accan

OUR IMPACT THIS YEAR
2019-20 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 Tele-communications 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

• Operate openly

• Be inclusive

• Build relationships

• Value people

CHAIR REPORT

Deirdre O'Donnell: Chairperson ACCAN Board

On behalf of the Board of ACCAN, I am pleased to report on ACCAN's work over the past 12 months.

It is important to highlight that ACCAN 's work has progressed this year against a backdrop of much upheaval and uncertainty. Australians grappled with the impact of the global pandemic after a long-term drought, as well as extensive destruction from months of bushfires and then floods in many regions. It has been an extraordinarily tough year. On behalf of consumers, I want to thank the telecommunications service providers, NBN Co and the government for their support during these extremely difficult times.

Never has ACCAN's role been so important; communications services were at the forefront of our strategies to address the impact of these crises and to help with our recovery. Being connected became vital to access government assistance, health, education and even working from home. Much of ACCAN's focus has been on ensuring better outcomes for consumers during this time.

In September, ACCAN celebrated its 10-year anniversary at the ACCANect conference with the theme Communications Consumers: The Next 10 years. As part of the festivities, ACCAN recognised individuals and organisations that have

made significant contributions to communications consumers over the past decade with its inaugural ACCAN Champions Awards. Narrowing down the winners was very challenging, but we were pleased to be able to acknowledge some outstanding contributions that have ensured communications consumers are better off.

This was the second year of the Accessible Telecoms Project funded by the National Disability Insurance Agency (NDIA). On behalf of ACCAN, I would like to thank IDEAS and Hearing Connections, for assisting to deliver this service. I also want to thank Telstra, Vodafone and Optus for their support in marketing the service – this has helped to ensure its popularity with consumers.

ACCAN's Grants Program continues to be highly competitive and funds many interesting and innovative projects. We welcomed two new members to the Independent Grants Panel – Dr Will Tibben and Dr Fiona Martin, who joined Len Bytheway. Thank you for all the hard work involved this year.

Finally, I particularly want to thank our ACCAN members for their ongoing support and contribution to our work. Your advice is vital to our representation on behalf of consumers. In recognition of the outstanding contribution of our members, as part of the 10-year celebration, the ACCAN AGM awarded inaugural life memberships to Nan Bosler, Sue Salthouse, Gerard Goggin, Ian Binnie and Johanna Plante.

There was one change to the Board this year – Keith Besgrove became a director, replacing Dean Barton-Smith who stepped down after six years' service. Many thanks to Dean as well as to the current directors for their commitment to ACCAN and for so generously assisting with their expertise and time.

In summary, it has been a year of much change for everyone, but despite the challenges ACCAN has continued to deliver for consumers. I would like to make special mention of the ACCAN team, especially our CEO Teresa Corbin, and to convey my thanks to everyone.

CEO OVERVIEW

Teresa Corbin: Chief Executive Officer

Our communications services have been essential this year throughout rolling national emergencies – including the drought, bushfires, floods and the pandemic. As most of us transitioned over night to working and learning from home, ACCAN's core policy priorities came into sharp focus. The incredible demand for online government services and the mass take-up of telehealth also reinforced the need for reliable telecommunications services. ACCAN's role of advocating for trusted, inclusive and available communications for all Australians has never been so important.

Over the past 12 months the ACCAN team have produced an incredible output with 64 submissions, six research reports published, five grants projects completed and 1,160 media mentions. ACCAN has coordinated consumer representation on 31 bodies and undertaken wide ranging engagement with industry representatives as well as government and regulatory officials.

Support for the No Australian Left Offline policy position for affordable broadband grew. Many in senior industry, regulatory and government roles are now on the record also calling for more affordable broadband. Infrastructure Australia also focused on cost in the national Infrastructure Audit published this year.

Minister Paul Fletcher launched ACCAN's Talking Telco info package which refreshed and added to the suite of consumer information materials already available on accan.org.au. For the first time this is a fully inclusive approach with multiple formats, channels and languages used. Accessible Telecoms broadened its reach and rolled out a second phase of the website and we also undertook user-testing and community consultation on Skype Captions and the Access Hub website.

Some of the major policy discussions that ACCAN has contributed to include the NBN Pricing Review, the ACMA Scam Technology Inquiry, Parliament's 5G Inquiry, the Department of Communications Consumer Safeguards Review on Reliability, the ACCC Wholesale Service Standards Review and the Human Rights Commissions Inquiry into Human Rights and Technology. We continue to work with government on the implementation of the recommendations from the last Regional Review. Recently, Parliament passed the Telco Reform package which includes for the first time a right to a basic broadband connection and also the Regional Broadband Scheme which gives some certainty for on-going funding for regional communications services. We also celebrated the announcement that audio description would go ahead on SBS and ABC from mid-2020.

During the bushfire season the telecommunications industry was relied on heavily both during the emergency, immediately after and in the ongoing recovery phase. ACCAN was invited to a telco CEO Roundtable convened by the Minister for Communications. Since then ACCAN has submitted to six inquiries related to the bushfires including the Royal Commission into National Natural Disasters.

Throughout the COVID-19 national emergency we have advocated for better access to financial hardship and assistance packages and were pleased with the support provided by the telco providers, NBN Co and the government. We worked with NBN Co on the development and promotion of their assistance measures including the education package for low income households. ACCAN established a portal on its website with all the information consumers needed relating to the impact of the pandemic on telco services. In addition, we worked with a broad range of stakeholders to identify concerns and solutions for the effective roll-out of the tracing app.

Another highlight for the year has been our 10-year celebration at the ACCANect conference which was well attended and sponsored by 8 industry partners. There were over 30 speakers including the CEOs of Telstra, Optus, Vodafone, NBN Co and Vocus. This event is the culmination of our annual advisory forums and extensive community outreach and engagement.

CONSUMER WINS

ACCAN's ongoing advocacy has contributed to a number of wins for consumers during the financial year 2019-20, including:

• Universal access to high speed broadband and voice services for consumers guaranteed after passage of the Telecommunications Reform Package by Federal Parliament.

• Low income families provided with free or heavily discounted nbn through NBN Co and RSP's response to COVID-19.

