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Australian Communications and Media Authority

Standard Operating Procedure
IGA Investigations

JULY 2026

INTERNAL DOCUMENT	OFFICIAL
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1. Document control

Version control

Version	Date	Description	Approved
0.1	May 2024	Initial draft of this SOP. Reviewed and cleared by Manager (EL2)	[redacted]
1.0	December 2024	Reviewed and cleared by EM.	Rochelle Zurnamer
1.1	September 2025	Review of version 1 and updated listed below. • Updated section 3 to reflect revised ACMA SOP template from October 2024 • Updated section 6 with minor amendments to the following process outcomes and activties: o Decision to not investigate o Preliminary findings letter o Final findings letter o Publications of Investigation Report	[redacted], Manager
1.2	September 2025	Updated version reviewed and cleared by EM	Rochelle Zurnamer
2.0	September 2025	Finalised version reviewed and noted by GM	Noted by Autumn Field
3.0	July 2026	Updated with revised delegation to issue a Statutory Notice under Paragraph 173(b) of the *Broadcasting Services Act 1992* and associated process updates Updated to reflect revised ACMA SOP – *Publication of investigation and enforcement outcomes and related engagement with investigated entities* from March 2026 Updated Risk Analysis to align with new SOP template and ACMA risk guidelines	Rochelle Zurnamer
3.1	July 2026	Finalised version reviewed and noted by GM	Noted by Autumn Field

2. Overview

Scope statement

The ACMA has a broad discretion to conduct investigations under the *Interactive Gambling Act 2001* **(IGA).**

This Standard Operating Procedure (**SOP**) provides an overview of the process of conducting investigations into potential non-compliance under Part 2, 2A, 2B and 7A of the IGA. Our investigations aim to gather facts and evidence to determine if a contravention has occurred.

This SOP covers the process of commencing, conducting and finalising an investigation, including publication of investigation outcomes. There is a separate SOP for dealing with disruption and enforcement actions.

This work is handled by the Illegal Gambling Team (**IGT**) in the Content Division.

Context

Under section 21 of the IGA, the ACMA may, on its own initiative, or in response to a complaint under Division 1, investigate any of the following matters if the ACMA thinks it is desirable to do so or thinks fit, including:

- A designated interactive gambling service (that is, either a prohibited interactive gambling service or an unlicensed regulated interactive gambling service) being provided to customers in Australia (*Part 2 of the IGA*)
- An Australian-based prohibited interactive gambling service providing a service in designated countries (*Part 2A of the IGA*)
- A wagering service that:
    - provides or facilitates the provision of credit to persons present in Australia or;
    - accepts or offers to accept payment in connection with the service using a prohibited payment method to customers in Australia.

    (*Part 2B of the IGA*)
- A designated interactive gambling service that is being advertised in Australia (*Part 7A of the IGA*)

In order to be valid, the complaint must be made in writing or via a form of electronic transmission permitted by the ACMA (section 18 of the IGA), and the complainant must be:

1.1.1. an individual who resides in Australia, or
> a body corporate that carries on activities in Australia, or
1.1.2. the Commonwealth, a State or a Territory.

Complaints are assessed on a case-by-case basis.

The ACMA may, for the purposes of an investigation, obtain information from such persons, and make such inquiries as it thinks fit (subsection 22(2) of the IGA).

Part 13 of the *Broadcasting Services Act 1992* (**BSA**) confers certain investigative powers on the ACMA including the power to compel the production of evidence and information. These BSA powers are used to support investigations into compliance with the IGA (see subsection 22(3) of the IGA).

Under section 179 of the BSA, the ACMA may publish an investigation report. However, the ACMA is not required to publish an investigation report or part of a report if the publication or disclosure would disclose matter of a confidential character or be likely to prejudice the fair trial of a person.

Timeframes

There are no statutory time frames for the completion of investigations under the IGA. However, an internal key performance indicator applies to IGA investigations, such that 90% of investigations are completed within 6 months, 95% within 12 months and 100% within 18 months of commencement.

The issuing of Infringement Notices as an enforcement measure under the IGA is subject to the *Regulatory Powers (Standard Provisions) Act* 2014 (the RP). The RPA states that an infringement notice must be given within 12 months of the day on which the contravention is alleged to have occurred (s 103).

