-term focus on matters of significant and ongoing harm to the Australian community. This year, our work under these enduring priorities has included:

- **Protecting vulnerable telco customers:** We are focussing on compliance with telco complaint-handling rules on which customers, particularly vulnerable customers, rely.
- **Minimising gambling harms:** We are actively enforcing the rules for BetStop – the National Self-Exclusion Register™ and continuing to take action to further disrupt and deter illegal wagering providers that target Australians.
- **Combating spam and telco scams:** We are focussing on persistent unwanted spam or telemarketing and escalating our approach to businesses that do not respond to compliance alerts and early warnings from the ACMA.

Have your say: focus areas for 2026–27

As we refresh our compliance and enforcement priorities, we'd like to hear what you think the ACMA's focus for the 2026–27 financial year should be.

We are particularly interested in your views about new issues of public interest, or areas causing consumer harm. We would also like to hear from you about matters of public safety and community safeguards – where you think we could focus our most urgent compliance and enforcement work.

Questions for consideration

In describing what you think our compliance and enforcement priorities for 2026–27 should be, please address some or all of the following questions:

- In areas regulated by the ACMA, what have you identified as ongoing or new matters of significant public interest or concern?
- Have you identified ongoing or new matters relating to public safety that we should focus on?
- Which community safeguards do you think we should focus on?
- What do you see as being potential and actual causes of harm to consumers that we can address?
- What are the high-level risks of non-compliance that you have identified, including from technological developments?
- Are there emerging issues or concerns that we can address by encouraging compliant behaviour, deterring non-compliance or taking action to boost public confidence?
- Are there any technological or market developments that you think are testing the effectiveness of the regulatory framework?
- In what areas can we clarify the scope and application of the law?

We're also interested in your views on whether:

- We should extend any of our 2025–26 compliance and enforcement priority areas for a year or more – and if so, why?
- We should expand our list of enduring priorities.

Your views will assist us to shape our work plan and ensure we use our compliance and enforcement resources effectively.

Invitation to comment

Making a submission

We invite comments and suggestions on our 2026–27 compliance and enforcement priorities.

- [Online submissions](#) can be made by uploading a document. Submissions in PDF, Microsoft Word or Rich Text Format are preferred.
- Submissions by post can be sent to:
Authority Secretariat
Australian Communications and Media Authority
PO Box 78
Belconnen ACT 2616

The closing date for submissions is **COB, Friday 20 March 2026**.

Consultation enquiries can be emailed to haveyoursay@acma.gov.au.

Publication of submissions

We publish submissions on our website, including personal information (such as names and contact details), except for information that you have claimed (and we have accepted) is confidential.

Confidential information will not be published or otherwise released unless required or authorised by law.

Privacy

View information about our policy on the publication of submissions, including collection of personal information during consultation and how we handle that information.

Information on the *Privacy Act 1988*, how to access or correct personal information, how to make a privacy complaint and how we will deal with any complaints, is available in our [privacy policy](#).