

2012-2013 Annual Report



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Australian Communications
Consumer Action Network

Australian Communications Consumer Action Network Limited (ACCAN)

ABN 42 133 719 678

Annual Financial Report

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For the year ended 30 June 2013



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Who we are



Our organisation

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak body for consumer representation and advocacy in communications. We represent residential consumers and small business including not-for-profit organisations in so far as they are consumers. ACCAN focuses on goods and services encompassed by the converging areas of telecommunications, the internet and broadcasting, including both current and emerging technologies.

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.

Our mission

ACCAN's mission is to:

- Campaign for consumers and the public interest, with particular emphasis on the needs of consumers for whom the market is not working.
- Inspire, inform, enable and equip consumers to act in their own interests.
- Research emerging consumer and technology issues.

Our values

As an organisation we will:

- Act with courage, integrity and honesty.
- Operate efficiently, effectively and ethically.
- Value diversity and demonstrate best practice in inclusion and accessibility in our work.
- Value volunteers, staff and members for their crucial role in our work.
- Recognise that building constructive relationships with members, our community, industry, regulators, and government is critical to achieving our mission.



Chair report



As ACCAN approaches its fifth birthday it continues to achieve significant wins for Australian consumers, and has become a constant feature of the communications landscape. ACCAN's ever-growing public profile is testament to its success in representing consumers and delivering diverse and far-reaching consumer outcomes.

The past year highlights noted in this report reflect the consumer and industry benefits of having a strong, united and adequately funded consumer organisation focused on delivering a solid evidence base through targeted research. The ACCAN model is being looked at by many other industries and overseas agencies as an effective mechanism for improving cooperation between consumers and industry, with flow-on benefits to all concerned.

A key highlight of the year was the completion of the Telecommunications Consumer Protections Code and the huge leap in consumer safeguards consequent of its introduction.

This groundbreaking Code has already succeeded in reducing market confusion, improving complaint handling, enhancing customer understanding and effecting a gradual decrease in Telecommunications Industry Ombudsman complaints. Whilst there is still a long way to go, I am very proud of the contribution made by ACCAN to ensuring communications consumers are much better protected.

The 2012/13 year saw significant change on the ACCAN Board with the election of five new Directors – Len Bytheway, Sandra Milligan, Ryan Sengara, Nigel Waters and Marcus Wigan – and the co-option of Dean Barton-Smith following an assessment of Board skill sets and requirements.

I would like to sincerely thank retiring Directors Carmen Daniels, Alex Varley, George Perry, Katherine Lane, Kyle Miers and Sue Salthouse for their contributions, with a particular vote of gratitude to the outgoing Chair Professor Michael Fraser for his invaluable stewardship over the past few years.

Let me also acknowledge the ongoing support of all ACCAN members and the time and skills volunteered by ACCAN Board Directors to ensuring a sustained high level of ACCAN governance.

Finally I want to say a very big thank you to the wonderful ACCAN staff, ably led by our dedicated CEO Teresa Corbin, for their unwavering commitment to securing a better deal for Australian communications consumers.

I commend the ACCAN Annual Report to all members and stakeholders.

Nobody would debate the ongoing need for a strong voice for all communications consumers.

ACCAN continues to be that voice.

Highlights

ACCAN is proud to have achieved some significant outcomes for Australian telecommunications consumers in 2012-13. Our highlights include:

ACCAN launched its first-ever smartphone app, Phone Rights, at Parliament House in March. Phone Rights educates users on their telco rights and allows them to log poor reception issues. It has already been downloaded over 10,000 times.

ACCAN's first Indigenous Consultation Workshop brought together key Indigenous stakeholders to set the groundwork in bridging the digital divide for Indigenous communities.

The revised Telecommunications Consumer Protections Code came into force in September and ACCAN has been busy tracking the new rules and educating consumers in plain English on their new rights.

A big win for the Deaf community, with ACCAN's recommendations being implemented in two new services offered under the National Relay Service.

We've stepped up our work for small business consumers, with a dedicated small business project officer beginning in October.

ACCAN released research on which pre-paid calling cards to avoid and a tip sheet in 8 different languages to educate consumers, especially those from non-English speaking backgrounds, when calling family and friends overseas.

The High-Speed Broadband and Household Media Ecologies grants project outlined the experiences and expectations of some of the first NBN users.

ACCAN was a leading voice for consumers in the media and policy discussions in the government's IT Pricing inquiry.

ACCAN hosted its first affordability seminar in Melbourne attended by 60 academics, consumers, service providers and policy makers.

ACCAN presented at the half-yearly NBN Joint Parliamentary Committee, arguing for minimum standards for voice calls over the NBN and easy-to-understand broadband performance measures.

CEO overview



This year ACCAN has achieved significant outcomes for communications consumers which are detailed and summarised in this report. In just 12 months we made over 35 submissions, represented consumers on over 20 committees, and held 5 major events including the launch of our first ever smartphone app at Parliament House in Canberra.

ACCAN membership grew to 108 organisations representing remote and rural consumers, Indigenous organisations, small businesses, farmers, disability groups, financial counsellors and community legal centres from across Australia. We conducted an online members survey during the year which revealed their top priorities for ACCAN.

These were raising awareness about consumer rights; affordable communications; better regional and remote communications; access to broadband; improving customer service and complaint handling; improving privacy and online security; reducing unfair fees and charges as well as working for improved access to emergency calls.

As well as our grants program we also funded our first National Survey of Consumer Perceptions which we plan to repeat annually. We entered into a partnership agreement with Anglicare Victoria researching communications affordability for vulnerable consumers and presented this at a seminar supported by Telstra in Melbourne in March.

The annual ACCAN conference in September hosted 34 presenters and had over 230 people participating. The event included ACCAN's first ever TEXPO, a consumer-oriented technology expo displaying the latest in cloud, accessibility, child protection online, and other technologies. This event was made possible thanks to sponsors auDA, Telstra, Google, Vodafone, Amaysim, Sophos, ACE and Red Bee.

Engagement with industry broadened with regular quarterly meetings with Communications Alliance, bi-annual meetings with the Australian Mobile Telecommunications Association (AMTA) and regular briefings and issues specific meetings with the major providers. We are also very pleased that with assistance from Maddocks Lawyers as facilitators, a new ACCAN-Industry Associations six monthly forum has been established for information sharing.

ACCAN engaged with Telstra to ameliorate the loss of the highly effective TISSC. We negotiated an outcome to ensure transparency in future 190 InfoCall Code amendments and maintain a consultation process. The wind-up of TISSC resulted in \$95,000 being given to ACCAN to use for research on premium services in the future.

I would like to thank all our staff at ACCAN – it is a privilege to lead such a talented and committed team. Thanks to all those who participated in our advisory committees, attended our events, and to our industry partners for your ongoing support for consumer representation and research in communications.

Small business



ACCAN's long-held ambition to broaden its reach to small business consumers was kick-started in October 2012 with the creation of a Small Business Project Officer position.

Today, some five million Australians are employed by small businesses contributing approximately 20% to GDP, so it was important that ACCAN strongly supported that community. The role was quickly filled by Alan Howard who joined the team after many years in engineering management, operations and program management in companies like AT&T, AAPT and Optus.

A strategy for small business advocacy was soon completed and included a plan to: engage the small business community, discover their main needs and concerns and ensure that ACCAN could confidently represent them.

We got off to a flying start on the back of an excellent survey by leading analyst firm Market Clarity, commissioned under the ACCAN grants program. The survey explored the telecommunications and internet experience of 260 Australian small businesses and found that 22% of fixed broadband users reported faults once a month and 32% considered a one-hour outage to be either serious or "catastrophic". Alarmingly, 50% of those polled had no broadband back-up plan. This led ACCAN to develop tip sheets

educating small business consumers on the critical importance of business continuity planning, as well as a range of general tip sheets on topics such as choosing an internet service provider, global roaming and credit reporting.

