
Submission

11 April 2024

Australian Competition and Consumer Commission
Via email: digitalmonitoring@acc.gov.au.

Re: Digital Platform Services Inquiry – September 2024 report revisiting general search services

The Australian Communications Consumer Action Network (**ACCAN**) thanks the Australian Competition and Consumer Commission (**ACCC**) for the opportunity to comment on the Digital Platform Services Inquiry – September 2024 report revisiting general search services issues paper (**the Issues Paper**).

ACCAN is the peak body that represents consumers on communications issues including telecommunications, broadband, and emerging new services. ACCAN provides a strong unified voice to industry and government as we work towards communications services that are trusted, inclusive and available for all.

ACCAN recommends:

- that consumer representation be adequately funded to properly engage with emerging issues facing Australian consumers on digital platforms.
- the establishment of a digital platforms ombuds scheme before the end of 2024.
- the introduction of consumer protection measures outlined by the ACCC in the Treasury’s 2023 consultation.
- the introduction of competition measures outlined by the ACCC in the Treasury’s 2023 consultation.¹

We thank the ACCC for the opportunity to comment on the Issues Paper. Should you wish to discuss any of the issues raised in this submission further, please do not hesitate to contact me at

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Yours sincerely,

Sam Kininmonth
Policy Adviser

The Australian Communications Consumer Action Network (ACCAN) is Australia’s peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia’s past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)

¹ ACCAN, ‘Digital Platforms: Government Consultation on ACCC’s Regulatory Reform Recommendations Consultation Paper’ (15 February 2023) <<https://accan.org.au/accans-work/submissions/2061-digital-platforms-regulatory-reforms>>.