3. Risk Analysis and Risk Appetite

This section relates to the risk analysis and risk appetite associated with the process covered by the SOP.

Details on the risk management process (including risk analysis) are found in the Standard Operating Procedure – Risk Management Process.

Risk Analysis

Below is a high-level overview of the risks associated with this process.

Issue/Risk	Consequences	Action/Responses
Consumer harm not addressed promptly (possible)	Harm may escalate if investigations are delayed (i.e. financial loss, psychological distress) (major) Increased reputational risk/scrutiny for perceptions of ACMA inaction (major)	High risk: Consult IGT Risk based framework for assessing complaints which ensure matters concerning distress, harm or vulnerable persons are escalated promptly Expedite high risk investigations and disruption methods (i.e. website blocking) to mitigate harm Refer harm-affected complainants to gambling support services, in line with the Team's Tailored Plan for dealing with Complex Client Interactions – self-harm and suicide
Timeliness and accuracy of investigations and effective stakeholder management (likely)	Delays and inaccuracies may create uncertainty for stakeholders and reduce trust in ACMA processes (moderate).	High risk: Maintain timely and accurate investigation processes and engage proactively with stakeholders to ensure transparency and confidence in regulatory decisions
Transparency – the ACMA is not transparent publicly in its dealings with regulated entities (unlikely)	A lack of trust and confidence by the government, public and regulated entities in the ACMA (major) Undermines the investigation and enforcement outcomes (major)	Medium risk. This SOP provides a consistent and clear treatment of regulated entities that are the subject of investigation and/or enforcement outcomes
Partiality – the ACMA is biased towards a regulated entity (unlikely)	A lack of trust and confidence by the government, public and regulated entities in the ACMA. Accusations of regulatory capture (major)	Medium risk. This SOP provides a consistent and clear treatment of regulated entities that are the subject of investigation and/or enforcement outcomes
Ongoing or systemic non-compliance of provider (likely)	Reduced public confidence in the ACMA's ability to regulate interactive gambling (major)	Very high risk: Industry compliance alerts if behaviour is widespread Consider enforceable undertaking/remedial direction to rectify systemic issues
Offshore providers - evidence limitations during investigations (likely)	Delayed enforcement actions (moderate)	High risk: Look to strengthen OSINT tools ([redacted]) to increase

	Increased resource expenditure – staff spend significant time gathering open-source intelligence, reviewing payment flows and conducting digital forensic analysis	efficiencies and build a stronger evidence base Strengthen relationship with Australian agencies (i.e. AFP, Fintel Alliance, NASC) to gain additional evidence sources and/or disruption methods to stop the contravening behaviour to assist the ACMA Utilise IAGR membership to share information and coordinate action with other foreign regulators Continue to train staff in OSINT, digital forensics and understanding evasive offshore gambling service's tactics
Novel investigations to test application of the IGA (possible)	Clarify how the IGA applies to emerging gambling models, identify grey areas in the legislation, increased resourcing and workload, potential legal challenges (moderate)	Medium risk: Identify test cases, engage LSD early, publish novel investigation and enforcement outcomes for educative value to industry Publish industry guidance, if necessary
Stakeholder management risks – uncooperative providers, complainant pressure (likely)	Delayed investigations due to uncooperative providers (particularly offshore providers who may ignore requests) means staff may have limited data to rely on for investigations (moderate) Complainant pressure (high harm complaints may be escalated to MPs or media demanding quick action or constant updates) leading to increased scrutiny of the ACMA and reputational risk (moderate)	High risk: Use disruption methods early for offshore operators i.e. website blocking to protect consumers Transition complaint triage to a harm-based model to ensure high-harm matters are prioritised Use standard acknowledgement templates to complainants to reduce follow ups and manage expectations Publish investigation outcomes to maintain transparency
Fairness – ACMA does not provide regulated entities who are the subject of the investigation with an opportunity to provide submissions and/or comment on any adverse findings (unlikely)	A failure by the ACMA to deliver on its statutory obligations to provide any person or entity adversely affected by a report a reasonable opportunity to comment before the investigation is finalised (moderate)	Low risk. This SOP notes the requirement to engage with adversely affected entities occurs before the investigation is finalised and again before publication of investigation and/or enforcement outcomes or media announcements by the ACMA

