



Australian Communications  
Consumer Action Network

# OUR IMPACT THIS YEAR

## 2017 - 2018 ANNUAL REPORT





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# WHO WE ARE



## OUR ORGANISATION

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communications consumer organisation representing individuals, small businesses and not-for-profit groups as consumers of communications products and services. ACCAN focuses on goods and services encompassed by the converged areas of telecommunications, broadcasting, the internet and online services, 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:

- Represent consumers and the public interest, with particular attention to 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 communications issues to provide evidence-based policy advice.

## OUR VALUES

As an organisation we will:

- Act with courage, integrity and independence.
- Operate openly, efficiently and effectively.
- Be accessible and inclusive, consistent with the high value we place on diversity.
- Recognise that building relationships with members, community groups, industry, regulators and government is critical to achieving our goals.
- Value volunteers, staff and members for their crucial role in our organisation.

# CHAIR REPORT

**Deirdre O'Donnell**  
Chairperson  
ACCAN  
Board



It is with great pleasure that I make my first report as Chairperson of ACCAN. I would like especially to acknowledge the enormous contribution made by Johanna Plante, my predecessor, who headed up the Board for five years. I am very proud to take up where Johanna left off and contribute to the ongoing tradition of strong governance at ACCAN, ensuring we continue to deliver excellent consumer representation in the telecommunications sector.

You will see from this annual report that 2017/18 has been an unprecedented time as Australians transition to the NBN network. With our increasing dependency on connectivity, there is greater demand than ever for good reliable communications services. It has also been a standout year for the team at ACCAN, who have once again ensured the voice of consumers and small businesses is heard with a record number of submissions completed.

When we consider the list of outcomes and wins for consumers over the past year, it's hard to identify the greatest achievement. However, receiving the news of our successful bid for a grant from the NDIA National Readiness Scheme - Information, Linkage and Capacity program to est-

ablish and run a nationwide telecommunications information and referral service was surely a standout moment for ACCAN.

This was the first year of funding under the new multi-year agreement so there was much to do to ensure recommendations were fully implemented from the Department of Communications and the Arts' Review of Consumer Representation and Research (Section 593). This impacted mostly on the Independent Grants Program and with the first Round advertised and completed we are very pleased with the results summarised in this report.

Towards the end of the financial year and after much consultation we finalised a new ACCAN strategic plan. This document

sets out the direction for the next three years and will be released at the upcoming ACCANect conference. In addition to Johanna Plante concluding her time as ACCAN Chairperson, there were several changes to the ACCAN Board - Holly Raiche and Heron Loban were appointed while Nigel Waters and Sandra Milligan finished after lengthy terms of service. I want to thank them as well as the current Board for giving their time, valuable expertise and enthusiasm for the work of ACCAN.

In concluding I want to acknowledge our CEO, Teresa Corbin, and the ACCAN staff team, and to convey my thanks to everyone at ACCAN for their support in my first year as ACCAN Chairperson.

# CEO OVERVIEW

**D**espite all the challenges of the changing environment as we transition to nbn and adopt new technology there have been many notable consumer wins in 2017-18. ACCAN seeks better outcomes for consumers and small business across the communications sector, and I am very pleased that this year we have influenced providers, government and many other industry stakeholders to take a more consumer friendly approach. ACCAN's industry engagement strategy ensures we have regular meetings with service providers and industry peak bodies and is integral to building understanding.

This annual report reflects the impact ACCAN has achieved over the past 12 months.

Once again, ACCAN ensured that the consumer voice has been heard in significant debates completing 49 submissions, representing consumers in 25 consultations and sitting as representatives on 37 external committees. ACCAN was also supported by Google to participate in their Consumer Policy Summit in San Francisco. I was elected Chair of Standards Australia's Consumer Policy Committee (COPOLCO) and attended meetings at the International Standards Organisations headquarters in Geneva and a Plenary meeting in Indonesia.

**Teresa Corbin**  
Chief Executive Officer



Our Grants program was re-vamped and continues to deliver quality outcomes in education and research. ACCAN Research continues to be an important focus because a robust evidence base is vital to effective advocacy.

ACCAN membership has grown slightly with a core of very active consumer organisations. ACCAN held four advisory forums and organised ad hoc consultations between various consumer sectors and industry stakeholders including with the Rural, Regional and Remote Communications Coalition on several occasions. Our outreach program is small but well targeted and greatly valued by our members.