ACCAN also conducted substantial email, telephone and face-to-face outreach drives concentrating on small business associations, peak bodies and state and local government. Included in this was a small business survey developed by ACCAN and distributed to members of the SME Association of Australia and a presentation on telecommunications issues and resolution at a training conference for small business advisors in Coffs Harbour. We also assisted the push by the Broadband for the Bush Alliance for better regional and remote mobile coverage and developed a position paper on that subject.

During the closing months of the year we responded to a government proposal for the development of online learning tools for small businesses and prepared for our hosting of an information booth at the COSBOA Small Business Summit. This work positioned us very well for extensive small business outreach in the year ahead.

Una Lawrence
Director
Policy and Campaigns



ACCAN's Policy team has had a stimulating and challenging year, beginning with the introduction of the revised Telecommunications Consumer Protections Code coming into force from September 2012. We've been tracking the new advertising rules, clear point of sale information, and industry audits of compliance with the Code.

With privacy becoming increasingly important as consumers continue to embrace the digital world, ACCAN has worked on a range of privacy issues such as: supporting mandatory data breach notifications, pointing out the privacy implications of big data, calling for improvements to privacy guidelines for app developers, and engaging with member organisations on important credit reporting changes. We also had a big result in our work on silent-line charging for fixed lines, with Telstra agreeing to a fee exemption for people facing a security threat.

We've been actively involved in ongoing NBN policy discussions, with ACCAN presenting at the half-yearly NBN Joint Parliamentary Committee hearing on April 19, arguing that a minimum standard for quality of fixed line voice services must be maintained over the NBN, and calling for easy-to-understand broadband performance measures. We also continued to pressure NBN Co to deliver tenant-friendly policies and wholesale pricing arrangements.

We are committed to improving telecommunications services in regional and remote Australia, with our mobile coverage position statement

advocating for the Australian Government to play a vital role in improving mobile coverage in rural and remote areas.

A big highlight of this year saw new services offered under the National Relay Service, which excitingly incorporated ACCAN's recommendations made over the past two years. ACCAN Disability Policy Advisor Wayne Hawkins has also worked with disability organisations to urge government to adopt accessible ICT Procurement policies, and has worked tirelessly with ACCAN members in pursuit of more accessible broadcasting.

We released research just before Christmas to expose which pre-paid calling cards to avoid, accompanied by a tip sheet in 8 different languages, to help consumers make better choices when calling family and friends overseas. With the booming popularity of smartphone apps, ACCAN research highlighted the confusing marketing of 'pay to play' apps, which are free to download but cost real money to play – causing considerable bill shock to parents and young people.

To round off a busy year, we have achieved some real gains in our Fair Calls for All campaign, with the industry coming on board to make calls to 1800 numbers from mobiles free from 2014/15, and we have continued to work toward fixed low-cost charging for mobile calls to 13/1300 numbers.

Indigenous engagement



Message stick presented by Michael West from the Metropolitan Local Aboriginal Land Council after delivering the Welcome to Country at ACCAN's RAP launch

This financial year, ACCAN ramped up its work with Indigenous peoples and communities, culminating in our first Indigenous Consultation Workshop in March 2013 in Alice Springs, attended by ACCAN members directly involved with Indigenous communications, ACCAN Chief Executive Teresa Corbin, Director of Policy and Campaigns Una Lawrence, and Indigenous Policy Officer Michael Charlton. The workshop focused on developing a framework for Indigenous consumer representation, strategies for effective Indigenous representation, education and information, and ways of identifying research and advocacy opportunities. It has set the direction for our future engagement to help bridge the digital divide experienced by Indigenous Australia.

The workshop comes on the back of a number of ACCAN initiatives in this financial year to improve communications services for Indigenous communities and peoples:

- The hiring of ACCAN's first Indigenous Policy Officer, Michael Charlton, in October 2012
- In November 2012, Michael Charlton took part in a fieldtrip to central Australia as part of the ongoing Home Internet for Remote Indigenous Communities project – a previous ACCAN grants project aimed at providing advice to policy makers, funding bodies and service providers on internet take-up in remote Indigenous communities.
- Regular involvement in the Broadband for the Bush (BB4B) Alliance – an alliance of 13 organisations and councils that focus on the unique communications needs of people living and working in remote Australia and how best to address them. ACCAN involvement included facilitating the two-day BB4B forum in July 2012 and contributing to the BB4B “Rethinking the Indigenous Communications Program” policy paper.
- Submitting to the Joint Select Committee on Cyber-Safety regarding the important issues related to cyber-bullying in Indigenous communities.
- The launch of ACCAN's Reconciliation Action Plan (RAP). Officially launched by Aboriginal and Torres Strait Islander social justice commissioner Mick Gooda in Sydney on 25 February 2013, ACCAN's RAP is a policy that will guide our engagement with Indigenous communities and help build an Australian society that values and respects Aboriginal and Torres Strait Islander peoples and cultures.
- Hosting an ACCAN booth at the annual Yabun Indigenous Festival in January 2013.
- Sponsorship of the Eora TAFE in Sydney, as well as contributing regularly to their student newsletter.

Consumer awareness



Asher Moses
Media & Communications
Manager

Years of hard work building our profile and establishing relationships with the public and media has paid huge dividends. This year, ACCAN recorded 925 media mentions, more than double the previous year of 428. The hottest media issues included global roaming, the price of mobile data, in-app purchases, IT pricing and data breach notifications.

Our willingness to stand up for consumers has not only ensured ACCAN remains a trusted source in the media, but perhaps more importantly, our voice is being heard by those who matter, for instance ACCAN research on “freemium” apps heavily informed an ACCC investigation.

The new TCP Code came into effect this financial year and ACCAN put considerable effort into educating consumers on how the changes would affect them, including the publication and wide distribution of our plain English “Making The Right Call” guide.

In March we launched the Phone Rights app, which provides consumers with vital information about their rights, including in video format, as well as an innovative tool enabling them to log poor reception. Phone Rights, which has been downloaded over 10,000 times, was developed thanks to a bequest from the late consumer advocate Maureen Le Blanc.

In September ACCAN redesigned its weekly WebNews and members emails to be more engaging and reader-friendly, with a steady



increase in click-throughs and subscribers following the revamp. We continue to ensure all our communications are accessible by providing a plain-text version.

Reports on the global roaming rip-off continued during the year following new government initiatives attempting to solve the problem. ACCAN engaged in extensive advocacy around this issue and many others, such as ensuring mobile data charges remain affordable, and ending unjust silent line fees.

We’ve effectively harnessed Twitter and YouTube to ensure our initiatives benefit a broad range of consumers. Twitter followers increased by over 40% on the previous year. Traffic to the ACCAN website increased from 4438 average users per month in 2011-12 to 5206 in 2012-13.

These efforts have been extended by our community outreach activities, which included facilitating the two-day Broadband for the Bush Forum in Alice Springs, running a telecommunications workshop with 20 young leaders at Youth Action’s “Shift This!” conference, and our CEO Teresa Corbin holding a consumer rights workshop in Darwin.

Grants



Narelle Clark
Director of Operations
– Deputy CEO

This financial year the ACCAN Grants Scheme has continued to grow in profile. A record number of 77 applications were received during the 2013 round of the scheme, of which 62 were eligible for assessment by the Independent Grants Panel.

We continue to work closely with applicants to ensure they have a thorough understanding of the Grants Scheme Guidelines and ACCAN's Strategic Plan. Collaboration also continues with the successful applicants once projects begin. This allows projects to align well with ACCAN's policy and advocacy work and also to support rigorous and ethical research.

Five grant projects were completed over this financial year, adding considerably to our evidence base and strengthening our education

and advocacy initiatives. Our research base was significantly expanded through an examination of the telecommunications use and experiences of small business.

This project produced a comprehensive baseline data set which propelled ACCAN's new work in the small business area, giving ACCAN's first Small Business Project Officer a great piece of material to build from. Other research examined the experiences of those living in the NBN rollout area of Brunswick, Victoria, and resulted in the first consumer report on the NBN. Educational projects also saw high school students volunteering to help older Australians learn how to use a device of their choice, such as an iPad, while another project produced comprehensive materials to advise young people in dealing with confusing mobile phone contracts.