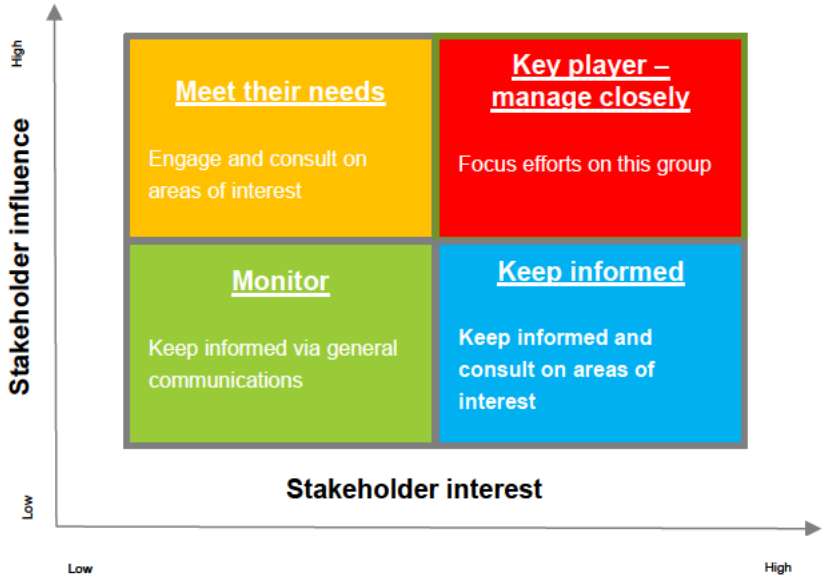
Risk Appetite

This Risk Appetite Statement reflects the Authority or delegate's assessment of the contemporary operating environment in which the investigation powers in the IGA will be exercised.

Risk Category	Risk Appetite	Description
Exercising powers incorrectly	No appetite	We have no appetite for exercising our powers incorrectly or in a manner not supported by the evidence.
Compliance	Low	We have a very low appetite for non-compliance with this regulatory regime given the significant harms that would result for consumers.
Trust	Low	We have a low appetite for action that may negatively affect stakeholder trust in the ACMA.
Regulatory forbearance	Low	We have a low appetite for granting regulatory forbearance, for example where non-compliance is a result of outdated processes or a provider framework that is not robust. Any decision to consider forbearance must be taken in light of the facts and circumstances, and could include where elements of this regulatory regime that are outdated or no longer relevant or where it is otherwise manifestly reasonable to do so. Consideration should be given, in all cases, to appropriate escalation including to the Authority. .
Reducing regulatory burden	Moderate	We have a moderate appetite for reducing the costs and burdens of regulatory requirements, as long as it will not unduly increase the risk of harm to consumers and other relevant stakeholders.
Testing and improving regulatory frameworks	Moderate High	We have a moderate appetite for testing our powers under this regulatory regime, even if that may prove unsuccessful. We have a high appetite for providing advice to government on areas for potential regulatory reform, including our own ideas
Innovation	High	We have a high appetite for fostering innovation that contributes to better regulatory outcomes and continuous improvement in our systems and processes.

4. Stakeholder analysis

This section identifies key stakeholders associated with the process. It also identifies the engagement approach for each stakeholder based on the following stakeholder mapping model.



Based on this analysis, the following table describes the engagement approach for each stakeholder.

Stakeholders	Description	Engagement approach	Key contacts
External stakeholders			
Minister for Communications	The ACMA is a statutory authority within the Infrastructure, Transport, Regional Development, Communications Sports and Arts Portfolio, with the Minister for Communications the responsible Minister	Keep informed Advise of any high profile or sensitive investigation.	Ministerial Advisor in Ministers Office
The Department of Infrastructure, Transport , Regional Development, Communications, Sports and the Arts	DITRDSCA is the Commonwealth Department responsible for communications and arts policy. It has interest in the ACMA's compliance and enforcement actions that relate to illegal online gambling activities and indicator of the effectiveness of the current regulatory framework and to	Keep informed. Advise of any high profile or sensitive enforcement actions.	DITRDCSA – (*Assistant Secretary, Broadcasting and Gambling Branch*) and [redacted] (*Director*)