Our 2017 Conference – ACCANect: Your Place in the Connected World – was attended

by more than 200 delegates. We raised consumer awareness with the publication of several new tip sheets and achieved 746 media mentions across multiple news channels.

ACCAN's success depends on contributions from many stakeholders. I want to acknowledge the industry and government representatives for their ongoing engagement with ACCAN. Thank you also to our many project partners, conference sponsors and Google for their continuing support of our internship program. I also extend my appreciation to our volunteers, members and Board directors. Thanks is also due to the ACCAN's staff team for their ongoing commitment and hard work to achieve ACCAN goals.

# CONSUMER WINS



- Communications Minister directed ACMA to make three new industry standards on complaints, connection assurance and consumer information to assist consumers transitioning to the NBN aligning with many ACCAN positions.
- ACMA finalised record keeping rules requiring service providers to report numbers of complaints received to the regulator.
- ACMA announced line testing service provider rules.
- Government supported proposed Universal Service Guarantee, committing to providing access to voice and data services to all Australians.
- Telstra announced it will no longer permit new third party subscription billing.
- Federal Court fined Telstra \$10M for misleading customers with third party charges.
- Regional Communications Minister announced \$25M for Mobile Blackspots Program Round 4
- ACCC Broadband Speed Guidelines for advertising published.
- Refunds compensated over 70K customers from Telstra, Optus, TPG, iiNet, Internode, Dodo, iPrimus and M2 Commander for not delivering speeds promised over nbn FttN connections.
- Skymuster now has 50% higher data allowances as a result of representations from our members.
- Telstra will no longer be charging customers for silent lines.
- ACCC publishes first Measuring Broadband Australia Report.
- New Consumer Data Right announced by Treasury.
- ACCC decided not to declare domestic Mobile Roaming.
- NSW Government adopted compliance with Standards Australia accessible ICT procurement standard.

# POLICY

**D**ominating issues during the last year for communications consumers have been the NBN rollout, service performance that did not match expectations for some, deterioration of older infrastructure causing less reliable services, and high TIO complaint levels. This led to a range of responses by regulators and government to provide better information, greater accountability, and strengthened consumer protections.

ACCAN's NBN Migration Statement identified the problems consumers were experiencing, and key areas in need of improvement – ensuring consumers have access to a working service, the need for clear and consistent information, provision of help when needed, and having appropriate avenues for assistance and complaints. The ACMA provided more evidence of shortfalls in these areas in its research findings. These supported the welcome and much needed announcement by the Minister for Communications directing the ACMA to make three standards, one determination and record keeping rules to address these issues. A major focus of our work for the second half of the year has been to ensure that consumer interests are fully

**Una Lawrence**  
Director of Policy



represented in the development of these new rules.

Another ongoing focus of our work during the year has been our engagement with the communications industry on the review of the Telecommunications Consumer Protections Code. This involved the preliminary phase during which we consulted and provided consumer feedback on the Code in five submissions, engaged in an ACMA hosted Consumer Forum, and representing consumers on the Communications Alliance working committee.


The policy team has delivered substantially on ACCAN's policy priorities. We consulted with members and other experts to develop policy approaches for a

large number of external consultations (49, see submissions page), and we advocated for adoption of these positions in stakeholder meetings.

## **BETTER COMMUNICATIONS FOR POORLY SERVED AREAS**

Along with fellow members of the Regional, Rural and Remote Communications Coalition, we have continued to advocate for improved communications services in regional Australia. As a coalition, we have actively engaged with NBN Co, parliamentarians and regulators. ACCAN has supported measures to provide future access to spectrum by wireless internet providers, and to resolve the congestion experienced by some users of NBN's fixed wireless





network. We have identified the needs of small business consumers to shape the development of NBN Satellite business services.

### **IMPROVED CONSUMER SAFEGUARDS AND BETTER REGULATION**

We have advocated for improved consumer safeguards through reviews of consumer facing industry codes in areas of priority assistance, third party billed premium services, billing and performance of voice services, as well as the significant work on the Telecommunications Consumer Protection Code. We have continued our support for wholesale broadband standards through our engagement with the ACCC and advocacy to government.