• SBS and ABC provided $2 million in Federal Government funding in 2020-21 to deliver audio description across an average of 14 hours of weekly programming, making television more accessible for people with vision impairment.

• Telstra implemented changes to selling practices and introduced measures to address harm for Indigenous communities, including debt waivers, review of sales practices, specialised staff training, staff replacement, changes in sales incentives, development of more suitable products, and a public apology.

• Modifications to the Mobile Premium Services Code introduced stronger consumer protections ($20 per month spend limits; $10 usage alerts; information provided at point of sale).
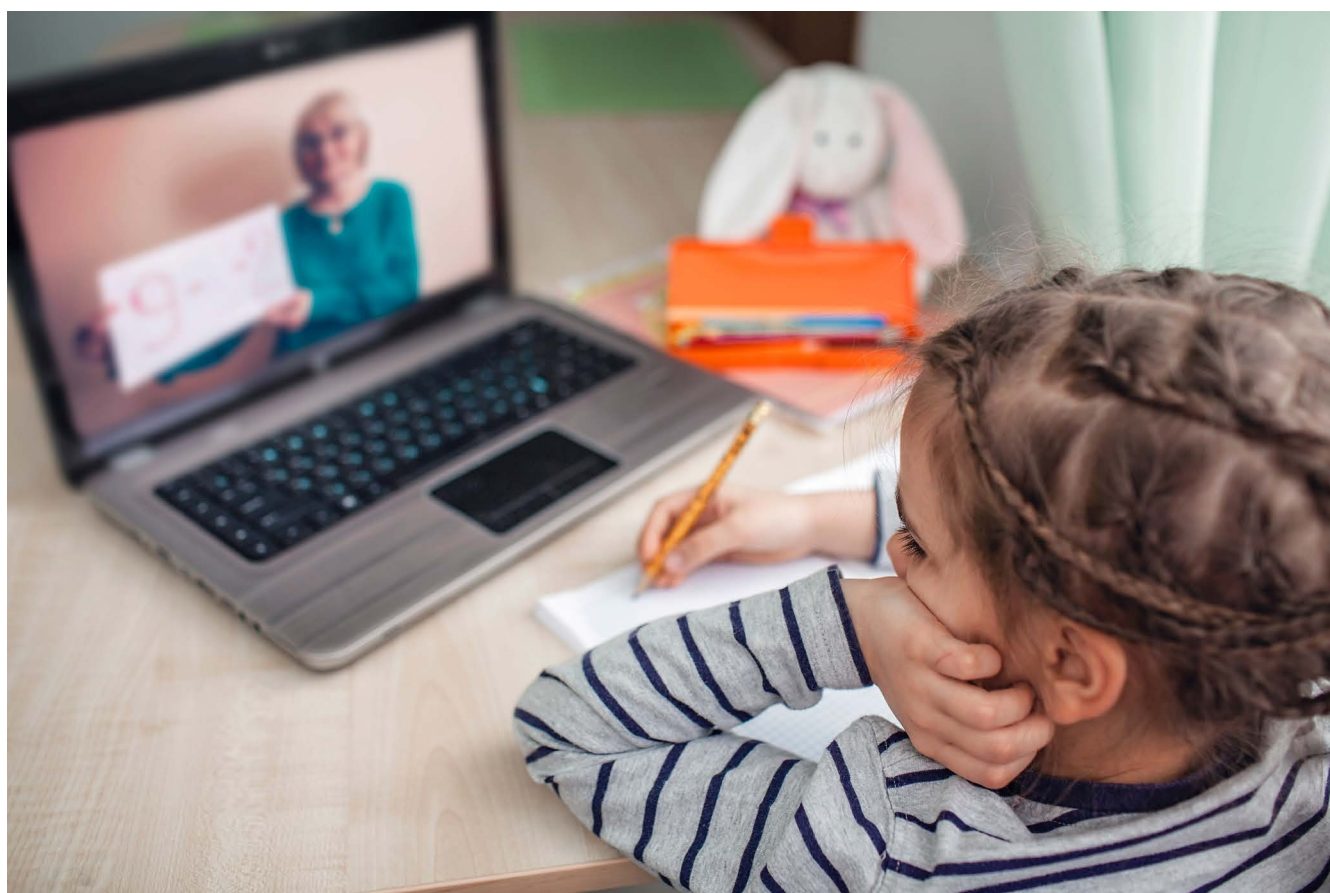
NO AUSTRALIAN LEFT OFFLINE

In February 2019, ACCAN launched a call for affordable broadband for all Australians. Known as "No Australian Left Offline", this initiative has seen tremendous growth over the past financial year. With more than 50 organisations now pledging their support for affordable home broadband for all, the initiative continues to gather momentum as the COVID-19 crisis and the Summer bushfires of 2019-20 highlight the vital importance of reliable, affordable broadband.

ACCAN has had ongoing conversations with NBN Co and other key stakeholders regarding our "No Australian Left Offline" initiative during FY2019-20. These conversations have led to a number of positive outcomes for consumers and have helped to shift the conversation around the vital need to act on the affordability of nbn services for households in need.

After announcing a review of wholesale pricing in June 2019, NBN Co introduced a number of initiatives to address the affordability of nbn services in November 2019, including a modified 12/1 Entry Level Bundle and a rebalancing of the 25Mbps bundle discount, which was implemented the following month. Both initiatives aimed to ensure that nbn services remain affordable, particularly for price-sensitive customers. Additionally, NBN Co flagged a desire to find solutions to connect underserved Australian households.

While the issue of digital inclusion has been known and acknowledged for some time, the arrival of the COVID-19 pandemic in Australia in late January 2020 created a renewed focus on the need to address the digital divide as millions of Australians were quickly required to move to remote work and learning.

To help keep low-income households and small and medium businesses to stay connected during this difficult time, NBN Co established a $150M financial relief and assistance fund to help internet providers to support consumers. This fund was welcomed by ACCAN as an important step towards ensuring that there is no Australian left offline during this challenging period as consumers' reliance on nbn services soared. Positively, more than 10 internet service providers signed up to this fund, allowing low-income family households with school-aged children without an active nbn connection at home to access discounted or free home broadband services. This was vital as COVID-19 restrictions have led to the repeated closure of schools, exposing the digital divide that

risks leaving many children from low-income households behind.