Grants scheme projects completed in 2012–2013

- **Caps, Apps and Other Mobile Traps** by the National Children's and Youth Law Centre is helping young people become savvy mobile phone consumers.
- **Death and the Internet** examined the options consumers have for safe-keeping their online accounts, profiles and assets in the case of their death.
- **High-Speed Broadband and Household Media Ecologies** captured the experience of a sample of the NBN's first users.
- **Know Your Gizmo** partnered up high school students with seniors to help seniors use a gizmo of their choice.
- **Small Business Telecommunications Use and Experience** produced a baseline data set based on interviews with 200 small businesses around Australia.

Grants

Death and the Internet:



More and more people now have online bank accounts, email addresses, social networking accounts such as Facebook and LinkedIn, and digital assets such as eBooks and music files. So it was only a matter of time before the question arose: what happens to these online assets and accounts after a person dies?

A team of researchers from the University of Melbourne, under the ACCAN Grants Scheme, investigated issues of online memorials, bequeathing, and preserving digital materials after death. The researchers sifted through various licencing policies, examined terms of use agreements and copyright laws and interviewed a range of people, from funeral directors, to internet service providers and estate planning lawyers.

The researchers found that if you don't manage your digital legacy, items of immense personal value (photographs, for example) will become inaccessible and/or destroyed. Many Australians are now creating digital registers which document all their online assets and activities, and leaving instructions to their heirs to handle these materials after death. Including such a register in a Will helps to preserve (or dispose of) digital assets and to prevent identity theft, damage to reputations and intrusions to privacy. It also allows the bequeathment of online images, for example, to occur more smoothly.

A final report was compiled which detailed the researchers' findings and recommendations, and a brochure was produced which provided useful tips on preserving your digital footprint. Copies of this brochure were sent to state trustee offices, estate planning lawyers, charities such as Anglicare and the Salvation Army, and funeral parlours. The brochure is also available from the ACCAN office, or downloadable from our website.



Caps, Apps and Other Mobile Traps



The National Children's and Youth Law Centre (NCYLC) is a non-profit community legal centre committed to addressing human rights issues for young people in Australia. It works to support children and young people, to increase awareness of their rights and their access to justice.

Recognising that a major gap exists in child-friendly consumer resources for mobile phones, the team at NCYLC produced a number of resources that are easily accessible and understood by children. These include a youth-friendly translation of a range of mobile phone contracts, as well as fact sheets, a glossary of key terms which translates jargon into plain English, and an online one-stop-shop of mobile phone consumer information.

Our impact



Blind Citizens Australia

“As an organisation, we greatly value our membership with ACCAN. ACCAN always ensures that we are up-to-date on matters pertaining to the accessibility of communications technology so that we are able to keep our members informed. ACCAN also provides us with opportunities to collaboratively advocate on different issues, such as public procurement for ICT and audio description on television.”

ASCCA

“Congratulations to ACCAN for representing consumers on communication issues; seniors can be disadvantaged by not using modern communication formats including telecommunications, broadband and the seemingly endless emerging technologies. The Australian Seniors Computer Clubs Association (ASCCA) is the national peak body for seniors and technology and we applaud ACCAN’s endeavours to ensure that availability, accessibility and affordability issues are addressed for the advantage of all Australians. ASCCA is proudly a member of ACCAN and our involvement with ACCAN is strong and ongoing.”

“ACCAN plays a vital role in promoting the interests of telecommunications consumers.

Australian Privacy Foundation

Like its predecessor CTN, ACCAN has been a strong and active voice for privacy protection across issues as diverse as silent lines, numbering, participant monitoring and telco credit default listings. ACCAN works well in partnership with other consumer NGOs to restrain unreasonable business practices and unjustified surveillance by governments.”

Financial Counselling Australia

“Financial counsellors often assist people who have a problem with a telco – a high bill, a plan they can’t afford or have been sold an inappropriate product. While we can help individuals to resolve these issues, ACCAN gives our clients and our sector a voice in broader reform. The best example is the campaign about the cost of 1800 and 13 numbers from mobile phones, which is a huge issue for many low-income consumers. Without ACCAN, the campaign for change, that has been largely successful, simply would not have occurred.”

“The National Children’s and Youth Law Centre (NCYLC)

National Children’s and Youth Law Centre

really values its membership of ACCAN. We have come to respect ACCAN’s work on cyber-safety, phone consumer and disability access issues especially. Young communications consumers need advocates too and with the support of ACCAN, through its Grants Program, this is where NCYLC and ACCAN stepped in to help young consumers realise their consumer rights.”

Choice

“In the past 12 months ACCAN has continued to play a vital role in championing consumer rights on issues around telecommunications and Internet. Significantly, its successful campaign to get mobile phone companies to cut excessive global roaming charges delivered a major win for consumers, with Vodafone and Optus both reducing the costs of their services.”



Members



Organisational Members as at June 30 2013

- Able Australia
- Achieve Australia
- Australia For All Alliance Inc
- Australian Communication Exchange
- Australian Council of Social Service
- Australian Federation of Deaf Societies
- Australian Federation of Disability Organisations
- Australian Pensioners and Superannuants Federation
- Australian Privacy Foundation
- Australian Regional Business Development Specialists
- Australian Seniors Computer Clubs Association
- Better Hearing Australia
- Blind Citizens Australia
- BuildersNet Pty Ltd
- CARE Inc
- Central Land Council
- Centre for Appropriate Technology
- Centre for eCommerce & Communications
- CHOICE
- CICADA QLD
- CITIES - Centre for Indigenous Technology Information and Engineering Solutions
- Collective of Self Help Groups
- Combined Pensioners & Superannuants Assoc. of Victoria
- Communication Rights Australia
- Communications Law Centre
- Community Broadcasting Association of Australia
- Community Legal Centres NSW
- Consumer Action Law Centre
- Consumer Credit Legal Centre NSW
- Consumer Credit Legal Service WA
- Consumer Utilities Advocacy Centre
- Consumers' Association of South Australia
- Consumers' Federation of Australia
- Copper Development Centre, Australia Ltd
- Council on the Ageing (WA) Inc.
- Council on the Ageing Australia
- Country Women's Association of Australia
- Customer Underground
- Cyberspace Law and Policy Centre
- Deaf Australia
- Deaf Can Do
- Deaf Children Australia
- Deaf NT
- Deaf Society of NSW
- Deafness Forum of Australia
- Desert Knowledge Australia
- Digital Tasmania
- Diversicare
- Electronic Frontiers Australia
- Energetica
- Ethnic Communities Council of WA
- Evidence Technology Holdings Pty Ltd
- Family Drug Support
- Federation of Ethnic Communities Councils of Australia
- Financial Counselling Australia
- Financial Counsellors Association of Queensland
- Footscray Community Legal Centre
- Gateway Community Group Inc
- Health Consumers of Rural & Remote Australia
- Helplines Australia
- Homelessness Australia
- Hovtek Pty Ltd T/A Sydney Trade Point
- IDEAS NSW
- Illawarra Legal Centre Inc
- Indigenous Consumer Assistance Network Ltd
- Indigenous Remote Communications Association
- Inner Sydney Regional Council for Social Development
- Internet Society of Australia
- Inclusive UX
- IP Neighborhood
- Isolated Children's Parents Association Australia
- Isolated Children's Parents' Association NT
- Isolated Children's Parents' Association of NSW
- Isolated Children's Parents' Association WA
- itControl
- Kingsford Legal Centre
- Macarthur Legal Centre
- Media Access Australia
- National Association of Community Legal Centres
- National Association of Tenant Organisations
- National Children's and Youth Law Centre
- National Council of Women of Australia
- National Ethnic Disability Alliance
- Northern Rivers Community Legal Centre
- Novita Children's Services
- NSW Farmers Association
- People with Disabilities WA
- People with Disability Australia
- Physical Disability Australia
- Physical Disability Council of NSW
- Queensland Consumers Association
- Queensland Council of Social Service
- Redfern Legal Centre
- Signs Ministries Charitable Trust
- South Australian Financial Counsellors Association
- Swinburne Institute for Social Research
- Tasmanian Deaf Society
- Tasmanians with Disabilities Inc.
- Telecommunications Consumer Group SA Inc
- Tenants Union of Queensland Inc.
- The Australia Institute
- The Settlement Neighbourhood Centre
- Vision Australia
- W.O.W! - Willing Older Workers Incorporated
- Western Australian Deaf Society Inc.
- Westwood Spice
- Women with Disabilities Australia
- Women's Legal Services Aust
- Women's Legal Services NSW
- Workventures
- Yirrkala Homelands Schools

