

Monday 24 March 2025

Authority Secretariat
Australian Communications and Media Authority
PO Box 78
Belconnen ACT 2616
By email: haveyoursay@acma.gov.au

To the ACMA team,

RE: ACMA's Compliance Priorities 2025-26

I am writing on behalf of Financial Counselling Victoria (FCVic), the peak body for financial counsellors in Victoria who collectively assist more than 23,000 of the most vulnerable Victorians every year.

We welcome the opportunity to provide a submission to Australian Communications and Media Authority's (ACMA) consultation on compliance priorities for 2024-25. Our submission focuses on areas that are relevant to our work in Victoria and ACMA's remit and is informed by what our members have told us about the needs of vulnerable Victorian clients.

In line with our submission last year for Compliance Priorities 2024-25 (<https://fcvic.org.au/wp-content/uploads/202403-FCVic-submission-to-ACMA-Compliance-Priorities-2024-25.pdf>), we recommend that the following focus areas continue to be maintained as a priority for ACMA.

Financial hardship: monitoring of telco compliance with their obligations under the *Telecommunications (Financial Hardship) Industry Standard 2024* should continue as a matter of priority – focusing on systemic changes and improvements in hardship practices that will benefit all consumers.

Domestic and family violence: in finalising the draft Domestic, Family and Sexual Violence (DSFV) Standard, ACMA should ensure that dedicated lived experience and community sector input is captured and considered to ensure that the draft Standard reflects the frontline experiences of victim-survivors and their advocates including financial counselors.

Gambling harm: continuing targeted promotion of BetStop to those at risk of gambling harm, in addition to continuing to close any loopholes in its operation, and addressing any recommendations arising from final report of the Statutory Review of BetStop in 2026 should be a focus for ACMA.

Additionally, we continue to emphasise that ACMA needs to closely monitor, investigate and suitably penalise breaches of existing gambling advertising rules, while playing an influencing role in promoting increased regulation and controls around gambling advertising.

Thank you for your consideration. To discuss this letter further or for any further queries, please contact FCVic's Advocacy Manager Amanda Chan on achan@fcvic.org.au.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Zyl', with a stylized flourish underneath.

Zyl Hovenga-Wauchope
Chief Executive Officer
Financial Counselling Victoria