### **IMPROVED CONSUMER DECISION MAKING**

ACCAN has been a strong supporter of the ACCC's broadband performance monitoring program, and welcomed the first Measuring Broadband Australia report of fixed line services in March. We continued to advocate for the expansion of the program to NBN fixed wireless and satellite technologies, so that consumers in regional areas have a clearer expectation of the services delivered by different retail providers.

### **AFFORDABLE COMMUNICATIONS**

ABS household telecommunications expenditure published at the end of 2017 shows that expenditure on communications goods and services is higher than on energy or water, and that low income households are facing real affordability challenges. Throughout the year we have been advocating for affordable NBN broadband services. Key challenges were discussed in a roundtable with key consumer groups and NBN Co at the end of 2017.

### **IMPROVED ACCESSIBILITY**

ACCAN continued our strong support for the introduction of

audio description for free to air television during the year, triggering the government to establish an Audio Description Working Group. We have worked closely with blindness sector organisations to develop a policy position which will continue to guide our advocacy. Access to a full range of services over the National Relay Services continued to be a major priority.

### **PRIVACY AND CYBERSECURITY**

Our privacy work has focused on influencing the design of the governments' digital identity framework, and working with our members to ensure that consumer privacy concerns are taken into account in a new consumer data transfer right. We welcomed Telstra's decision to stop charging customers for silent lines – a position long advocated by ACCAN.

### **COMPETITION AND MARKET STRUCTURES**

We have supported improved measures and reforms through our engagement with the ACCC's Communications Market Study, measures to facilitate greater competition in mobile markets, and reforms to service standards at a monopoly wholesale level.

# GRANTS

**T**he 2017 – 2018 financial year has been an exciting time for the Grants Program, as ACCAN has begun implementing recommendations from the 2017 consumer representation review, making for a more responsive and strategic program. A combined 2017-18 round was launched in July, receiving 52 quality applications. A record nine new projects were funded, totaling \$413,313, and spanning topics such as data rights, spyware, information provision for consumers with disability, audio description and digital inclusion in Far-North Queensland. These are expected to be completed over the 2018-19 financial year.

ACCAN is committed to making a real contribution to consumer outcomes via its Grants Program, and so has been working on further improvements ready for applicants in the 2019 round.

Our sincere thanks to Professor Gerard Goggin who has now completed his three year term as an assessor on the Independent Grants Panel. Prof. Goggin has been working in the telecommunications space for many years. We thank him for the initiative, insight and professionalism he brought to his work on ACCAN Grants. We would also like to take this opportunity to thank

**Tanya Karlichuk**  
Grants &  
Research  
Officer



Associate Professor Ellie Rennie who is continuing her tenure on the Panel, and we welcome Robin Eckermann AM, a leading telecommunications industry figure who joined the Panel in 2017.

For more information on the Grants Program, visit:  
[www.accan.org.au/grants](http://www.accan.org.au/grants)

## **PROJECT COMPLETED IN FY2017-18**

### **ASSISTING PEOPLE LIVING WITH COMPLEXITY TO USE SMARTPHONES TO CONNECT WITH THEIR COMMUNITY**

Hutt St Centre in Adelaide  
provide practical support

services to people facing homelessness. This peer-education initiative was the first training workshop created specifically for people living with complexity to learn how to use apps safely and cheaply. Through small group workshops, participants learnt the basics of smartphone use and how to stay safe online, providing a model for peer-education in this often overlooked segment of our community. Thank you to Optus and Vodafone for the donations of smartphone handsets for use in this project.

# RESEARCH

The following research projects were commissioned by ACCAN. These projects contribute to the evidence base ACCAN draws on when identifying consumer issues and raising potential solutions with industry and government.

## **MOBILE THIRD PARTY BILLING: CONSUMER EXPERIENCES AND EXPECTATIONS**

Results showed that 12 per cent of respondents had experienced unexpected third party charges on their mobile phone bills in the six months to data collection. Consumers can opt out of these services by texting 'STOP' to SMS notifications they receive, however, ACCAN's survey found that over three quarters (77 per cent) of people who replied 'STOP' still had the charge added to their bill. Over a third (36 per cent) of unexpected charges were for \$10 or more.