Submissions

ACCAN's policy team made a number of submissions to government, regulatory and other inquiries in 2012-2013. All of our submissions can be found in full online at: accan.org.au/submissions

2012

JUL

- House of Reps Standing Committee on Infrastructure and Communications, IT Pricing Inquiry
- Senate Legal and Constitutional Affairs Committee, Privacy Amendment Bill 2012
- auDA Industry Advisory Panel, Review of structure and regulation of Australian domain name industry

AUG

- House of Reps Standing Committee on Social Policy and Legal Affairs, Inquiry into Privacy Amendment Bill 2012
- ACMA, Proposed Payphone Guidelines
- Joint Parliamentary Committee on Intelligence and Security, Inquiry into potential reforms of National Security Legislation

OCT

- DBCDE, Trans-Tasman Mobile Roaming
- ACMA, Global Roaming Notifications Standard
- auDA, Industry Advisory Panel draft recommendations on the Accreditation and Regulation of Domain Name Registries and Resellers
- Dept of Prime Minister and Cabinet, National Trusted Identities Framework Submission

NOV

- Australian Law Reform Commission, Copyright and the Digital Economy Issues Paper
- Australian Government Attorney-General's Dept, Data Breach Notifications

2013

JAN

- ACCC, NBN Co Special Access Undertaking
- ACMA, Draft standard on closed-caption quality
- Commonwealth Consumer Affairs Advisory Council, App purchases by Australian consumers
- auDA, Dispute Resolution Policy Submission

FEB

- Department of Education, Employment and Workplace Relations, Inquiry into improving the employment participation of people with disability
- ACMA, Fixed and Local Rate Number Statutory Consultation

MAR

- Senate Standing Committee on Environment and Communications, Silent Lines

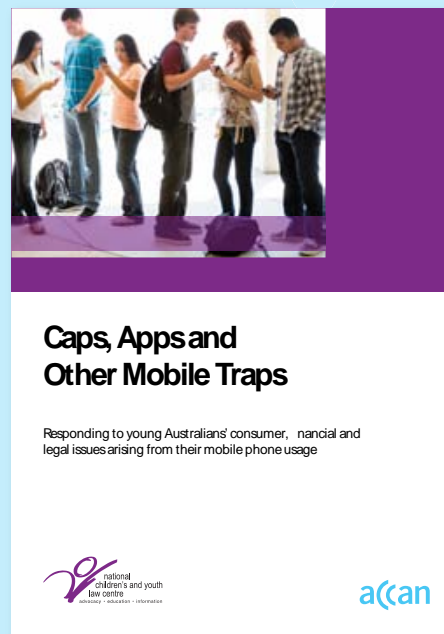
APR

- Australian Government Information Management Office, Submission on big data strategy
- Joint Parliamentary Committee on the NBN, Fifth 6 monthly review of NBN
- Office of the Australian Information Commissioner's, Draft guide to mobile privacy for app developers
- Attorney General's Department, Breach notifications exposure draft submission

MAY

- Senate Environment and Communications Committee, Telecommunications Legislation Amendment (Consumer Protection) Bill 2013
- Australian Retail Credit Association, Credit Reporting Privacy Code Review
- Communications Alliance, Calling Number Display Code
- ACMA Technical Advisory Group, Managing quality of service issues for standard telephone services in an IP environment
- Joint Select Committee on Cyber-Safety, Cyber-Safety issues affecting Indigenous Australians
- ACMA, Premium services (190) determination review
- Consumers International, Mobile banking standards
- Commonwealth Consumer Affairs Advisory Council, Review of the Benchmarks for Industry-based Customer Dispute Resolution Schemes
- Telecommunications Industry Ombudsman, Publishing Comparative Complaints Data
- ACMA, Identity checks for prepaid mobile
- Internet Industry Association, icode
- Senate Committee on Constitutional and Legal Affairs, Privacy Alerts Bill (data breach notifications)
- ACMA, Consultation on change to numbering plan
- DBCDE, Multi-Channel Caption Review





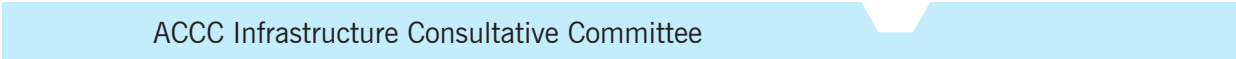
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- Market Clarity 2013, Small Business Telecommunications Service Use and Experience, ACCAN, Sydney
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- National Children's and Youth Law Centre, 2013, Caps, Apps and Other Mobile Traps: Responding to young Australians' financial and legal issues arising from mobile phone usage, ACCAN, Sydney
- Turner, Erin 2013, Pre-paid calling cards: advertising, use and complaints processes in ACCAN, Sydney
- Blind Citizens Australia, Media Access Australia, ACCAN & Vision Australia, Blindness Sector Report on the 2012 ABC Audio Description Trial
- ACCAN & Ipsos, 2012, National Consumer Perceptions Survey 2012, ACCAN, 2012, Making the Right Call: Your rights as a phone & internet consumer, ACCAN, Sydney
- ACCAN & the Internet Society of Australia (ISOC-AU), 2013, National Broadband Network: A guide for consumers

External representation

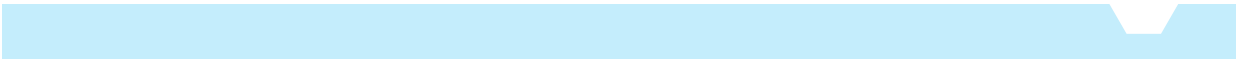
Members of the ACCAN team represent consumers on a range of government, industry and regulatory committees:



ACCC Consumer Consultative Committee



ACCC Infrastructure Consultative Committee



ACMA Captioning Quality Working Group



ACMA Emergency Call Service Advisory Committee



ACMA Technical Advisory Group



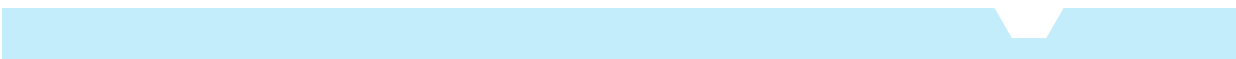
Communications Alliance, Participant Monitoring Revision Working Committee



DBCDE Cyber Security Week Steering Group



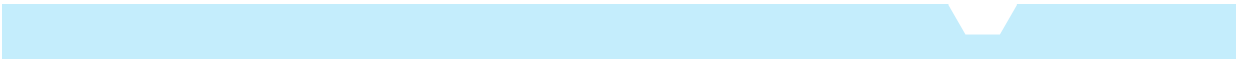
GAP/DBCDE National Standing Committee on Cloud Computing



National Relay Service Consumer Consultative Committee




Optus Consumer Liaison Forum



Standards Australia IT-038 Distributed Application Platform and Services Committee (Australian Mirror Committee to JTC 1/ SC 38 - IT-038 IAPS)



TIO Council



APSC Roundtable on Accessible ICT

Consultation

ACCAN has three main consultation groups, consisting of a wide range of telecommunications stakeholders, who advise ACCAN on various policies.

Indigenous Consultation Workshop

This workshop developed a framework for Indigenous consumer representation, strategies for effective Indigenous representation, education and information, and ways of identifying research and advocacy opportunities.