	be aware of any emerging issues for consumers.		
Australian licensed wagering providers	Australian licensed entities are required to comply with a range of provisions under the IGA.	Monitor and keep informed. Notify regulated entities during course of investigation. Provide timely updates to licensed entities regarding matters that affect them.	Entity's compliance or regulatory contact
Australian consumers	Australian consumers expect the ACMA to use its enforcement powers in a manner that satisfactorily addresses a breach.	Keep informed. Provide information on the ACMA website about the ACMA's role in administering the IGA. Update information about compliance and enforcement of the relevant rules through timely publication of outcomes.	Individual complainants.
State and territory gambling regulators and responsible gambling bodies, for example Responsible Wagering Australia	These entities have a shared interest in the ACMA's compliance and enforcement actions as they relate to their licensees/members as well as the offshore wagering environment.	Keep informed.	Entity's compliance or regulatory contact
Australian Government bodies for example: • Australian Federal Police • Banks • ATO • Sports Integrity Australia • ACIC • Department of Home Affairs • Department of Social Services • National Anti Scam Centre	These entities have an interest in illegal activity associated with gambling.	Keep informed.	Entity's regulatory or enforcement contact
Internet Service Providers (ISP) Australian Federal Police (AFP)	These entities are key players in the ACMA's investigations, enforcement and disruption activities.	Keep informed.	[redacted] (Communications Alliance)

			Inspector [redacted] (Intelligence and Covert Services, AFP)
Internal stakeholders			
Authority	The Authority is the ACMA's decision-making body. Authority members make decisions relating to the regulatory functions of the ACMA. The Authority may also delegate decision-making to agency staff.	Meet their needs, Key Player and keep informed	Authority secretariat and Authority member gambling lead
Authority committee/s and Authority leads	Authority committees provide a forum for staff to seek strategic guidance from Authority members on content and gambling matters.	Keep informed and seek strategic input.	Authority secretariat
Legal Services Division (LSD)	LSD provides legal advice to the ACMA.	Keep informed Request legal advice/seek views from.	Principal Lawyer/ Manager
Media/Communications (M&C)	M&C manages internal and external agency communications. These include media releases, news articles, e-bulletins, social media and publication.	Meet their needs. Keep informed of developments and potential media coverage IGT provides M&C updates of published enforcement actions for publication. Media releases/news articles are requested on an ad-hoc basis.	[redacted]
Customer Service Centre (CSC)	CSC is the frontline team handling enquiries to the ACMA.	Keep informed Provide early advice to CSC team leaders as needed where investigations are likely to generate public interest and an increase in enquiries to the ACMA.	[redacted]

5. Delegations

The list of current legal delegations is available at the ACMA Hub and identifies the process for requesting or changing legal delegations.

Please also note that, as a matter of general law, if a function or power does not involve any real discretion (such as a mechanistic act in meeting an administrative obligation that is fixed and certain – sometimes described as a "ministerial act"), the function may be performed or the power may be exercised in the absence of a delegation.[1]

This SOP includes advice on the administration of these delegations, including when the exercise of a delegation may need to be escalated to a more senior official or the Authority itself.

Delegation Administration

Section	Description of functions and powers	Authorised persons	Administrative approach
Subsection 21(1) of the IGA	Decide to investigate any of the matters set out in paragraphs (1)(a) and (1)(b) Note: this includes finalising an investigation	Member SES2 SES1 EL2 EL1	EL2
Subsection 21(2) of the IGA Relevant MoU	Refer a complaint to a member of an Australian police force	Member SES2 SES1 EL2 EL1	EL2
Section 173 of the BSA	Giving a compulsory notice For the purposes of an investigation by the ACMA, the ACMA may give a notice in writing to a person summoning the person: (a) to attend before a delegate of the ACMA named in the notice to produce documents or to answer questions; or (b) to provide documents or other information to the ACMA; relevant to the subject matter of the investigation. Note: this includes approving an	Member SES 2 SES 1 EL2 officers	Prior to March 2026, this power was not delegated and all decisions had to be exercised by the Authority. Initially, Notices will be approved by SES 1, then routine matters will be approved by the EL2 Manager. Ongoing, for high risk or novel matters the power may be exercised by SES 1 and SES 2 officers or the Authority. Regardless of the delegate level, the