## **DISABILITY MYSTERY SHOPPER**

This work repeated ACCAN's 2014 study which assessed the information provided by telco staff in-store and over the phone in response to disability-related inquiries. Overall, the results supported anecdotal reports that accessing information relevant to telecommunications consumers with disability is very difficult, and the data showed that the situation has not improved since 2014. ACCAN initiated constructive discussions with Optus, Telstra and Vodafone to explore opportunities to improve the availability and accessibility of appropriate information suitable for consumers with disability.

## **TELECOMMUNICATIONS EXPENDITURE IN AUSTRALIA**

ACCAN worked with Dr Greg Ogle of the South Australian Council of Social Services to analyse the telecommunications data from the Australian Bureau of Statistics'

2015-16 Household Expenditure Survey. This analysis provided a detailed view of the telecommunications expenditure of different groups in Australia, finding that households spend more on telecommunications than on energy or water.

## **DEATH AND THE INTERNET: CONSUMER ISSUES FOR PLANNING AND MANAGING DIGITAL LEGACIES**

An interdisciplinary team of researchers at the University of Melbourne have updated their research on the fate of online accounts, financial assets and personal profiles when a user passes away. The team investigated licencing policies, terms of use agreements and copyright law, and interviewed a range of people, including funeral directors, religious workers, internet content and service providers, as well as estate planning lawyers.

# CONSUMER AWARENESS

**A**CCAN has remained the go-to organisation for media comments and information on consumer issues in the telecommunications industry. During the 2017-18 financial year, we achieved 746 media mentions.

We informed media about important consumer issues and developments issuing 20 media releases covering topics like regional telecommunications, accessibility, broadband availability, affordability and the USO.

We responded to prominent consumer issues in media stories about: broadband speed claims, third party charging, switching to the NBN, complaints, domestic mobile roaming and global roaming.

Our media comments appeared in high-profile publications like the Sydney Morning Herald, The Age and news.com.au. With our membership of the Regional, Rural and Remote Communications Coalition, we raised the profile of regional, remote and rural consumer concerns with frequent media comments on these issues.

Throughout the year, we have kept consumers informed on the latest news, issues and advice with regular blogs, updated consumer resources and a growing presence on social media. During the year we posted 31 blogs on the ACCAN website.

**Kelly Lindsay**  
Consumer Engagement and Membership Officer



Posts about making a complaint about slow broadband speeds, excess mobile data costs and fraudulent mobile number porting were very popular with consumers.

These consumer resources were produced during the year:

- Our Get Connected resource.
- New brochures on telecommunications compensation and NBN.
- Posters on telecommunications compensation and making a complaint.
- A second edition of the Sky Muster guide.
- Four magazines that focused on equipping consumers to stay connected, Get Connected, regional and rural telecommunications and the highlight Grants projects from 2012-17.

The ACCAN website continues to be a hub for consumer information and resources. In total, our website attracted 189,964 webpage views. The most popular pages on our website were resources on how to choose a good value NBN plan, how to use less data on your smartphone and getting a refund for third party charges on mobile phone bills. The Get Connected resource also proved popular with consumers.

This year we saw our social media presence grow substantially as we shared more content across our channels. We now have more than 7000 followers across Twitter, Facebook and LinkedIn.

See our highlights on the next page for more information on our consumer reach and social media.