In May, ACCAN hosted the first of a series of roundtables in partnership with NBN Co which examine the issue of broadband affordability. These virtual events are a platform for consumer organisations, peak bodies and advocacy groups to share the benefits that they and their members could receive from affordable broadband services, and the barriers that they face connecting to the nbn. These roundtables have been invaluable for ACCAN, NBN Co and the participating organisations who are able to engage on a new, candid level about these vital issues. With each state and territory facing a unique range of challenges, each roundtable delivers new insights and avenues for ACCAN's advocacy.

While there is still a considerable amount of work to be done to address broadband affordability, ACCAN's No Australian Left Offline initiative has played a powerful role in FY2019-20 in shaping the national conversation around the digital divide and the action needed to bring all Australians online.

CONSUMER AWARENESS

ACCAN has continued to be a popular, credible source of information for the media about Australian communications consumers. During the 2019-20 financial year we achieved 1,160 media mentions across print, tv, radio and online media.

We informed media about important consumer issues and developments, issuing 27 media releases covering topics including our No Australian Left Offline initiative, the need for affordable and reliable telecommunications services during the COVID-19 pandemic, and ACCANect 2019.

We responded to a wide range of enquiries from media about consumer issues including Telstra's ending of leased phone contracts, nbn pricing, and the Australian Communications and Media Authority's Bushfire Review.

Our media comments appeared in high-profile outlets across variety of channels. These outlets included ABC's 7.30 program, Channel 10 news, news.com. au, The Guardian Australia, The Sydney Morning Herald, The Australian Financial Review, and multiple AM and FM radio stations.

As part of the Regional, Rural and Remote Communications Coalition (RRRCC), ACCAN continued to raise awareness of regional, rural and remote telecommunications issues through the media. Media

stories focused on a range of issues including the RRRCC's successful call for passage of the Telecommunications Reform Package, the RRRCC's revised goals, and NBN Co's new measures to support better bush comms during the COVID-19 pandemic.

Throughout the year, we have kept consumers informed on the latest news, issues and advice with regular blogs, and updated consumer resources. We have also amplified this content through our social media and used these platforms to engage in dialogue with consumers who pose telco questions.

During the year we posted 18 blogs on the ACCAN website. These covered topics including ACCAN's Please Hold research, staying connected during bushfires, and our live COVID-19 information portal.

The 2019-2020 financial year also saw the launch of ACCAN's latest suite of consumer education materials, known as Talking Telco. Launched by the Minister for Communications, Cyber Safety and the Arts in May 2020, Talking Telco includes over 70 resources to help consumers understand their telecommunications rights. The new suite of materials has set the standard for accessible

consumer guides, with content made available in Easy English, Auslan, community languages and Indigenous languages.

Additionally, ACCAN also published four magazines that focused on the last 10 years of ACCAN, cyber security and scam technology in the Australian telco landscape, telecommunications and fairness, and the new normal - living and working in the digitally dependent age.

ACCAN's website continues to be a popular hub for consumer information and resources. In total, our website attracted 154,182 page views this financial year, a two per cent increase in views from FY 2018-19. The most popular pages on our website were resources on ADSL availability, what to do if you get third party charges on your phone bill, how to use less data on your smartphone, and the ACCAN Grants homepage.

This year saw our social media audience once again increase, with ACCAN's accounts generating an audience of 4,947 followers across Twitter and Facebook.

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

MEDIA HIGHLIGHTS
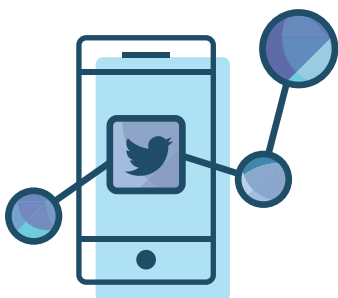
1,160

MEDIA MENTIONS

27

MEDIA RELEASES

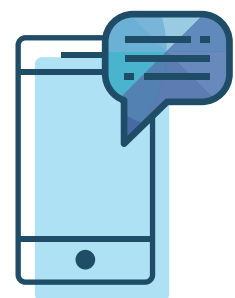**154,182**

WEBPAGE VIEWS

18

BLOG POSTS

MORE THAN
3,300
TWITTER FOLLOWERS

MORE THAN
1,600
FACEBOOK FOLLOWERS

OUR SOCIAL MEIDA POSTS
HAVE BEEN SEEN NEARLY
235,000 TIMES

ENGAGEMENT AND OUTREACH

ACCAN met with members and consumer groups and attended relevant events on many occasions in 2019-2020. Here are some highlights:

COSBOA 2019 NATIONAL SMALL BUSINESS SUMMIT

ACCAN attended the Council of Small Business of Australia 2019 National Summit in Melbourne in August 2019. The 2-day conference themed 'Policy for the People' provided an opportunity to raise awareness of ACCAN's role for consumers and small business and to engage with key stakeholders, senior politicians and representatives from medium and large business.

17TH DEAFBLIND INTERNATIONAL WORLD CONFERENCE

ACCAN attended the DeafBlind International World Conference on the Gold Coast, Queensland during August 2019. The Conference theme was "Sharing the knowledge to ACT: Accessibility. Communication. Technology. Now is your time to ACT!" ACCAN was involved as a panel member for the session 'Inclusive, innovative technology: a strategy, tactic and operational perspective of technology and deafblindness'.

FECCA NATIONAL CONFERENCE

In October 2019, ACCAN attended Federation of Ethnic Communities' Councils of Australia National Biennial Conference - Purpose, Leadership, Progress: 40 years and beyond' in Hobart. ACCAN presented a session on affordable broadband and phone services for Australia's Culturally and Linguistically Diverse migrant population.

ASCCA CONFERENCE

In November 2019, ACCAN took part in the Australian Seniors Computer Clubs Association Conference in Sydney. ACCAN operated a display table and provided updates, advice and consumer education materials on inclusion and Accessible Telecoms.

QCOSS POLICY & ADVOCACY WORKSHOP

In November 2019, ACCAN co-hosted a policy workshop with Queensland Council of Social Service The workshop was based on a process for effective communication for change and included QCOSS members and South East Queensland based ACCAN organisational members.

