Compliance priorities 2020 to 2021

Consultation

November 2019

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# Issue for comment

Our compliance priorities focus on areas of significant public interest or concern, and conduct that has a negative impact on consumers.

These areas of activity guide our efforts to deliver effective compliance and, where necessary, targeted enforcement action.

This year, we began an ACMA-wide approach to set annual priorities with our [compliance priorities 2019–20](https://www.acma.gov.au/compliance-priorities). This replaced our previous way, to set priority compliance areas for some of our activities.

We value your views and feedback to inform our work program. Past feedback directly informed the development of our current priority areas.

# Have your say

As we develop our compliance priorities for the 2020 to 2021 work program, we’d like you to send us your views on our current priority areas. We’d also like to hear about any new issues of public interest or those causing consumer harm.

Please think about the following questions:

What are the matters of significant public interest or concern?

What are the potential and actual causes of harm to consumers?

What are the high level risks of non-compliance, including from technological developments?

What are the emerging issues where we can encourage compliant behaviour, deter non-compliance or boost public confidence?

What are the technological or market developments that test the effectiveness of the regulatory framework?

In what specific areas can we clarify the scope and reach of the law?

Your views will help us make sure our compliance and enforcement resources are used effectively.

# Invitation to comment

## Making a submission

The ACMA invites comments on the issues set out in this discussion paper.

[Online submissions](http://www.acma.gov.au/Consultations) can be made by uploading a document. Submissions in Microsoft Word or Rich Text Format are preferred.

Submissions by post can be sent to:

General Manager

Communications Infrastructure Division

Australian Communications and Media Authority

PO Box 78

Belconnen ACT 2616

The closing date for submissions is COB, Thursday 5 December 2019.

Consultation enquiries can be emailed to [haveyoursay@acma.gov.au](mailto:haveyoursay@acma.gov.au).

#### Publication of submissions

The ACMA publishes 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

[*Publication of submissions*](https://www.acma.gov.au/publication-submissions) provides information about the ACMA’s collection of personal information during consultation and how we handle that information.

Information on the *Privacy Act 1988* and the ACMA’s privacy policy (including how to access or correct personal information, how to make a privacy complaint and how we will deal with the complaint) is available at [acma.gov.au/privacy-policy](https://www.acma.gov.au/privacy-policy).