# HIGHLIGHTS



**726**

MEDIA MENTIONS



**20**

MEDIA RELEASES



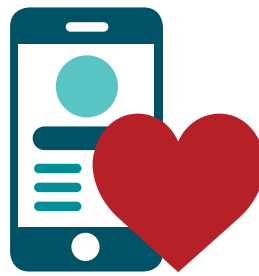
**31**

BLOG POSTS



**192,449**

WEBPAGE VIEWS



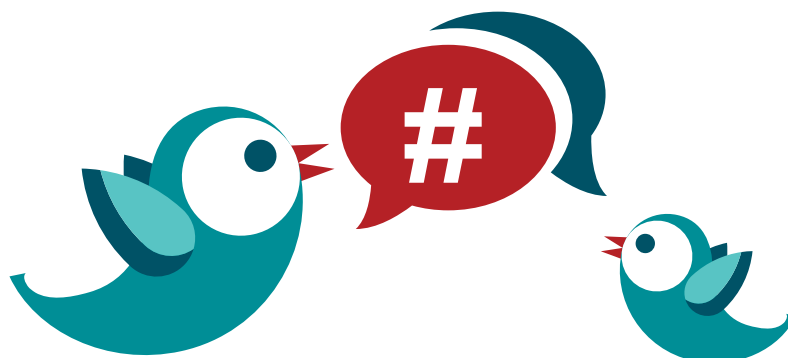
**OVER  
7,000**

SOCIAL MEDIA FOLLOWERS



OUR FACEBOOK  
POSTS REACHED

**193,197  
PEOPLE**



**2,348**

TWEETS

**1,839**

RETWEETS

# ENGAGEMENT AND OUTREACH

## INDIGENOUS FOCUS DAY AND BROADBAND FOR THE BUSH FORUM

ACCAN was on the organising committee for, and attended the Indigenous Focus Day and Broadband for the Bush Forum in Darwin in June, 2018. The Indigenous Focus Day resulted in a comprehensive list of key findings and policy recommendations. At the Forum, ACCAN participated on a panel about broadband impact and challenges and also presented a session on domain names for language groups.

## FINANCIAL COUNSELLING AUSTRALIA CONFERENCE

ACCAN attended the Financial Counselling Australia national conference in Hobart in May, 2018. Over 600 delegates and 40 exhibitors attended, representing financial counsellors, telecommunications and utilities companies, government, and others. ACCAN's exhibitor stand was a success. Delegates were very interested in ACCAN's Top tips brochures.

## YABUN FESTIVAL

ACCAN held a stall at the annual Yabun Festival, held on 26 January, 2018 in Sydney. Yabun is the largest one day gathering and recognition of

Aboriginal and Torres Strait Islander cultures in Australia. The ACCAN stall had many visitors throughout the day who were interested in hearing about their consumer rights.

## ACOSS CONFERENCE

ACCAN sent a representative along to the Australian Council of Social Service (ACOSS) Conference was held in Melbourne in October, 2017. The theme of the Conference was 'Australia 2030: Creating the future we want' and it addressed issues affecting people who are experiencing poverty and inequality.

## WESNET ANNUAL TECHNOLOGY SAFETY SUMMIT

ACCAN attended the summit in October 2017 in Melbourne. The Technology Safety Summit was attended by nearly 150 practitioners, academics, technologists, and survivors. The Summit addressed issues affecting people experiencing domestic violence, and violence against women.

## FECCA CONFERENCE

ACCAN attended the Federation of Ethnic Communities' Councils of Australia (FECCA) Biennial Conference in Darwin in October, 2017. ACCAN's CEO delivered a presentation on digital inclusion and the shift to on-line services for government

services. This was an opportunity to do some outreach in the Northern Territory with Australians from culturally and linguistically diverse backgrounds.

## NSW FARMERS CONFERENCE

NSW Farmers held its annual Conference in July, 2017 in Sydney. ACCAN's Chairperson, Johanna Plante, participated as a panelist in the Rural Connectivity Out in the Paddock session.

## ASCCA CONFERENCE

In November, 2017, ACCAN's CEO delivered a presentation on Consumer Top Tips on nbn, Internet of Things and Staying Connected at the Australian Seniors Computer Clubs, held in Sydney. ACCAN's exhibitor stand was successful with a lot of interest in the Top Tips folders.

## SACOSS CONFERENCE

ACCAN's Disability Policy Advisor attended and participated on a panel in the Digital Inclusion and Disability session. The conference was held in Adelaide in May 2018 with the theme; Essential Services and Consumers Living with Disability Conference: Energy, Water, Telecommunications and Transport.

## CONSUMER LAW CONFERENCE

ACCAN's CEO delivered an address on consumer protections at the Consumer Law Conference in Sydney in May 2018.