NO WESTERN AUSTRALIAN LEFT OFFLINE – ACCAN / NBN LOCAL ROUNDTABLE

ACCAN held the inaugural No Australian Left Offline roundtable event via videoconference in May 2020. The roundtable provided a practical opportunity to have Western Australian participants' views heard by key decision-makers who have the power to implement change. ACCAN were also able to provide valuable information on the telecommunication industry's responses to COVID-19 and to hear what that meant for consumers. Participants attended from peak bodies, community organisations, consumer advocacy associations along with government representatives.

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 Numbering Advisory Committee

7. Australian Digital Inclusion Alliance Steering & Governance Committee

8. Australian Radiation Protection and Nuclear Safety Agency Electromagnetic Emissions Health Reference Group

9. Communications Alliance Mobile Premium Service Code Working Committee

10. Communications Alliance Handling of Life Threatening & Unwelcome Communications Working Committee

11. Communications Alliance Telecommunications Consumer Protection Code Working Committee

12. Communications Alliance IPND Code Working Committee

13. Communications Alliance Priority Assistance Code Working Committee

14. Communications Alliance Mobile Phone Base Station Deployment Code Working Committee

15. Communications Emergency Call Code Working Committee

16. Consumers Federation of Australia Executive Committee

17. Department of Communications and the Arts Triple Zero Co-ordination Committee

18. Internet of Things Alliance of Australia Executive Council

19. International Telecommunications Users Group Board

20. NBN Product Development Forum

21. Office of the Australian Information Commissioner Consumer Privacy Network

22. Standards Australia IT 040 ICT Accessibility

23. Standards Australia Chairpersons Advisory Group

24. Standards Australia COPOLCO Mirror Committee

25. Standards Australian QR 015 Complaint Handling

26. Standards Australia Council

27. Standards Australia IT-020 Text Communications Equipment for use by People with Disabilities

28. Standards Australia Nominating Organisations Forum

29. Telstra CEO and Consumer Roundtable

30. Telstra Digital Inclusion Index Advisory Committee

31. TIO Consumer Panel

POLICY

ACCAN's policy work has been guided by our six major policy priority areas for 2019-20: increased service reliability, affordable telecommunications for all with No Australian Left Offline, a fairer telco market, growing consumer confidence, better infrastructure, and improved accessibility. However, like many organisations, our work this year was dominated by the need to respond to the twin crises of our unprecedented bushfire season, and the COVID-19 lockdown.

INCREASED SERVICE RELIABILITY

ACCAN has continued to engage with regulators and government on the need for increased reliability of services, particularly for regional Australians and those living in remote communities with few, if any, back up options. As our need for connectivity increases, the need for underlying service reliability across all networks grows. ACCAN advocated for stronger measures in the Federal Government's Consumer Safeguards Review into the suitability of reliability arrangements and welcomed the Government's announcement in December 2019 that wholesale service standards would be developed, a position we have long advocated for. In parallel, we worked on the ACCC process focusing on nbn service standards, pushing for measures to drive faster connection and

repair times, and prompt appointment keeping. We also advocated for more reliable mobile services for communities in more remote areas who were severely impacted by network dropouts during the year.

AFFORDABLE COMMUNICATIONS

Affordability has been a major focus of our work over the year, particularly the high cost of nbn home broadband services which is an increasing financial barrier for households on limited incomes, including those receiving income support. Support for our No Australian Left Offline advocacy has grown over the year, to a combined supporter base of over 50 organisations including members of the Regional, Rural and Remote Communications Coalition. Our engagement with nbn has resulted in positive outcomes, with NBN Co consulting on a service targeted at older people and developing a generous service for low income families with school aged children in response to the COVID-19 crisis. The strong take up of this limited temporary offer since May 2020 demonstrates the need and demand in the community for home broadband at an affordable right price.

A FAIRER TELCO MARKET

The year saw the commencement of a revised Telecommunications Consumer Protections Code, with increased obligations around credit assessment at point of sale and more explicit financial hardship arrangements as a result of ACCAN's advocacy. Selling practices in some regional centres have been a serious problem, resulting in very negative consequences for consumers less able to navigate the telco market, and ACCAN has worked closely with Telstra over the year to flag areas for improvement and advocate for better practices and products. We have also identified and proposed reforms to systemic issues such as telco authorisations for consumer representatives and advocates, confusing mobile handset leasing contracts, and poor customer service.

GROWING CONSUMER CONFIDENCE

We have engaged with government on many levels on a range of issues, with our underlying focus on building better privacy and security settings to allow consumers to safely engage in the digital world, but also be better protected against scams and fraud.

Our work has encompassed proposals for improvements in arrangements and settings for the Consumer Data Right to ensure it works as intended when it is available for telco consumers. We have supported new rules to prevent fraudulent mobile number porting, and reduce scam voice calls, and continued our work with the Federal Digital Transformation Agency on digital identity to make proposed processes for identity verification and use robust and simple. We also advocated for measures to protect consumer privacy when using internet connected devices to reduce risks of unauthorised access to data.

BETTER INFRASTRUCTURE

We have worked closely with the Rural, Regional and Remote Communications Coalition to represent the needs of regional Australia in our discussions and formal submissions to the Federal Government on the Regional Connectivity Program, the proposed Digital Tech Hub, Mobile Blackspots Program Round 5A guidelines, and Alternative Voice Trials. We have also represented the interests of consumers impacted by limited choice and higher prices in Telstra's Velocity network footprint, including

the South Brisbane area, and advocated for reforms in telecommunications infrastructure obligations for developers both Federally and to the Western Australian Government. Our strong support for the Telecommunications Reform Package, which created an infrastructure provider of last resort regime for broadband and voice services and set up arrangements for future funding of nbn fixed wireless and satellite services, was influential in encouraging the passage of this important legislation through Federal Parliament.

IMPROVED ACCESSIBILITY

Over the past year ACCAN's advocacy for communications consumers with disability has been wide ranging. We have worked closely with the National Relay Service user community to make information about the new NRS service available including undertaking a significant consumer consultation project on behalf of the Government to understand consumer interests and pain points related to information and uptake of the NRS.

We have continued to expand the functionality and usability of the Accessible Telecoms service, providing increased search options as well as increasing the number of information resources.