Teresa Corbin (chair)	ACCAN
Michael Charlton	ACCAN
Andrew Crouch	Centre for Appropriate Technology
Daniel Featherstone	Indigenous Remote Communications Association
Donna Hensen	Women's Legal Service NSW
Heron Loban	James Cook University
Una Lawrence	ACCAN
Annie McCall	Mulga Gidgee
Alyson Wright	Central Land Council
Peter Taylor	Centre for Appropriate Technology

SACCA

Our Standing Advisory Committee on Consumer Affairs (SACCA) members have hands-on experience in general telecommunications consumer issues and advise ACCAN on various policies.

Jo Benvenuti	Consumer Utilities Advocacy Centre
Ian Butterworth	Telecommunications Consumer Group SA
Andrew Crouch	Centre for Appropriate Technology
Michael Fraser (chair)	UTS Communications Law Centre
Loretta Kreet	
Rachael Milfull	AFCCRA
Karin Ness	Northern Rivers Community Legal Centre
Victoria Rubensohn	
John Wood	

SACDI

Our Standing Advisory Committee on Disability Issues (SACDI) members represent various disability organisations and offer ACCAN expert advice on our disability policies.

Dean Barton-Smith	CEO LINK Community Transport
Catherine Clark	North Melbourne Institute of Tafe
Kim Curtis	
Lachlan Hazelton	Physical Disability Council NSW
Scott Hollier (chair)	Media Access Australia
Nadia Moffatt	
Andrew Stewart	Deafness Forum of Australia
Denise Wood	University of South Australia
Hank Wyllie	

2013 Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



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Financial Report

Australian Communications Consumer Action Network Limited
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Directors' Report

Your Directors present their report together with the financial report of Australian Communications Consumer Action Network Limited ('the Company') for the financial year ended 30 June 2013 and the auditor's report thereon.

Directors

The Directors of the Company at any time during or since the end of the financial year are:

<i>Name</i>	<i>Qualifications and Experience</i>
Johanna Plante Chairperson	Volunteer Coordinator, TafeSA Education Training – Deaf and Auslan Programmes Volunteer, TafeSA ETD Programme Advisor, Deaf Community SA Bachelor of Engineering (First Class Honours) Director since 10 November 2010 Deputy Chairperson from 9 December 2010 to 31 October 2012 Appointed Chairperson on 31 October 2012
Harriet Raiche Deputy Chairperson	Adjunct Lecturer, Faculty of Law, University of NSW Solicitor, Supreme Court of NSW Research Associate, Communications Law Centre Board Member, Australian Privacy Foundation Director, Internet Society of Australia Chair, Asia Pacific At Large Regional Structure, ICANN Member, At-Large Advisory Committee, ICANN BA and LL.M., George Washington University, Washington DC LLB, Faculty of Law, UNSW Deputy Chair, ACCAN from 5 August 2008 to 10 November 2010 Director since 9 November 2011 Appointed Deputy Chairperson on 31 October 2012
Dean Barton-Smith AM Director	Chief Executive Officer, LINK Community Transport Inc Chair, Australian Federation of Disability Organisations Director, YMCA Victoria Inc Director, Victorian YMCA Youth & Community Services Inc Director, YMCA Aquatic Education Ltd Treasurer, Victorian Community Transport Association Inc Founder/Principal, Barton-Smith Enterprises MMktg, Fellow Australian Institute of Management (FAIM), Associate Fellow Australian Marketing Institute (AFAMI), Certified Practicing Marketer (CPM) Director since 20 February 2013
Leonard Bytheway Director	Principal Consultant, Bytheway Consulting MBA, Grad Dip Spec Ed, B.Ed, Dip Teach, MAICD Churchill Fellow Director from 15 October 2008 to 10 November 2010 Treasurer from 4 November 2009 to 10 November 2010 Director since 31 October 2012

Financial Report

Australian Communications Consumer Action Network Limited
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Directors' Report

Directors (continued)

Name

Qualifications and Experience

Michael Fraser
Director

Professor of Law
Director, Communications Law Centre, UTS
Chair, Australian Copyright Council
Chair, Stolen Generations Foundation
President, International PEN-Sydney
Solicitor, Supreme Court of NSW
AM, FAICD, BA (Hons), LLB (Hons)
Chairperson, ACCAN from 10 November 2010 to 31 October 2012
Director since 4 November 2009

Sandra Milligan
Director

Managing Director, Carnival Learning Pty Ltd
BSc, BEd(Hons), Med
Fellow Australian Institute of Company Directors
Research Associate, Assessment Research Centre,
University of Melbourne
Board Member, Lincoln College
Director since 31 October 2012

Ryan Sengara
Director

Senior Project Officer, Government of Western Australia
Master of Arts (Honours)
Bachelor of Commerce
Certified Professional, Australian Computer Society
Director since 31 October 2012

Nigel Waters
Director

Principal, Pacific Privacy Consulting
Former deputy Australian Privacy Commissioner
Board member, Australian Privacy Foundation and
Privacy International
Steering Committee, OECD Civil Society Information
Society Advisory Council
AUSTRAC and AMSRO Privacy Committees
Masters degrees from the University of Cambridge,
University of Pennsylvania and University of Technology Sydney
Director since 31 October 2012

Marcus Wigan
Director

Professor Emeritus of Transport and Information Systems,
Edinburgh Napier University
Adjunct Professor, ICT, Swinburne University of Technology
Professorial Fellow, Melbourne Sustainable Society Institute,
The University of Melbourne
Vice Chair, Electronic Frontiers Australia
Australian Privacy Foundation
BA(Hons), MA, DPhil (Oxon); MA, MBA (Monash)
MA, GradDipLegal Studies(IP) (Melbourne)
Grad Dip Applied Psych(Organisational) (Victoria)
FACS, FInstP, FICE, FIAust, FAITPM, FCILT
Director since 31 October 2012



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Directors' Report

Directors (continued)

<i>Name</i>	<i>Qualifications and Experience</i>
Carmen Daniels Retired Director	Research & Communications Manager, Co-founder, Indigenous Consumer Assistance Network Ltd Member, Consumer Consultative Committee, Australian Competition Consumer Commission (ACCC) Member, Indigenous Financial Services Network, Reconciliation Australia Accredited Member, Financial Counselling Association of Queensland (FACQ) Currently completing BA, Community Development Director from 9 November 2011 to 20 March 2013
Katherine Lane Retired Director	Principal Solicitor, Consumer Credit Legal Centre (NSW) Inc. BA LLM Director from 10 November 2010 to 31 October 2012
Kyle Miers Retired Director	Manager, Community Relations - Deaf Children Australia Chairperson, ACCAN Standing Advisory Group on Disability Issues (2010 - current) Member, Optus Disability Advisory Group Member, Telstra Disability Advisory Group Director from 15 October 2008 from 31 October 2012 Inaugural Secretary to 2009
George Perry Retired Director	Director, Commercial & Finance, CHOICE Bachelor of Economics (Finance & Accounting) Director from 10 November 2010 to 31 October 2012 Treasurer from 10 November 2010 to 31 October 2012
Susan Salthouse Retired Director	Director, Didactic Enterprises Member, Advance Personnel Board Member, Women in Adult & Vocational Education Board BAgSci, DipEd Director from 15 October 2008 to 31 October 2012 Secretary from 9 November 2011 to 31 October 2012
Alex Varley Retired Director	Chief Executive, Media Access Australia Director, ASIX Director, ACC Enterprises Pty Ltd B.Business (Marketing) GradDip Urban Planning Director from 10 November 2010 to 31 October 2012

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.



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Australian Communications Consumer Action Network Limited
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Directors' Report

Company Secretary

Ms Teresa Corbin was appointed to the position of Company Secretary in October 2008. She was the former Chief Executive Officer of Consumers' Telecommunications Network and has a Bachelor of Arts majoring in linguistics.