# EXTERNAL REPRESENTATION

1. ACCC Consumer Consultative Committee
2. ACCC/AER Infrastructure Consultative Committee
3. ACCC Performance Consultative Committee
4. ACCC Wholesale Telecommunications Consultative Forum
5. ACMA Consumer Consultative Forum
6. ACMA Emergency Call Service Advisory Committee
7. ACMA Numbering Advisory Committee
8. ACMA Technical Advisory Group
9. Australian Radiation Protection and Nuclear Safety Agency Electromagnetic Emissions Health Reference Group
10. auDA Policy Review Panel
11. Communications Alliance Information on Accessibility Features for Equipment Code Working Committee
12. Communications Alliance Mobile Premium Services Code Working Committee
13. Communications Alliance Mobile Premium Services Code Working Committee
14. Communications Alliance Information on Accessibility Features for Equipment Code Working Committee
15. Comms Alliance Telecommunications Consumer Protection Code Working Committee
16. Comms Alliance Mobile Base Station Deployment Code Working Committee
17. Comms Alliance G644 Emergency Service Requirements Guideline Review
18. Consumers Federation of Australia Executive Committee
19. Department of Communications and the Arts Stay Safe Online Week Steering Group
20. Department of Communications and the Arts Triple Zero Committee
21. Department of Communications Audio Description Working Group
22. Internet of Things Alliance of Australia Executive Council
23. International Telecommunications Users Group Board
24. NBN Quarterly Marketing Group
25. NBN Wholesale Broadband Agreement Consumer Forum
26. NBN Product Development Forum
27. NBN Local Regional Roundtable
28. National Relay Service National Advisory Committee
29. Office of the Australian Information Commissioner Consumer Privacy Network
30. Standards Australia Council
31. Standards Australia COPOLCO Mirror Committee
32. Standards Australia JTC 1 Advisory Committee
33. Standards Australia IT 040 ICT Accessibility
34. Standards Australia QR 015 Complaint Handling Committee
35. Standards Australia Nomination Organisations Forum
36. Telstra CEO and Consumer Roundtable
37. Telstra Digital Inclusion Index Advisory Committee

# CONSULTATION



## MEMBERS ADVISORY FORUM

The purpose of the Member's Advisory Forum (MAF) is to discuss the most important issues from the perspective of ACCAN's members and the people they represent.

A MAF meeting was held on 20 March 2018. Representatives from Internet Australia, National Council of Women of Australia, Country Woman's Association of Australia, Financial Counsellors Association of NSW, Federation of Ethnic Communities' Council of Australia and Consumer Policy Research Centre attended the meeting.

## DISABILITY ADVISORY FORUM

The purpose of the Disability Advisory Forum (DAF) is to discuss the most important telecommunications consumer issues from the perspective of key representatives in the disability sector.

A DAF meeting was held on 7 March 2018. Representatives from Vision Australia, Spinal Cord Injuries Australia, Deafness Forum of Australia, National Ethnic Disability Alliance, Communications Rights Australia and AbleLink Australia attended the meeting.

## INDIGENOUS ADVISORY FORUM

The purpose of the Indigenous Advisory Forum (IAF) is to discuss the most important telecommunications consumer issues from the perspective of key representatives in the Indigenous community.

An IAF meeting was held on 18 April 2018. Representatives from First National Media, Financial Counselling Australia, University of Canberra, Indigenous Consumer Assistance Network, Centre for Appropriate Technology and Tangentyere Council attended the meeting.

## SMALL BUSINESS ADVISORY FORUM

The purpose of the Small Business Advisory Forum (SBAF) is to discuss the most important telecommunications consumer issues from the perspective of key representatives in the small business environment.

A SBAF meeting was held on 11 April 2018. Representatives from, Council of Small Business of Australia, COTA ACT, Office of the NSW Small Business Commissioner's Office and NSW Farmers attended the meeting.