Our work promoting greater access to broadcast services has included advocating for the reduction of captioning exemptions through our submissions to the ACMA and supporting the blindness sector in advocating for audio description on Australia television. We have been a member of an advisory committee supporting the ABC and SBS as they introduced audio description services beginning on 28 June 2020.

We have also undertaken a sector wide consultation to identify what a fully accessible communications environment would look like in Australia, engaging with 35 disability organisations to create an ideal accessible communications roadmap.

We have made submissions to the AHRC Human Rights and Technology project and we have also made a preliminary submission to the Disability Royal Commission.

ACCESSIBLE TELECOMS

Accessible Telecoms is ACCAN's nation-wide disability telecommunications information and referral service. It has been funded by a two-year grant from the National Disability Insurance Agency (NDIA)'s Information, Linkages and Capacity Building scheme.

Over this financial year the service continued to expand with an increase in the number of available consumer resources; greater usability and functionality of the website; increased uptake of the service; and, significant promotion of the service by industry.

ACCAN released an improved website which incorporated improved searching capability and several new categories of resources such as information about accessible tablets, apps, accessories and training and support resources.

The service has had more than 50,000 website page views since the launch of the service on 3 December 2018.

Engagement with stakeholders has increased over the financial year, with a presence at more than 15 disability or seniors related conferences and expos. Accessible Telecoms now reaches more than 700 Disability and Seniors Organisations nationwide.

Industry engagement has been extremely successful during

the financial year. All three major telcos have promoted the service widely to their customers. Telstra has included direct links to Accessible Telecoms from the devices on their website and both Vodafone and Optus have distributed 20,000 Accessible Telecoms brochures respectively throughout their shops nationwide.

The NDIA grant ended 30 June 2020. ACCAN submitted the final NDIA report on 31 May and received commendations from the grant managers highlighting how the project had met its objective, specifically in the following areas

• NDTS has succeeded in delivering essential communication options and information into one easy to use resource – Accessible Telecoms

• The website created has links with the Telco's

• The project developed a database with over 400 disability organisations

• Distributed 40,000 Project information brochures

• The Disability community has embraced this whole Project

• NDTS enhanced all peoples broad access to communications.

ACCAN has continued the conversation with stakeholders to secure ongoing funding for the service beyond the NDIA grant. These conversations have secured support from the CEOs of Vodafone, Telstra and Optus to approach the NDIA and the Government to fund the service into the future.

CONSULTATIONS

Due to COVID-19, ACCAN's advisory forums were held virtually this year.

MEMBERS ADVISORY FORUM

The purpose of the Members' 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 17 June 2020. Representatives from Consumer Action Law Centre, Financial Counsellors Australia, National Council of Women of Australia, National Farmer's Federation, and Youth Action Network attended the meeting amongst others.

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.

The DAF meeting was held on 2 June 2020 with representatives invited from Australian Federation of Disability Organisations, Beyond Blindness, Communications Rights Australia Deaf Australia, Deafblind Australia, Deafness Forum of Australia, and Physical Disability Council NSW.

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 24 June 2020. Representatives from Broome CIRCLE, Djarindjin Aboriginal Corporation, HK Training & Consultancy, Indigenous Consumer Assistance Network – ICAN, and MoneyMob Talkabout 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 13 May 2020. Representatives from the Council of Small Business Australia, NSW Farmers, Dept Employment, Small Bus. & Training QLD, Internet Australia, and Business NSW, and National Farmers Federation.

GRANTS AND RESEARCH

The ACCAN Grants Program focusses on outcomes for consumers, funding research, representation, and education that addresses important telecommunications issues for Australians. Each year the Program produces reports, case studies, tip sheets and infographics, providing valuable resources for consumers, industry and advocates on topics including privacy, security and safety online, regulation, digital inclusion in remote areas, and domestic violence and communication technology. The projects and the resources they produce reflect ACCAN's commitment to services that are trusted, inclusive and available for all.

Grant recipients from the 2019 Round have been inventive in finding solutions to carry on with their research and keep their projects on track during COVID-19. Project teams have highlighted that the lockdown has brought into sharp relief many of the issues around digital inclusion, affordability and privacy being examined in their grant projects, and has sharpened the importance of these issues for consumers.

The Grants Program welcomed two new members to the Independent Grants Panel this year. Dr Fiona Martin from the Department of Media and Communications at the University of Sydney and Dr William Tibben from the School of Computing and Information Technology, University of Wollongong, joined continuing member Mr Len Bytheway on the panel. ACCAN is fortunate to have their combined knowledge and professional expertise in assessing the many innovative proposals received each year.

All resources produced under the Program, plus information on upcoming Rounds and how to apply, are available on our website - accan.org.au/grants

PROJECTS COMPLETED FY2019-2020

CONSUMER RIGHTS TO PERSONAL DATA

Researchers from the School of Communication, University of Technology Sydney, investigated the premise that many consumers are often not fully aware of what data is collected about them and what rights they have to access it. The project produced a practical online tool (visualisefacebookdata. com) to help people visualise data stored on them by Facebook. Useful tip sheets were also produced informing consumers about the procedure for accessing their data from other social media and telecommunications companies. A formal report examining the current state of data access in the communications sector is available.

THE CONSUMER SPYWARE INDUSTRY: AN AUSTRALIAN BASED ANALYSIS OF THE THREATS OF CONSUMER SPYWARE

This report on the findings of research by Dr Adam Molnar and Dr Diarmaid Harkin of Deakin University into the consumer spyware industry unpacks the threats that exist from commercially available spyware. Incorporating market analysis, technical analysis and legal analysis, the threat of spyware is explained, with a focus placed on its implications for family and domestic violence.

DOMESTIC VIOLENCE AND COMMUNICATION TECHNOLOGY: VICTIM EXPERIENCES OF INTRUSION, SURVEILLANCE AND IDENTITY THEFT

The research team at QUT's

School of Justice in the Faculty of Law delved into the ways domestic violence perpetrators intrude on victim's lives via unwanted contact, unauthorised access to telecommunications accounts and devices, and identity theft in Australia. Domestic violence victims comprise a large group of vulnerable consumers whose rights, privacy, and security are compromised when telecommunication services and devices are misused. A report and infographic are available on the ACCAN website and have been used to inform further research on this topic.