[1] For further guidance, including examples, see ACMA Hub, FACT SHEET – Delegations under section 51 of the Australian Communications and Media Authority Act 2005, accessed 13 February 2023

	extension to the deadline.		ACMA's Statutory Notices Manual will be followed. The decision that the process has become routine will be made by the SES 2 in consultation with the IGT team \and SES 1 and SES 2. This SOP will be updated when these decisions are made.
Section 179(1) of the BSA	Publication of report (1) Except in the case of a report prepared as a result of an investigation directed by the Minister, the ACMA may cause a copy of a report on an investigation to be published. (2) The Minister may direct the ACMA to publish a report on an investigation directed by the Minister. (3) The ACMA is not required to publish, or to disclose to a person to whose affairs it relates, a report or part of a report if the publication or disclosure would: (a) disclose matter of a confidential character; or (b) be likely to prejudice the fair trial of a person.	EL2	Routine reports will be approved by an EL2 Manager. Non-routine, novel, complex or high profile matters, will be approved by SES1 or SES 2, or in consultation with the Authority Gambling lead

6. Process outcomes and activities

Outcomes

This process is intended to achieve the following overall outcomes:

- Give public confidence that interactive gambling investigations are conducted to a high standard.
- Support the ACMA being accountable to government and the public for its investigations and enforcement actions arising from those investigations.
- Timely and accurate publication of investigation outcomes.

Workflow

The table below describes key steps involved in the investigations procedure.

At any point during the course of an investigation:

- the matter may be referred for discussion at an Authority committee or Authority meeting
- legal advice may be sought from LSD on matters of interpretation, jurisdiction or other legal matters including:
    - complaints that raise novel legal issues on which GCB has not received legal advice previously
    - where the interpretation of the legislation or code provision is unclear or ambiguous
    - where there has been a change to legislation.
- consideration may be given to whether a compulsory information gathering notice should be issued to an entity to assist the ACMA to determine the identity of investigated entities or individuals
- a request may be submitted to AUSTRAC for intelligence products and information
- the assistance of the AFP may be sought for the gathering of evidence.

Step	Activity description	Who
Commencing an investigation		
1.	The investigation commences when the Complaint and Investigation Assessment (CIA) has been approved by the delegate.	Decision to investigate or other non-routine, novel, complex or high profile matters, will be approved by EL2 Decision not to investigate will be approved by EL1

2.	Identify the elements of the alleged contravention that would need to be established and identify what evidence will be required to support the finding.	APS6/EL1/EL2
3	Review all materials on hand to determine if there is sufficient information to make a finding	APS6/EL1/EL2
The investigation		
3.	Seek LSD advice (if warranted) Inform or seek strategic input from GCM (if warranted)	LSD/GC
4.	Gather information and evidence to support the investigation. Refer to Investigation Toolkit.	APS6/EL1
5.	**Issuing a statutory notice under the BSA** If a statutory notice is required to obtain information in the course of an investigation, draft a notice requiring the subject of the notice to provide information.[2] As part of this, consider the ACMA's Statutory Notices Manual. From March 2026[3], initial notices will be reviewed by LSD and the delegate will be SES1. Then[4] routine matters will be reviewed by LSD and the delegate will be the EL2 Manager. Ongoing, for high risk or novel matters the power may be exercised by SES 1 and SES 2 officers or by the Authority Where a decision is taken to the Authority, draft an Authority submission for the Authority's agreement. Clearances required: - Legal Services Division - LSD (up to 2 weeks) - Executive Manager (1 week – can be in parallel to LSD review) - General Manager (1 week) - Authority (1 week).[5]	LSD, SES1 LSD, EL2 LSD, EL2, SES1, SES2, Gambling Committee, Authority as required
6.	Assess evidence to identify whether a preliminary contravention finding can be made	APS6/EL1
7.	Prepare preliminary investigation report , seek LSD review if required, and send to delegate for signature.	Ordinarily, the preliminary report will be approved by an EL2 Manager.

[2] Officers should consider the complexity and amount of information required when setting the timeframe to respond. Often this will be between 2 and 4 weeks.

[3] When the new delegation for the power to issue a statutory notice comes into effect.

[4] This date will be determined in consultation with SES 1 and SES 2.

[5] At all stages the relevant officer is responsible for managing these timeframes and keeping stakeholders information of progress. This includes responding to stakeholder comments and changes.

