

17 March 2026

Authority Secretariat
Australian Communications and Media Authority

Submitted by upload

Compliance and enforcement priorities 2026-2027

Thank you for the opportunity to comment on the ACMA's compliance and enforcement priorities 2026-2027.

Relationships Australia welcomes the range of work that the ACMA has undertaken to support the safe use of telecommunications devices and services by people experiencing circumstances of vulnerability.

Impact evaluation – domestic, family and sexual violence industry standard

We would like to acknowledge, in particular, the *Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025*, and the supporting industry guidance. We note that the phased introduction of obligations will reach its full effect from next month, and look forward to seeing evidence of how full implementation achieves enhanced safety outcomes. We hope that we can continue to work with the ACMA in developing any refinements necessary to support the Standard to achieve its full protective potential.

Minimising gambling harm

We acknowledge, too, that the ACMA has identified minimising gambling harms as an enduring priority. This is warmly welcomed by Relationships Australia. Australians continue to suffer serious and enduring harms caused by predatory and exploitative behaviour by gambling operators. It is deeply disappointing that these harms could be much reduced, and stopped entirely, by implementation of the recommendations of the Murphy Report (*You win some, you lose more*, 2023).

Against this background of Government inertia, the ACMA occupies a critical position as a safeguard against predatory and exploitative behaviour by gambling operators, in the performance of its statutory functions as regulator of the self-exclusion register. While this is a limited role, the lack of more comprehensive policy from Government means that this role gains greater importance.

We would urge Government to ensure that the ACMA has the resources to fulfil this enduring priority in a way that reflects the very real harms that are experienced every day across Australia when gambling operators do not comply with the narrowly focused safeguards that currently exist. We further urge the ACMA to be robust in its public messaging, and messaging

to gambling operators, when speaking about the importance of the register in supporting people seeking help to stop gambling harms.

Thank you again for the opportunity to contribute to the development of the ACMA's compliance and enforcement priorities for the coming year. Relationships Australia welcomes the opportunity to work with key government agencies in shaping and implementing policies that affect our diverse clients; particularly those experiencing circumstances of vulnerability. If we can be of further assistance, please do not hesitate to contact me at

[REDACTED] / [REDACTED], or our National Policy Manager, Dr Susan Cochrane, at [REDACTED] / [REDACTED].

Kind regards

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Nick Tebbey
National Executive Officer