Directors' Meetings

The number of Directors' meetings and the number of meetings attended by each of the Directors' of the Company during the financial year are:

Current Directors	Directors' Meetings	
	Meetings Eligible to Attend	Meetings Attended
Johanna Plante	5	5
Harriet Raiche	5	5
Dean Barton-Smith	2	2
Leonard Bytheway	4	4
Michael Fraser	5	5
Sandra Milligan	4	4
Ryan Sengara	4	4
Nigel Waters	4	4
Marcus Wigan	4	3
Carmen Daniels	3	2
Katherine Lane	5	5
Kyle Miers	1	1
George Perry	1	1
Susan Salthouse	1	-
Alex Varley	1	1

Committee Memberships

Committee	Members' for 2013	Members' for 2012
Finance & Audit	Sandra Milligan (convenor) Johanna Plante Ryan Sengara	George Perry (convenor) Alex Varley Michael Fraser
Membership	Ryan Sengara (convenor) Nigel Waters	Susan Salthouse (convenor) Katherine Lane Carmen Daniels
Remuneration & Performance	Leonard Bytheway (convenor) Johanna Plante	Michael Fraser George Perry
Governance & Constitution	Harriet Raiche (convenor) Marcus Wigan	Katherine Lane Johanna Plante Harriet Raiche

Financial Report

Australian Communications Consumer Action Network Limited
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Directors' Report

Principal Activities

The principal activity of the Company during the financial year was to be the peak body that represents all consumers on communications issues including telecommunications, broadband and emerging new services. ACCAN provides a strong unified voice to industry and government as consumers work towards availability, accessibility and affordability of communications services for all Australians. Consumers need ACCAN to promote better consumer protection outcomes ensuring speedy responses to complaints and issues. ACCAN aims to empower consumers so that they are well informed and can make good choices about products and services. As a peak body, ACCAN will activate its broad and diverse membership base to campaign to get a better deal for all communications consumers.

No significant changes in the nature of the Company's activity occurred during the financial year.

Operating Results

The surplus of the Company amounted to \$155,122 (2012: \$14,864).

Events Subsequent to Reporting Date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors of the Company, to affect significantly the operations of the Company, the results of those operations, or the state of affairs of the Company, in future financial years.

Dividends

The Company's Constitution prohibits the payment of dividends to the Members of the Company.

The Company is limited by guarantee and does not issue shares or options to purchase shares.

Significant Changes in State of Affairs

In the opinion of the Directors there were no significant changes in the state of affairs of the Company that occurred during the year.

Likely Developments

The Company will further develop the level of operations through the receipt of grants and the acquittal of those grants through various programs and projects.

No likely change in the Company's direction is projected.

Environmental Regulations

The Company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Indemnification of Officers or Auditor

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the Company.

Proceedings on Behalf of the Company

No person has applied for leave of Court to bring proceedings on behalf of the Company or intervene in any proceedings to which the Company is a party for the purpose of taking responsibility on behalf of the Company for all or any part of those proceedings. The Company was not a party to any such proceedings during the year.

Financial Report

Australian Communications Consumer Action Network Limited
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Directors' Report

Auditor's Independence Declaration

The auditor's independence declaration is set out on page 7 and forms part of the Directors' report for the financial year ended 30 June 2013.

Signed in accordance with a resolution of the Board of Directors

Johanna Plante
Director

Harriet Raiche
Director

Dated this 5th day of September 2013
Sydney, NSW

Financial Report

Australian Communications Consumer Action Network Limited
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Auditor's Independence Declaration Under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the financial year ended 30 June 2013 there has been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

MOSAIC AUDIT & CONSULTING

Vanessa Patricio
Principal
Registered Company Auditor # 333315

Dated this 5th day of September 2013
Sydney, NSW

Financial Report

Australian Communications Consumer Action Network Limited
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Statement of Comprehensive Income For The Year Ended 30 June 2013

	Note	2013 \$	2012 \$
Revenue	2	2,337,913	2,208,885
Employee benefits expenses		(1,228,730)	(1,213,529)
Project and program expenses		(362,982)	(340,060)
Occupancy expenses		(155,203)	(159,551)
Accommodation and travel		(73,413)	(67,821)
Conferences and events		(62,975)	(83,629)
Printing, postage and stationary		(50,436)	(54,632)
Depreciation and amortisation	3	(50,406)	(59,376)
Training and development		(48,200)	(44,957)
Information technology		(45,863)	(42,635)
Audit, legal and accountancy fees		(16,243)	(17,865)
Marketing and advertising		(15,755)	(15,735)
Loss on disposal of plant and equipment		(1,920)	-
Loss on disposal of intangible assets		-	(14,182)
Interest paid		-	(1,686)
Other expenses	3	(70,665)	(78,363)
Profit before income tax		155,122	14,864
Income tax expense	1(k)	-	-
Profit after income tax		155,122	14,864

The accompanying notes form part of these financial statements

Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Statement of Financial Position As At 30 June 2013

	Note	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	641,815	532,883
Trade and other receivables	6	150,452	101,645
Prepayments	7	28,637	18,423
TOTAL CURRENT ASSETS		<u>820,904</u>	<u>625,951</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	66,070	97,340
Intangible assets	9	28,686	30,555
TOTAL NON-CURRENT ASSETS		<u>94,756</u>	<u>127,895</u>
TOTAL ASSETS		<u>915,660</u>	<u>780,846</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	137,608	213,250
Employee benefits	11	114,996	128,230
Deferred income	12	60,904	2,703
TOTAL CURRENT LIABILITIES		<u>313,508</u>	<u>344,183</u>
NON-CURRENT LIABILITIES			
Trade and other payables	10	6,898	-
Employee benefits	11	6,966	3,497
TOTAL NON-CURRENT LIABILITIES		<u>13,864</u>	<u>3,497</u>
TOTAL LIABILITIES		<u>327,372</u>	<u>347,680</u>
NET ASSETS		<u>588,288</u>	<u>433,166</u>
EQUITY			
Retained earnings		<u>588,288</u>	<u>433,166</u>
TOTAL EQUITY		<u>588,288</u>	<u>433,166</u>

The accompanying notes form part of these financial statements

Financial Report

Australian Communications Consumer Action Network Limited
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Statement of Changes in Equity For The Year Ended 30 June 2013

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2011	418,302	418,302
Profit for the year	14,864	14,864
Balance at 30 June 2012	433,166	433,166
Profit for the year	155,122	155,122
Balance at 30 June 2013	588,288	588,288

The accompanying notes form part of these financial statements

Financial Report

Australian Communications Consumer Action Network Limited
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Statement of Cash Flows For The Year Ended 30 June 2013

	Note	2013 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash receipts from customers		132,602	96,121
Cash receipt of grants		2,125,000	2,067,000
Cash paid to suppliers and employees		(2,150,774)	(2,050,410)
Interest received		21,290	23,148
Interest paid		-	(1,686)
Net cash from operating activities	13(b)	<u>128,118</u>	<u>134,173</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of property, plant and equipment		(7,405)	(21,675)
Acquisition of intangible assets		(11,781)	-
Net cash used in investing activities		<u>(19,186)</u>	<u>(21,675)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Payment of finance lease liabilities		-	(6,961)
Net cash from (used in) financing activities		<u>-</u>	<u>(6,961)</u>
Net increase (decrease) in cash and cash equivalents		108,932	105,537
Cash and cash equivalents at 1 July		<u>532,883</u>	<u>427,346</u>
Cash and cash equivalents at 30 June	13(a)	<u>641,815</u>	<u>532,883</u>

The accompanying notes form part of these financial statements

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies

The financial report is for Australian Communications Consumer Action Network Limited as an individual not-for-profit entity, incorporated and domiciled in Australia. Australian Communications Consumer Action Network Limited is a company limited by guarantee.

Member Guarantee

ACCAN is a company limited by Members' guarantee under the *Corporations Act 2001*. The Company is incorporated and domiciled in Australia. If the Company is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company.

Basis of Preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards (AASBs) adopted by the Australian Accounting Standards Board (AASB) and the *Corporations Act 2001*. The financial report has been prepared on a historical cost basis, modified, where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The financial statements were authorised for issue by the Board of Directors on 5 September 2013.