# MEMBERS

## AS AT JUNE 30, 2017

- 2508+Disconnected
- Aadmi Co
- Able Australia
- Achieve Australia
- ACT Council of Social Service
- Adult Learning Australia
- Australian Communication Exchange
- Australian Council of Social Service
- Australian Federation of Deaf Societies
- Australian Federation of Disability Organisations
- Australian Privacy Foundation
- Australian Regional Business Development Specialists
- Australian Seniors Computer Clubs Association
- Better Hearing Australia
- Better Internet for Rural, Regional & Remote Australia
- Blind Citizens Australia
- Broadband for the Bush Alliance
- Broadband Today Alliance
- 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
- City of Greater Geelong
- Collective of Self Help Groups
- Combined Pensioners & Superannuants Association of Victoria
- Combined Pensioners & Superannuants Association of NSW
- Communication Rights Australia
- Communications Law Centre
- Community Broadcasting Association of Australia
- Community Legal Centres NSW
- Consumer Action Law Centre
- Consumer Credit Legal Service WA
- Consumer Utilities Advocacy Centre
- Consumers' Association of South Australia
- Consumers' Federation of Australia
- Copper Development Centre, Australia Ltd
- COTA Australia
- COTA WA
- Cotton Australia
- Council of Small Business Organisations of Australia
- Country Women's Association of Australia
- Deaf Australia
- Deaf Children Australia
- Deaf NT
- Deaf Society of NSW
- Deafness Forum of Australia
- Desert Knowledge Australia
- Differently Abled People Association
- Digital Tasmania
- Electronic Frontiers Australia
- Ethnic Communities Council of WA
- Family Drug Support
- Federation of Ethnic Communities Councils of Australia
- Financial and Consumer Rights Council
- Financial Counselling Australia
- Financial Counsellors Association of Queensland
- Financial Rights Legal Centre
- Health Consumers of Rural & Remote Australia
- Hitnet
- Homelessness Australia
- IDEAS NSW
- IEEE Society for the Social Implications of Technology (SSIT) - Australia Chapter
- Illawarra Legal Centre
- Inclusive UX
- Indigenous Consumer Assistance Network
- Indigenous Remote Communications Association
- Infoxchange
- Inner Sydney Regional Council for Social Development
- Internet Australia
- 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 Queensland
- Isolated Children's Parents' Association WA
- itControl
- Kingsford Legal Centre
- Leep
- 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
- National Farmers' Federation
- Northern Rivers Community Legal Centre
- Novita Children's Services
- NSW Farmers
- Parawa Agricultural Bureau
- People with Disabilities WA
- People with Disability Australia
- Physical Disability Australia
- Physical Disability Council of NSW
- Public Interest Advocacy Centre
- Queensland Consumers Association
- Queensland Council of Social Service
- Redfern Legal Centre
- South Australian Financial Counsellors Association
- Streetspeed Australia
- Swinburne Institute for Social Research
- Tasmanian Deaf Society
- Tasmanians with Disabilities Inc.
- Tenants Queensland
- Think+DO Tank Foundation
- Vision Australia
- W.O.W! - Willing Older Workers Incorporated
- Wamboin Communications Action Group
- Western Australian Deaf Society
- Westjustice
- Westwood Spice
- Women with Disabilities Australia
- Women's Legal Services Australia
- Women's Legal Services NSW
- Youth Affairs Network of Queensland

# SUBMISSIONS



**Wayne Hawkins**  
Disability Policy Officer

**Una Lawrence**  
Director of Policy

**Gareth Downing**  
Senior Policy Analyst

**Isabel Durie**  
Policy Officer

**ACCAN engaged with a number consultations held by industry, government, regulatory and other bodies in 2017-18.**

**Most of our submissions can be found online at: [www.accan.org.au/submissions](http://www.accan.org.au/submissions).**

## JULY 2017

- Communications Alliance, Integrated Public Number Database Code
- Senate Environment and Communications Legislation Committee, Inquiry into the Telecommunications Legislative Reform Bills 2017
- Internet of Things Australia, Good Practice Guide for Business to Consumer IoT Services
- Communications Alliance, Priority Assistance for Life Threatening Calls Guideline
- Communications Alliance, Mobile Premium Services Code
- Department of Communications and the Arts, Migration Assurance Framework
- ACCC, NBN Services In Operation Record Keeping Rules

## AUGUST 2017

- ACMA, Future Use of the 3.6GHz Band
- ACCC, NBN Special Access Undertaking Variation

## SEPTEMBER 2017

- TIO, Changes to Terms of Reference
- NBN Product Development Forum, Pricing Structure Evolution (Phase 2)
- Senate Finance and Public Administration Committee, Digital Delivery of Government Services

## OCTOBER 2017

- Digital Transformation Agency, Trusted Digital Identity Framework 14

## NOVEMBER 2017

- auDA, Implementation of Direct Registrations
- ACCC, Telecommunications Record Keeping Rules
- Communications Alliance, Prepaid Calling Card Guideline
- Communications Alliance, Domestic and Family Violence Resource
- Communications Alliance, Telecommunications Consumer Protections Code Review (preliminary comments)