	For a contravention finding, go to 7. For no contravention finding, close investigation. Consider if the investigation report will be published. If that is the case, follow process seeking s180 comments outlined below.	For novel, complex or high-profile matters, SES or Authority gambling lead review/comment may be sought
8.	For a contravention finding, prepare and send preliminary findings letter to investigated entity/individual and provide a due date for response (the response time will depend on the circumstances of the matter, but typically we will provide at least 14 calendar days to respond before we finalise the investigation report).	APS6 investigator will sign a preliminary findings letter following review and approval by EL1 For non-routine, novel, complex or high profile matters the letter will be signed by the EL2
9.	Consider response from investigated entity/individual to the preliminary findings (if any) including submissions under section 180 about publication[6]. In the case of a response, consult LSD if required.	APS6/EL1/EL2
10.	Prepare and finalise final investigation report for delegate's signature.	Ordinarily, the EL2 Manager will approve the final investigation report. For novel, complex or high profile matters, SES or Authority gambling lead review/comment may be sought. The matter may go to the Authority for approval for novel, highly contentious and/or significant or sensitive matters, OR, for strategic reasons, upon request of Committees or the Authority.
Finalising the investigation		

[6] In accordance with section 180 of the BSA, if publication of the final investigation report would be likely to adversely affect a person's interests, the ACMA must give that person an opportunity to make representations.

11.	*For contravention findings* *Offshore/unlicensed services* – If there is a contravention finding and the non-compliance is ongoing, then consider enforcement action – see Enforcement SOP. If there is a contravention, but the service has implemented measures to bring them into compliance with the IGA, prepare and send final findings 'no further action' letter to investigated entity/individual. *Licensed services* – If there is a contravention finding, the Authority will generally be consulted on proposed enforcement/non-enforcement action. The licensee will be informed of the outcome and the enforcement action after that. *For no contravention findings* *Offshore/unlicensed services* - Generally, if there is no contravention the ACMA does not notify the provider (unless the ACMA has already contacted the provider during the investigation). *Licensed services* – the licensee will be informed of the non-contravention finding.	EL1 will sign the final findings letter. For non routine, novel, complex or high profile matters, will be signed by EL2 SES or Authority gambling lead review/comment may be sought. SES may sign the final findings letter for high-risk matters.
12.	Update records including Reporting Spreadsheet, CRM and save all official documents and records in Content Manager including signed investigation reports, evidence and relevant correspondence.	APS6/EL1
Publication		
13.	**Publishing an investigation or enforcement outcome** Where the ACMA concludes an investigation with a finding that there has been contravening conduct, it will publicise that outcome, subject to the public interest factors and having regard to Regulatory guide No. 6 - Publication of investigations and enforcement actions.docx Some investigations with a non-contravention finding will also be published if there are educational or other public interest reasons for doing so. This will be decided on a case-by-case basis. The investigation/enforcement outcomes are published on the ACMA website. In most cases, publication will occur following the conclusion of any enforcement action, such as website blocking, formal warning or payment of infringement notices.	APS6/EL1/EL2/SES IGT/EL2

	Publishing investigation reports *Licensed services* - As a general rule, we will publish investigation reports. There may be exceptions where there is a no breach finding and there is no educative value in publishing the report. These matters to be considered on a case-by-case basis in consultation with SES and Authority lead as required. *Offshore/Unlicensed services* - We will publish reports on case-by-case basis for example where there are educational or other public interest reasons for doing so – otherwise we publish outcome of breaches on the ACMA's website as outlined above. **Publishing a Media Release or News Article** We may decide to publish a MR or news article in conjunction with the investigation report (i.e. in circumstances where we want to highlight the educative value). (*if required*) For a MR, the Media Section will prepare a draft of the Media Handling Strategy (MHS) and Media Release (MR): • Media sends MHS and MR to section for review. • Section sends to EM for review. • EM-cleared MHS and MR sent to Media for review. • Revised MHS and MR sent to Section for review. • Section sends to GM for review. • GM-cleared MHS and MR sent to Media Media handles clearance by Deputy Chair then Chair. (*if required)* for a news article, the Media section will prepare a draft: • Media sends the news article to section to review • Section sends to EM for review • EM-cleared news article to Media for review. If required, there may be authority member oversight/gambling lead. Prepare the report for publication, including any redactions. Prior to publication and in accordance with the MHS, if there is a MR, send the draft report and MR to the Department and Minister's Office (MO).	M&C/SES1/SES2/Chair
14.	**Notifying the affected entity of publication of investigation/enforcement outcomes** *Australian-licensed entities* In line with the ACMA's *SOP – Publication of investigation and enforcement outcomes and related engagement with investigated entities*, (Publication SOP) if an investigated entity is affected, the IGT will inform them of the intention to publish investigation and/or enforcement outcomes approximately one business day prior to publication.	APS6/EL1