Accounting Policies

(a) Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Grant revenue is recognised in the statement of comprehensive income when the Company obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the Company and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied. When grant revenue is received whereby the Company incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The Company receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

Donations and bequests are recognised as revenue when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

All revenue is stated net of the amount of goods and services tax (GST).



Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(b) Property, Plant and Equipment

Recognition and measurement

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment.

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by Directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Gains and losses on disposals of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of property, plant and equipment. These gains or losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Company and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of property, plant and equipment are recognised in the statement of comprehensive income as incurred.

Depreciation

Depreciation is recognised in the statement of comprehensive income on a straight-line basis over the estimated useful lives of each part of an item of property, plant and equipment. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. Land is not depreciated.

The depreciation rates used for each class of depreciable assets are:

<i>Class of Fixed Asset</i>	<i>Depreciation Rate</i>
Furniture and equipment	10-25%
Leasehold improvements	33%

Depreciation methods, useful lives and residual values are reviewed at each reporting date.

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(c) Intangibles

Website

Expenditure incurred for Websites acquired by the Company have finite lives which are measured at cost, less any accumulated amortisation and impairment losses.

Website Subsequent expenditure

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure is recognised in the statement of comprehensive income as incurred.

Website Amortisation

Amortisation is recognised in the statement of comprehensive income on a straight-line basis over the estimated useful lives of intangible assets from the date they are available for use. The estimated useful life for the website is 4 years. Amortisation methods, useful lives and residual values are reviewed at each reporting date.

(d) Leases

Leases in terms of which the Company assumes substantially all the risks and rewards of ownership are classified as finance leases. Upon initial recognition the leased asset is measured at an amount equal to the lower of its fair value and the present value of the minimum lease payments. Subsequent to initial recognition the asset is accounted for in accordance with the accounting policy applicable to that asset.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the Company will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(e) Financial Instruments

Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the Company becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified as at fair value through profit or loss in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Finance instruments are subsequently measured at either fair value or amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Quoted prices in an active market are used to determine fair value, where available. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as:

- (i) the amount at which the financial asset or financial liability is measured at initial recognition;
- (ii) less principal repayments;
- (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and
- (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability.

Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in the statement of comprehensive income.

- (i) **Financial assets at fair value through profit or loss**
Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.
- (ii) **Loans and receivables**
Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.
- (iii) **Held-to-maturity investments**
Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the Company's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(e) Financial Instruments (continued)

(iv) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period.

(v) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Fair Value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the Company assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(f) Impairment of Assets

At each reporting date, the Company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon on the asset's ability to generate net cash inflows and when the Company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an assets class, the Company estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation reserve in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation reserve for that same class of asset.

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(g) Employee Benefits

Defined Contribution Plans

A defined contribution plan is a post-employment benefit plan under which a Company pays fixed contributions into a separate entity and will have no legal or constructive obligation to pay further amounts. Obligations for contributions to defined contribution plans are recognised as an employee benefits expense in the statement of comprehensive income when they are due. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in future payments is available.

Other Long-term Employee Benefits

The Company's net obligation in respect of long-term employee benefits is the amount of future benefit that employees have earned in return for their service in the current and prior periods plus related on-costs; that benefit is discounted to determine its present value, and the fair value of any related assets is deducted.

Short-Term Employee Benefits

Liabilities for employee benefits for wages, salaries, annual leave represent present obligations resulting from employee's services provided to reporting date and are calculated at undiscounted amounts based on remuneration wage and salary rates that the Company expects to pay as at reporting date including related on-costs, such as workers compensation insurance and superannuation.

(h) Provisions

A provision is recognised if, as a result of a past event, the Company has a present legal obligation or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows that reflect current market assessments of the time value of money and the risks specific to the liability.

(i) Cash and Cash Equivalents

Cash and cash equivalents in the statement of financial position comprise cash at bank and in hand and short-term deposits with an original maturity of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

For the purpose of the statement of cash flows, cash and cash equivalents consist of cash and cash equivalents defined above, net of outstanding bank overdrafts. Bank overdrafts are included within interest-bearing loans and borrowings in current liabilities on the statement of financial position.

(j) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the statement of financial position.

Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Notes to the Financial Statements For The Year Ended 30 June 2013

Note 1 - Statement of Significant Accounting Policies (continued)

(k) Income Tax

No income tax is payable by the Company for the financial year and subsequent years due to the ATO endorsement as a Charitable Institution. The Company has income tax exempt status under subsection 50-B of the *Income Tax Assessment Act 1997*. The income tax exempt status is subject to annual self-reviews.

(l) Critical Accounting Estimates and Judgments

The Directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Company.

It has not been necessary for the Directors to make any key estimates or judgements in the report.

(m) Economic Dependence

ACCAN is dependent on the Department of Broadband, Communications and the Digital Economy (DBCDE) for the majority of its revenue used to operate the business. On 31 August 2012 a multi-year funding Deed was signed with the DBCDE. The term of this Deed commences on 31 August 2012 and expires on 30 May 2017.

At the date of this report the Board of Directors has no reason to believe the DBCDE will not continue to support ACCAN.

(n) New Standards and Interpretations Not Yet Adopted

Not Yet Adopted

A number of new standards, amendments to standards and interpretations are effective for annual reporting periods beginning after 1 July 2012, and have not been applied in preparing these financial statements. Those which may be relevant to the Company are set out below.

AASB 13 Fair Value Measurement (2011)

AASB 13 provides a single source of guidance on how fair value is measured, and replaces the fair value measurement guidance that is currently dispersed throughout Australian Accounting Standards. Subject to limited exceptions, AASB 13 is applied when fair value measurements or disclosures are required or permitted by other AASB's. AASB 13 is effective for annual periods beginning on or after 1 January 2013 with early adoption permitted. The Company has not adopted this standard early.

AASB 119 Employee Benefits (2011)

AASB 119 changes the definition of short-term and other long-term employee benefits to clarify the distinction between the two. AASB 119 is effective for annual periods beginning on or after 1 January 2013 with early adoption permitted. The Company has not adopted this standard early.

Adopted

The following standards are mandatory for annual reporting periods beginning on or after 1 July 2013, with early adoption permissible.

- *AASB 1053: Application of Tiers of Australian Accounting Standards; and*
- *AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements.*

As a not-for-profit entity, the Company is eligible to apply the Tier 2 reporting requirements that are provided in these standards. On the 1st August 2012 the Company decided to adopt AASB 1053 and AASB 2010-2 for reporting periods beginning on or after 1 July 2012. The Company made a decision to provide disclosures in addition to the minimum requirements for the benefit of its users.



Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

	2013	2012
	\$	\$
Note 2 – Revenue		
Revenue from Government Grants and Other Grants		
- Federal Government Grants	2,127,000	2,077,000
Sitting Fees	3,175	1,816
Interest Revenue	21,290	23,148
Membership Fees	13,600	12,365
Conference Registration Revenue	28,585	25,892
Sponsorship Revenue	49,213	66,846
Other Revenue	95,050	1,818
Total Revenue	<u>2,337,913</u>	<u>2,208,885</u>
Note 3 – Expenses		
Other expenses		
- Board & Committee Expenses	19,493	35,761
- Planning & Policy	14,986	2,000
- Sundry Expenses	10,913	15,563
- Other Office Expenses	9,650	10,514
- Insurance	13,333	12,845
- Repairs & Maintenance	1,009	507
- Bank Fees	1,281	1,173
Total Other Expenses	<u>70,665</u>	<u>78,363</u>
Depreciation and Amortisation		
- Furniture and Equipment	36,343	40,546
- Leasehold Improvements	413	5,247
- Website	13,650	13,583
Total Depreciation and Amortisation	<u>50,406</u>	<u>59,376</u>
Rental Expense on Operating Lease	<u>136,277</u>	<u>138,644</u>
Note 4 – Auditors Remuneration		
Remuneration of the auditor of the Company for:		
- Audit and Review of the Financial Report	11,500	11,000
- Audit and Review of Financial Acquittal	500	-
Total Auditors Remuneration	<u>12,000</u>	<u>11,000</u>
Note 5 – Cash and Cash Equivalents		
Cash on hand	215	50
Cash at bank	641,600	532,833
Total Cash and Cash Equivalents	<u>641,815</u>	<u>532,883</u>

