



Telecom Compliance Workshop with Andrew Sheridan



The DFV Standard is now mandatory — are your systems and teams ready?

The Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025 introduces mandatory, enforceable obligations for carriers and carriage service providers, with early-start provisions commencing 1 July 2025 and further requirements rolling out through January and April 2026.

The Standard replaces voluntary industry guidelines with minimum, consistent protections for consumers affected by domestic, family and sexual violence. It has direct implications for customer engagement, disconnections and reconnections, privacy and security controls, complaints handling, record-keeping, staff training and internal governance.

This webinar is designed to help telcos move from awareness to operational readiness, with a practical walkthrough of what the Standard requires and how regulators will assess compliance.

In this webinar, we will cover

- Why the Standard was introduced and how it will be enforced
- Who the obligations apply to, including large and small provider timelines
- Core consumer protections, including safe communication, support options and disconnection safeguards
- Mandatory DFV policies, procedures and trauma-informed training
- New privacy, security and record-keeping obligations
- The expanded role of the TIO and ACMA enforcement powers

The session is intended for regulatory and compliance teams, customer operations leaders, privacy and security specialists, legal teams and senior executives responsible for DFV governance and oversight.

With penalties for non-compliance and limited time before the first obligations take effect, early preparation is critical.

Register now to ensure your organisation understands what must be in place, when it must be delivered, and how to implement the DFV Standard in practice.

YOUR WEBINAR LEADER: Andrew Sheridan is one of Australia's foremost experts in telecommunications regulation and compliance obligations, with nearly three decades of relevant management experience at Optus and Cable & Wireless, as well having served as a director of the Telecommunications Industry Ombudsman.

HOW TO REGISTER: Single seats are \$327 including GST and a company-wide seat is \$2097 including GST.

WHEN IS IT HAPPENING: Tuesday 3 March 11am AEDT 10am AEST 8am AWST 10.30am ACST

Register at www.commsday.com