



Australian Government

Department of the Prime Minister and Cabinet Office of Best Practice Regulation

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Ms Cathy Rainsford
General Manager
Content & Consumer Division
Australian Communications and Media Authority

Dear Ms Rainsford

Regulation Impact Statement – Second Pass Final Assessment – Unauthorised high-risk customer interactions

Thank you for your letter received on 18 February 2022 submitting a Regulation Impact Statement (RIS) on Unauthorised high-risk customer interactions for formal Second Pass Final Assessment. I note the RIS has been formally certified by you as the Australian Communications and Media Authority's (ACMA) delegate, consistent with the *Australian Government Guide to Regulatory Impact Analysis*.

I appreciate ACMA's constructive engagement on the RIS.

The Office of Best Practice Regulation's (OBPR's) assessment is that the quality of the regulatory impact analysis in the RIS is good practice and therefore sufficient to inform a decision.

The analysis in the RIS is good quality overall. The RIS addresses the seven RIS questions and follows an appropriate policy development process commensurate with the significance of the problem and magnitude of the proposed intervention. In particular, we recognise that the problem section was redrafted following stakeholder consultation and this is representative of best practice.

However, in order for the RIS to be assessed as exemplary, the document is required to be subject to an Early Assessment process and the analysis could of included greater detail on the flow impact to customers. I note that this may be challenging given the under-reporting discussed in your problem statement.

The RIS may now be provided to the decision-maker to inform a final decision.

We would appreciate you advising us when a final decision has been announced and forwarding a copy of the RIS in a form meeting the Government's accessibility requirements. The OBPR will publish the RIS, along with your certification and this assessment, on the OBPR's website <https://obpr.pmc.gov.au/>.

If you have any further queries, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jason Lange', written in a cursive style.

Jason Lange
Executive Director
1 March 2022