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Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

	2013 \$	2012 \$
Note 6 – Trade and Other Receivables		
Trade Receivables	5,252	2,645
Provision for impairment	-	-
	<u>5,252</u>	<u>2,645</u>
Other Receivables	145,200	99,000
Total Trade and Other Receivables	<u>150,452</u>	<u>101,645</u>
Note 7 – Prepayments		
Prepayments	<u>28,637</u>	<u>18,423</u>
Note 8 – Property, Plant and Equipment		
Furniture and equipment – at cost	189,865	203,881
Accumulated depreciation	<u>(123,795)</u>	<u>(106,954)</u>
	66,070	96,927
Leasehold improvements – at cost	16,060	16,060
Accumulated amortisation	<u>(16,060)</u>	<u>(15,647)</u>
	-	413
Total property, plant and equipment	<u>66,070</u>	<u>97,340</u>

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Furniture and Equipment \$	Leasehold Improvements \$
Cost or deemed cost		
Balance at 1 July 2012	203,881	16,060
Acquisitions	7,405	-
Disposals	<u>(21,421)</u>	<u>-</u>
Balance at 30 June 2013	<u>189,865</u>	<u>16,060</u>
Depreciation, amortisation and impairment losses		
Balance at 1 July 2012	106,954	15,647
Depreciation for the year	36,343	-
Amortisation for the year	-	413
Impairment loss	-	-
Disposals	<u>(19,502)</u>	<u>-</u>
Balance at 30 June 2013	<u>123,795</u>	<u>16,060</u>

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

Note 8 – Property, Plant and Equipment (continued)

	Furniture and Equipment	Leasehold Improvements
Carrying Amounts	\$	\$
At 1 July 2012	96,927	413
At 30 June 2013	66,070	-

Leased Equipment

The company leased a telephone system under a finance lease arrangement which expired on 30 June 2012. The leased equipment secures lease obligations. At 30 June 2013 the net carrying amount of leased equipment was \$Nil (2012: \$6,403). During the year, the Company did not acquire leased assets.

	2013	2012
	\$	\$
Note 9 – Intangibles		
Website – at cost	66,111	54,330
Accumulated amortisation	(37,425)	(23,775)
Total intangibles	28,686	30,555

Movements in Carrying Amounts

Movement in the carrying amounts for intangibles between the beginning and the end of the current financial year:

	Website
Cost	\$
Balance at 1 July 2012	54,330
Acquisitions	11,781
Disposals	-
Balance at 30 June 2013	66,111
Amortisation and impairment losses	
Balance at 1 July 2012	23,775
Amortisation for the year	13,650
Impairment loss	-
Disposals	-
Balance at 30 June 2013	37,425
Carrying Amounts	
At 1 July 2012	30,555
At 30 June 2013	28,686

Financial Report

Australian Communications Consumer Action Network Limited
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Notes to the Financial Statements For The Year Ended 30 June 2013

	2013 \$	2012 \$
Note 10 – Trade and Other Payables		
CURRENT		
Trade payables	8,177	26,086
Other payables	<u>129,431</u>	<u>187,164</u>
	<u>137,608</u>	<u>213,250</u>
NON-CURRENT		
Other payables	<u>6,898</u>	<u>-</u>
Note 11 – Employee Benefits		
CURRENT		
Liability for annual leave	72,977	82,782
Liability for long service leave	<u>42,019</u>	<u>45,448</u>
	<u>114,996</u>	<u>128,230</u>
NON-CURRENT		
Liability for long service leave	<u>6,966</u>	<u>3,497</u>
Movement in employee benefits		
Opening balance at 1 July	131,727	101,002
Adjustments	<u>(9,765)</u>	<u>30,725</u>
Closing balance at 30 June	<u>121,962</u>	<u>131,727</u>
Note 12 – Deferred Income		
Membership fees received in advance	140	430
Conference registrations received in advance	1,641	-
Sponsorship revenue received in advance	<u>59,123</u>	<u>2,273</u>
	<u>60,904</u>	<u>2,703</u>
Note 13 – Cash Flow Information		
(a) Reconciliation of cash		
Cash on hand	215	50
Cash at bank	<u>641,600</u>	<u>532,833</u>
Total cash and cash equivalents	<u>641,815</u>	<u>532,883</u>
(b) Reconciliation of cash flow from operating activities		
<i>Cash flows from operating activities</i>		
Profit after income tax for the year	155,122	14,864
Adjustments for:		
Depreciation and amortisation	50,406	59,376
Loss on disposal of intangible assets	1,920	14,182
Change in assets and liabilities:		
Change in trade and other receivables	(48,807)	(13,383)
Change in prepayments	(10,215)	(9,234)
Change in trade and other payables	(68,744)	35,496
Change in employee benefits	(9,765)	30,724
Change in deferred income	<u>58,201</u>	<u>2,148</u>
Net cash from operating activities	<u>128,118</u>	<u>134,173</u>

Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Notes to the Financial Statements For The Year Ended 30 June 2013

Note 14 – Operating Leases

Non-cancellable operating lease rentals are payable as follows:

	2013	2012
	\$	\$
<i>Payable – minimum lease payments</i>		
- Less than one year	150,335	141,894
- Between one and five years	339,005	5,965
	<u>489,340</u>	<u>147,859</u>

The company leases office and office equipment under operating leases. The leases typically run for a period between three to five years, with an option to renew the lease after that date. Lease payments are reviewed every year for changes in the consumer price index.

During the year and amount of \$136,277 was recognised as an expense in the statement of comprehensive income in respect of operating leases (2012: \$138,644).

Note 15 – Related Parties

(a) Directors' compensation

The Directors act in an honorary capacity and receive no compensation for their services. During the year travel expenses totalling \$35,119 (2012: \$36,635) were incurred in fulfilling their role.

(b) Key management personnel

The names and positions of those having authority for planning, directing and controlling the Company's activities, directly or indirectly (other than Directors), are:

- Teresa Corbin, Chief Executive Officer
- Narelle Clark, Director of Operations - Deputy Chief Executive Officer
- Yuriko Hoshi, Business Manager
- Elissa Freeman, Director Strategic Projects
- Una Lawrence, Director of Policy and Campaigns



Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Directors' Declaration

In the opinion of the Directors of the Australian Communications Consumer Action Network Limited ("the Company"):

1. The financial statements and notes, as set out on pages 26 to 41, are in accordance with the *Corporations Act 2001*; including
 - (a) Giving a true and fair view of the Company's financial position as at 30 June 2013 and of the performance, for the year ended on that date; and
 - (b) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Corporations Regulations 2001*.
2. There are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Board of Directors

Johanna Plante
Director

Harriet Raiche
Director

Dated this 5th day of September 2013
Sydney, NSW

Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Independent Auditor's Report

**To the Members of
Australian Communications Consumer Action Network Limited
A.B.N. 42 133 719 678**

Report on the Financial Report

We have audited the accompanying financial report of Australian Communications Consumer Action Network Limited, which comprises the statement of financial position as at 30 June 2013 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the Directors' declaration.

Directors Responsibility for the Financial Report

The Directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with applicable independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the Directors of the Australian Communications Consumer Action Network Limited, would be in the same terms if given to the Directors as at the time of the auditor's report.

Financial Report

Australian Communications Consumer Action Network Limited
ABN 42 133 719 678



Independent Auditor's Report

**To the Members of
Australian Communications Consumer Action Network Limited
A.B.N. 42 133 719 678**

Auditor's Opinion

In our opinion the financial report of the Australian Communications Consumer Action Network Limited is in accordance with the *Corporations Act 2001*, including:

- (a) Giving a true and fair view of the Company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (b) Complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

MOSAIC AUDIT & CONSULTING

Vanessa Patricio
Principal
Registered Company Auditor # 333315

Dated this 5th day of September 2013
Sydney, NSW



accan

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