CONNECTIVITY AND DIGITAL INCLUSION IN FAR NORTH QUEENSLAND AGRICULTURAL COMMUNITIES

This project undertaken by a team at the Cairns Institute, James Cook University, investigated consumer needs and issues relating to the provision and use of internet services in rural and remote Australia. The study focused on digital inclusion – a measure of factors including access, affordability and digital ability – in Northern Gulf agricultural families and communities. A policy report, a participant focused report and case studies are available as a result of the project.

RESPONSIVE ENGAGEMENT: INVOLVING CONSUMERS AND CITIZENS IN COMMUNICATIONS INDUSTRY RULE-MAKING

This project initiated by a team from University of Technology Sydney, provides an analysis of self- and co-regulation of the frameworks governing advertising, media, online and telecommunications services. The researchers mapped the mechanisms industry bodies and schemes use to engage with consumers and citizens and assessed how such participation can best be deployed to ensure self- and co-regulation within the sector (both now and in the future) is responsive and effective.

COMMISSIONED RESEARH

PLEASE HOLD – COSTING TELCO CUSTOMER WAIT TIMES

This briefing provides a background analysis of ways to estimate the total cost of consumer wait times. ACCAN is concerned by the amount of time consumers spend trying to resolve problems with their telco, and that this time represents considerable value to consumers, and to the economy more broadly. Synergies Economics was commissioned to explore comparable modelling in other sectors, such as transport, where the value of consumer wait times has been costed. The report will be used by ACCAN to guide new data gathering on consumer wait times, and to calculate the economic cost of this time 'on hold'.

LIVE CAPTION MONITORING ON AUSTRALIAN FREE-TO-AIR TELEVISION

This research examines the quality of live captions on free-to-air TV, quantifying the prevalence of missed, inaccurate or illegible captioning. This research was commissioned due to continued anecdotal evidence that the quality of live captions is greatly affecting the ability of consumers to participate in TV programming. The quality of live captions was found to vary by provider, the technology used and the personnel, and can vary greatly across both broadcaster and program genre. Many hours of content from five channels was assessed.

PUBLICATIONS

Dragiewicz, M., Harris, B., Woodlock, D., Salter, M., Easton, H., Lynch, A., Campbell, H., Leach, J., & Milne, L., 2019, *Domestic Violence and Communication Technology: Victim Experiences of Intrusion, Surveillance, and Identity Theft*, Queensland University of Technology.

Ellis, K., Kao, K., Peaty, G. & Locke, K., 2019, *Live Caption Quality Monitoring on Australian Free-to-Air Television*, Australian Communications Consumer Action Network, Sydney.
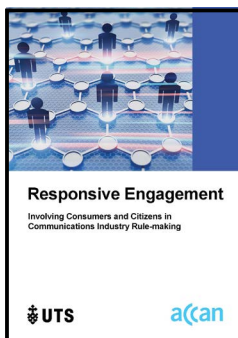
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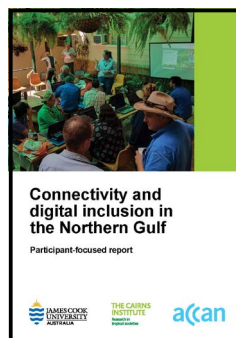
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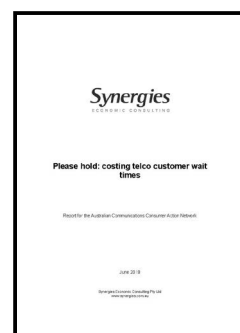
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ORGANISATIONAL MEMBERS
As at 30 June, 2020

- 2508+Disconnected
- Able Australia
- AccessPlus WA Deaf
- Achieve Australia
- ACT Council of Social Service Inc
- Adult Learning Australia
- Association of Independent Retirees
- 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
- Benevolent Society (The)
- Better Hearing Australia
- Better Internet for Rural, Regional & Remote Australia
- Blind Citizens Australia
- Broadband alliance Inc t/a Australian Smart Communities Assn
- Broadband for the Bush Alliance
- CARE Inc
- Central Land Council
- Centre for Appropriate Technology
- Centre for Inclusive Design
- CHOICE
- CITIES - Centre for Indigenous Technology Information and Engineering Solutions
- Collective of Self Help Groups
- Combined Pensioners & Superannuants Association of NSW Inc
- Communication Rights Australia
- Community Broadcasting Association of Australia
- Community Legal Centres NSW
- Consumer Action Law Centre
- Consumer Credit Legal Service WA
- Consumer Policy Research Centre
- Consumers' Association of South Australia

- Consumers' Federation of Australia
- Cotton Australia
- Council of Small Business Organisations of Australia
- Council on the Ageing (WA) Inc.
- Council on the Ageing Australia
- Country Women's Association of Australia
- Deaf Australia
- Deaf Children Australia
- Deaf Society of NSW
- DeafBlind Australia
- Deafness Forum of Australia
- Desert Knowledge Australia
- Differently Abled People Association Inc.
- Digital Tasmania
- Electronic Frontiers Australia
- Ethnic Communities Council of WA
- Expression Australia
- Family Drug Support
- Federation of Ethnic Communities Councils of Australia
- Financial Counselling Australia
- Financial Counselling Victoria Inc
- Financial Counsellors Association of Queensland
- Financial Counsellors Association of Western Australia
- Financial Rights Legal Centre
- Health Consumers of Rural & Remote Australia
- Hitnet
- HK Training & Consultancy Pty Ltd
- IDEAS NSW
- IEEE SSIT Australia
- Illawarra Legal Centre Inc
- Indigenous Consumer Assistance Network Ltd
- Indigenous Remote Communications Association
- Infoxchange
- Inner Sydney Regional Council for Social Development
- Internet Australia
- Isolated Children's Parents Association Australia