	The affected entity will not be provided with a copy of a media release or other publication documents prior to publication (noting they will have already been afforded procedural fairness and/or related requirements under relevant acts will have already been met). For guidance on indicative notification timeframes and the suggested email for sending to the investigated entity see Attachment A to the Publication SOP. *Overseas entities* In practice we don't notify providers of illegal offshore entities prior to publication of investigation/enforcement outcomes, noting that they would have already been notified of our intention to publish during the investigation process. Offshore providers may not respond and could use this advance notice to undermine the effectiveness of publication. *Note – Section 180 of the BSA – Person adversely affected by report to be given opportunity to comment* As highlighted in the Publication SOP, it is an explicit requirement under section 180 of the BSA that if publication would be likely to adversely affect a person's interests, the ACMA must give that person an opportunity to make representations.[7] We provide those under investigation with an opportunity to consider the final investigation report (in the case where it will be published) and where applicable, associated material such as Enforceable Undertakings and Infringement Notices to identify any commercial or privacy sensitives before publication. In the case that an entity provides a submission, we will consider the representations made, escalate if necessary and provide that entity with the outcome of our considerations. Settling these matters should be handled separately and completed with the entity before the ACMA's publication of any media announcements and investigation and/or enforcement outcomes.	

[7] Section 180 of the Broadcasting Services Act 1992 (Cth) mandates that if an investigation report is to be published, any person or entity adversely affected by that report must be given a reasonable opportunity to comment before publication.

7. Supporting information

Data and information management

The following table describes the data used to support the Standard Operating Procedure and the associated Data Steward.[8]

Data Asset name	Description	Data Steward
Content Manager	Used to record: • Decision to investigate/not investigate • Investigation report • Correspondence with broadcaster/complainant as relevant • Authority papers as relevant	IGT Section Manager
ACMA's *Statutory Notices Manual* Statutory Notices Manual.docx (sharepoint.com)	The purpose of this manual is to provide guidance for decision-makers and case officers on practical issues that may arise in the ACMA's exercise of its information-gathering powers, in particular, in the drafting and service of compulsory notices under section 173 and section 177 of the *Broadcasting Services Act*.	LSD
ACMA's *Compliance and Enforcement Manual* https://acmagovau.sharepoint.com/sites/theHub/SitePages/Compliance-and-enforcement-manual.aspx	The Compliance and Enforcement Manual contains the ACMA's compliance and enforcement principles and policies.	LSD
ACMA *Regulatory guide No.6 – Publication of investigations and enforcement actions* https://www.acma.gov.au/publications/2019-12/guide/regulatory-guide-no-6-publication-investigations-and-enforcement-actions	This guide explains the ACMA's approach to public comment and publicity of its investigations and enforcement actions.	LSD

[8] Data Stewards are ACMA officers who manage and work with the data on a day-to-day basis and who define, produce and use data. They are the trustees of data and are responsible for using and managing data in line with the ACMA's expectations and best practice processes for managing data. Please contact the Data Governance section for any assistance in identifying Data Stewards

SOP – Publication of investigation and enforcement outcomes and related engagement with investigated entities Cross Division Collaboration - FINAL SOP - publication of investigation outcomes.pdf - All Documents	This guide explains the ACMA's approach to decisions to publish investigation/enforcement outcomes	Scams Team

The following table identified key files used to support the Standard Operating Procedure.

Key files	Location (Teams, IMS etc.)
IGA Workflow for Investigations	Sharepoint: here
IGA Investigation Toolkit	Sharepoint: here
IGA Publication Process	Sharepoint: here
Investigation templates	Sharepoint: here
IGA General Overview, Compliance, Investigations and Enforcement Manual	Sharepoint: here
Enforcement and disruption SOP	Sharepoint here