## DECEMBER 2017

- Communications Alliance, Call Charging and Billing Accuracy Code
- Communications Alliance, End to End Performance Code
- ACCC, Communications Market Study Draft Report
- ACMA, Review of regulatory arrangements for Integrated Public Number Database, Do Not Call Register and unsolicited communications
- Department of Communications, Audio Description Working Group Report
- Department of Communications, auDA Review
- NBN Product Development Forum, Enterprise Satellite Service

## JANUARY 2018

- ACCC, Telstra Variation to Migration Plan for Fibre to the Curb for NBN
- Australian Treasury, Pre-Budget Submission

- Department of Communications, Draft Telecommunications (Consumer Protection and Service Standards) Regulations 2017
- NBN Product Development Forum, Pricing Evolution

## FEBRUARY 2018

- auDA, Registrant Policy

## MARCH 2018

- ACCC, NBN Wholesale Service Standards
- Department of Communications, Request for Variation of Telstra's South Brisbane Network Exemption
- Australian Treasury, Review into Open Banking Final Report

## APRIL 2018

- Joint Parliamentary Committee on the NBN, Inquiry into the Rollout of the NBN in Rural and Regional Areas
- ACCC, Domestic Transmission Capacity Service Declaration
- ACMA, Complaints Handling Standard
- ACMA, Record Keeping Rules
- Australian Treasury, Australian Consumer Law Regulatory Impact Statement

- Digital Transformation Agency, Trusted Digital Identify Framework
- ACMA, Captioning Draft Exemption Order Fetch TV

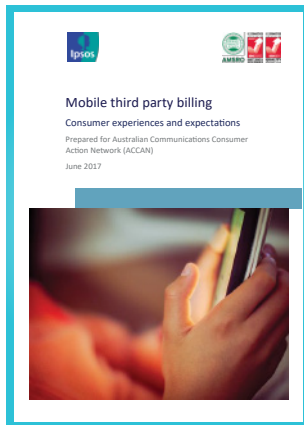
## MAY 2018

- ACMA, Telecommunications (NBN Consumer Information) Industry Standard
- ACMA, Telecommunications (NBN Continuity of Service) Industry Standard
- ACMA, Telecommunications Service Provider (NBN Line Testing) Determination

## JUNE 2018

- NSW Law Reform Commission, Access to Digital Assets Upon a Person's Death or Incapacity
- ACCC, Telecommunications Competition Notice Guidelines
- Department of Communications, Copyright Modernisation
- ACMA, Captioning Draft Order Fetch TV
- NBN PDF, Entry Level Bundle
- NBN PDF, Fixed Wireless Pricing

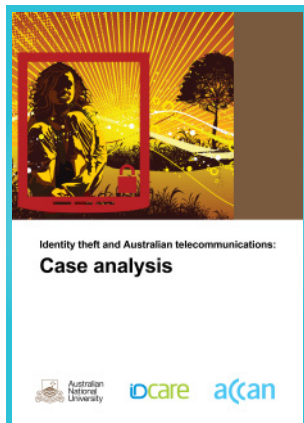
# PUBLICATIONS



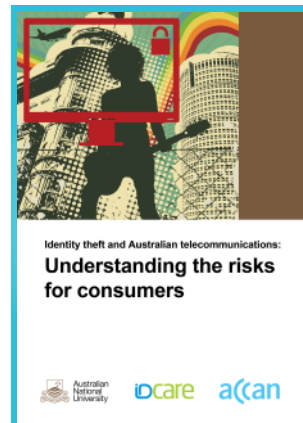
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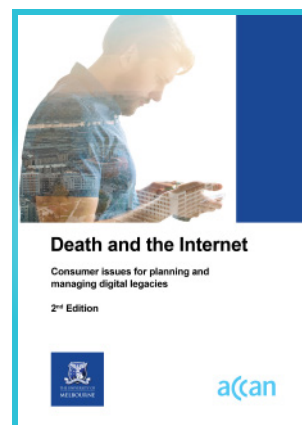
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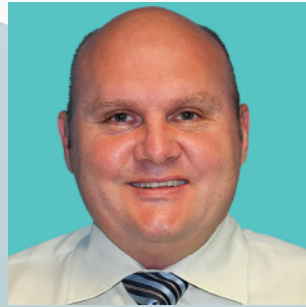


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# ACCAN BOARD



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Term end: 2017



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Elected: 2016  
Term end: 2019



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