- Isolated Children's Parents' Association NT
- Isolated Children's Parents' Association of NSW
- Isolated Childrens Parents Association Queensland
- Isolated Children's Parents' Association WA
- itControl
- Kaay Holdings Pty Ltd
- Kingsford Legal Centre
- Leep NGO Inc
- MoneyMob Talkabout Limited
- Macarthur Legal Centre
- National Association of Community Legal Centres
- National Children's and Youth Law Centre
- National Council of Women of Australia
- National Ethnic Disability Alliance
- National Farmers Federation
- NSW Council of Social Service
- NSW Farmers Association
- 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
- Tasmanians with Disabilities Inc.
- Tenants Queensland Inc.
- Think+DO Tank Foundation Limited
- Uniting Care Wesley Bowden
- Vision Australia
- Wamboin Communications Action Group
- Westjustice
- Westwood Spice
- Women with Disabilities Australia
- Women's Legal Service NSW
- Women's Legal Services Aust
- Youth Affairs Network of Queensland

ACCAN LIFE MEMBERS

The following Life Memberships were awarded at the 2019 AGM:

- Mr Ian Binnie
- Ms Nan Bosler
- Mr Gerard Goggin
- Ms Johanna Plante
- Ms Sue Salthouse

IAN BINNIE

Ian Binnie has been an individual member of ACCAN since its inception and also one of the predecessor organisations the Consumers Telecommunications Network (CTN). Ian joined CTN soon after he retired from a long career in the telecommunications industry. He is a great supporter of consumer representation activities in the telecommunications industry.

NAN BOSLER AM

Nan Bosler has been both an individual member and an organisational representative of ACCAN on behalf of the Australian Seniors Computer Clubs Association (ASCCA). Nan came across from the CTN Board as a founding member of the ACCAN Board 2008-2010. Nan has been a dynamic advocate in the telecommunications policy arena for seniors. Through her work as President of ASCCA she has ensured digital literacy has been high on the list of priorities for all levels of governments and the private sector.

Sue Sathouse

GERARD GOGGIN

Gerard Goggin was an inaugural ACCAN Board member appointed in 2008. Since then Gerard has been a member of the ACCAN Independent Grants Panel which assesses applications for the ACCAN grants program. Gerard has continued to provide leadership on many communications consumer issues including universal service, accessibility issues and mobile telephony. Gerard is currently Wee Kim Wee Professor of Communication Studies at Nanyang Technology University in Singapore.

JOHANNA PLANTE

Johanna Plante joined the ACCAN Board in 2010 and was then elected as Chairperson in 2011, a role she would hold for 6 years. Johanna's term on the ACCAN Board finished in 2017 after the organisation had successfully been reviewed. During her time as Chair, ACCAN's profile grew and industry engagement increased. Johanna has worked tirelessly to improve outcomes for consumers with disabilities particularly for Deaf and Hard of Hearing consumers. She was recently on the Minister appointed Regional Telecommunications Independent Review Committee and she worked hard to ensure the voices of rural, regional and remote consumers were heard.

SUE SALTHOUSE

Sadly, Sue passed away while this report was being prepared.

Sue Salthouse became Chair of ACCAN following its first AGM in 2009 and she was also the chair of the ACCAN Standing Advisory Committee on Disability Issues. She was on the inaugural ACCAN Board in 2008 and completed her term at the end of 2011. Prior to that Sue worked closely with TEDICORE on many communications consumers issues. She was on the Telecommunications Consumer Representation Working Group which developed the ACCAN proposal. Sue co-ordinated the Women with Disabilities Australia (WWDA) Telecommunications Working Group and was the Chair of the Communications Alliance Disability Council. Sue has made major contributions to improving the accessibility of telecommunications for people with disabilities in Australia.

ACCAN CHAMPIONS

The winners of the Australian Communications Consumer Action Network (ACCAN)'s Champion Awards were announced at ACCANect 2019 in Sydney. Awarded in celebration of ACCAN's 10 year anniversary, the ACCAN Champion Awards recognised individuals and organisations that have made significant contributions to communications consumers over the past decade.

From disability advocates to telecommunications engineers, ACCAN's Consumer Champion Awards were presented to a select few who have helped ACCAN in furthering the organisation's mission of improving telecommunications for consumers.

ACCAN's Consumer Champion Awards were presented to Sue Salthouse, Ian Binnie, Nan Bosler, Gerard Goggin, and Johanna Plante. These winners are also nominated as the inaugural life members of ACCAN, with a final vote held at the Annual General Meeting on Thursday, 12th September.

Robert Morsillo, Senior Advisor, Digital Inclusion at Telstra took home the Consumer Champion in Industry Award at ACCANect 2019. Robert was recognised for 25 years of work on community engagement, consumer affairs and programs for low income and disadvantaged customers.

ACCAN also presented a series of Industry Champion Awards, which commended the positive steps that some telco industry players have made towards bettering telecommunications for Australian consumers. Since ACCAN was formed in 2009, it has been actively engaging with the telco industry to secure better outcomes for telco consumers. The Industry Champion Awards were an opportunity to recognise those in the industry that have taken the consumer-centric message on board in the roll-out of their products or initiatives."

The winners of the ACCAN Champion Awards were:

CONSUMER CHAMPIONS

Sue Salthouse – for her major contributions to improving the accessibility of telecommunications for people with disabilities in Australia and her contribution as ACCAN Chair (2009 – 2010).

Ian Binnie – for his dedication to demystifying telecommunications technical matters for ACCAN members and staff, especially about mobile networks.

Nan Bosler – for her dynamic telecommunications advocacy and commitment to ensuring digital literacy has been high on the list of priorities for all levels of governments and the private sector. Nan has particularly raised concerns of affordability for older Australians.

Gerard Goggin – for his dedicated work as a member of the Board & ACCAN Independent Grants Panel which assesses applications for our grants program. Gerard has also provided on-going advice to ACCAN about multiple research projects and assisted with publications.

Johanna Plante – for her tireless work as former ACCAN Chair (2011-2017). Johanna has worked to improve outcomes for Deaf and Hard of Hearing consumer, and Indigenous and remote consumers.

CONSUMER CHAMPION IN INDUSTRY

Robert Morsillo, Senior Advisor Digital Inclusion, Telstra – for his significant contribution to bettering outcomes for consumers at Telstra. Robert has worked for nearly 25 years on community

engagement, consumer affairs and programs for low income and disadvantaged customers at the telco.

