

National Anti-Scam Centre Advisory Board

Communiqué

28 May 2024

The National Anti-Scam Centre Advisory Board (the Advisory Board) met on Tuesday, 14 May.

The NSW Police presented on Strike Force Kanbi (the Strike Force) as this month's consumer story. The Strike Force primarily investigates the operation of SIM boxes, which are electronic devices used to send scam bulk text messages across the Australian telecommunications network containing fraudulent links. The Advisory Board discussed the importance of data sharing between the telecommunications sector and NSW Police in these investigations. Members discussed ways to facilitate data sharing in future to disrupt scam activity. Members also raised the opportunity to connect with government regarding potential regulation and initiatives in relation to compromised identities to tackle this issue.

Members of the Advisory Board provided updates on scam work they had undertaken. Digital Industry Group Inc provided an update on their new consumer website and '[How to report scams guide](#)'. Members discussed how they could input into each other's initiatives to achieve better outcomes for consumers.

The Advisory Board discussed issues following presentations from:

- The Australian Banking Association and Customer Owned Banking Association on the Scam-Safe Accord. The Advisory Board discussed the progress that had been made to roll out confirmation of payee and the industry-wide initiatives that had resulted in a decline in losses to cryptocurrency as reported in National Anti-Scam Centre data. Members discussed how industry-wide intelligence sharing would help in the identification and disruption of scams.
- The Communication Alliance provided an overview of the Reducing Scam Calls and Scam SMS industry code. Members discussed their plan for reviewing the codes and providing input.

The National Anti-Scam Centre updated the Advisory Board on the proposed Scam Awareness Week 2026 theme 'Share a story; stop a scam', which the Advisory Board endorsed.

An out of session Advisory Board meeting will be held on 24 May 2024 with the UK Lending Standards Board presenting on the UK's Contingent Reimbursement Model Code.

The next meeting of the Advisory Board will be on 11 June 2024.

This communique is jointly released by members of the Advisory Board.

The Advisory Board is Chaired by ACCC Deputy Chair – Consumer, Catriona Lowe and comprised of:

- Anna Bligh, CEO, Australian Banking Association
- Andrew Williams, CEO, Australian Communications Consumer Action Network (apology)
- Chris Goldsmid, Acting Assistant Commissioner, Australian Federal Police (apology)
- Andy White, CEO, Australian Payments Network
- Simon Callaghan, CEO, Blockchain Australia
- Rosie Thomas, Director, CHOICE representing Consumers' Federation of Australia
- John Stanton, CEO, Communications Alliance
- Michael Lawrence, CEO, Customer Owned Banking Association
- Stephanie Tonkin, CEO, Consumer Action Law Centre
- Peter Gartlan, National Coordinator, Financial Counselling Australia (apology)
- David Lacey, Managing Director, IDCARE (apology)
- Sunita Bose, Managing Director, Digital Industry Group Inc. (DIGI), represented by Tahlia Davis