CHECKLIST · BUSINESS

# Big tech faces 5% fines and lawsuits under online safety deal

Published 25 November 2026. Read the full story, sources and any updates at digitaladvisors.com.au/journal/digital-duty-of-care-fines-right-to-sue-ombudsman/

- [ ] **Keep a record of platform problems.** If Facebook, Instagram or another platform suspends your account or ignores a report, save screenshots, dates and any reference numbers.
- [ ] **Use the platform's own appeal process now.** The external complaints scheme can only be set up after the Digital Duty of Care bill passes, and no start date has been named.
- [ ] **Watch for the complaints scheme rules.** The government will set out how the new external dispute resolution pathway works in a legislative instrument after the bill passes.
- [ ] **Check the small business exemption if you run an online service.** The government has promised a rule exempting small businesses from the duty, to be worked out after the bill passes.

NOTES



General information only, not legal, tax or financial advice. Check the full story and its sources before acting.