As a driving force behind many Telstra initiatives such as In Contact, Access for Everyone and the Australian Digital Inclusion Index, ACCAN thanked Robert for his work in the areas of reducing harm due to financial hardship and family violence.

INDUSTRY CHAMPIONS

Digital Inclusion Champion – Telstra – for actively undertaking work to understand and address digital equality in Australia. Telstra's Digital Inclusion Index has been instrumental in building a comprehensive understanding of the issue of digital inclusion and providing evidence into how policies and programs can be introduced to bridge these gaps.

ACCAN also recognised the many community-based digital inclusion programs that Telstra is involved with including inDigiMOB and Tech Savvy Seniors.

Challenger Champion – Optus – for disrupting the Australian telco landscape across fixed line, mobile and broadband. Optus' ongoing investment in their network has helped to provide many Australians with a choice of provider, challenging previous monopolies – especially in regional areas.

ACCAN particularly highlighted the important work that Optus has undertaken in supporting small businesses through the establishment of innovative Optus Business Centres. Small businesses have specialised telco needs and appropriate support can be a game-changer for their operations.

Innovation Champion – Vodafone – for demonstrating a commitment to driving change in the telco market through unique products and services. From being the first telco in Australia to introduce no lock-in mobile contracts, to bringing Instant Connect and 4G back-up to fixed broadband customers, Vodafone has challenged the telco market and provided Australian consumers with innovative choices.

ACCAN recognised the positive impact of Vodafone's $5 a day international roaming plans. When this innovation was introduced in 2013, many Australians were finding themselves caught out by exorbitant bills when returning from overseas trips. While there is still much work to be done on the matter of International Mobile Roaming, Vodafone's $5 a day international roaming plans have helped to give consumers more control over their telco spending when travelling.

Community Engagement Champion – NBN Co – for meaningful engagement with Australia's diverse communities. ACCAN highlighted the positive relationship that NBN Local have fostered with the Regional, Rural and Remote Communications Coalition and the tangible successes that these relationships can herald for consumers – such as the creation of Sky Muster Plus.

Accessibility Champion – Jeenee Mobile – for demonstrating their dedication to providing people with disabilities access to innovative handsets and customer service. Jeenee Mobile's

Accessibility (NDIS) plans are a strong example of the company's dedication to assisting people with disabilities access and use mobile technology to improve their lives.

People's Champion – Better Life Mobile – for demonstrating a commitment to keeping socio-economically disadvantaged Australians connected. Through creating low-cost mobile phone plans with no contracts, no late fees and fixed prices, Better Life Mobile has helped to ensure more Australians can access affordable mobile phone plans.

Remote Communities Champion – Activ8Me – for having a community-focused approach to helping remote Australians get connected. ACCAN acknowledged Activ8me's dedication to developing, installing and maintaining innovative community phones and public Wi-Fi across vast distances in over 300 very remote Indigenous communities under the Australian Government's Remote Australia Strategies Programme. These bespoke solutions play an important role in helping to address the digital divide across the nation.

Regional Champion – Southern Phone – for their meaningful efforts to produce products that meet the specialised needs of Australia's regional communities. While in the past many regional areas were limited to a single telco, Southern Phone has helped to build competition in these markets which benefitted consumers.

Rural Champion – Wireless ISP Association – for meaningful engagement with Australia's rural communities. The specialised telco needs of these consumers can present real challenges to internet service providers; however WISPAU has shown that that are dedicated to providing innovative industry-wide solutions to those who call rural Australia home.

MVNO Champion – Amaysim – for positively disrupting the Australian telco market when it launched in 2010 by introducing transparent, month-to-month and simple pre-paid plans with a self-service signup system. Amaysim brought a model previously only available in Europe to the Australian market.

SUBMISSIONS

ACCAN engaged with a number of consultations held by industry, government, regulatory and other bodies in 2019-20. Most of our submissions can be found online at: accan.org. au/submissions.

JULY 2019

- NBN Product Development Forum (PDF), Fibre-To-The-Node Speed Assurance

- Australian Communications and Media Authority (ACMA), Review of the Telecommunications (Emergency Call Service) Determination 2009 – Second-round consultation

- Western Australia Planning Commission, Draft Position Statement – Fibre Ready Telecommunications Infrastructure

- Standards Australia, Distribution and Licensing Policy Discussion Paper

- NBN Product Development Forum (PDF), Pricing Review 2019 – Paper 1

AUGUST 2019

- Department of Communications and the Arts, Draft Designated Day Instrument

- NBN Product Development Forum (PDF), Non-infrastructure Type Transfers

SEPTEMBER 2019

- Australian Communications and Media Authority (ACMA), Post-implementation Review of the NBN Consumer Experience Rules

- Australian Communications and Media Authority (ACMA), Proposed Changes to International Mobile Roaming Regulations

- Department of Communications and the Arts, Regional Connectivity Program

- Australian Communications and Media Authority (ACMA), Amendments to EME Arrangements

- The Treasury, Implementation of Digital Platforms Inquiry Recommendations

- Australian Competition and Consumer Commission, Public Inquiry on the Access Determination for the Domestic Mobile Terminating Access Service (MTAS)

OCTOBER 2019

- Communications Alliance, C625:2020 – Information on Accessible Features for Telephone Equipment Code

- The Treasury, Consumer Data Right (CDR) Privacy Impact Assessment

- NBN Product Development Forum (PDF), Proposed Withdrawal of the Battery Back-up and UNI-V Port

- NBN Product Development Forum (PDF), Pricing Review 2019 – Paper 2

- NBN Product Development Forum (PDF), New Access Virtual Circuit (AVC) Higher Speed Tiers

NOVEMBER 2019

- Department of Communications and the Arts, Parliamentary Inquiry into 5G in Australia

- Department of Home Affairs, Australia's 2020 Cyber Security Strategy

- Australian Competition and Consumer Commission, NBN Wholesale Service Standards Inquiry – Draft decision

- Disabled Peoples' International and G3ict Research Committee, Convention on the Rights of Persons with Disabilities: Digital Accessibility Rights Evaluation – DARE Index: Data Collection for the 2020 DARE Index

- Communications Alliance, C555:2020 Integrated Public Number Database (IPND) Code

- Australian Competition and Consumer Commission, Inquiry into NBN Access Pricing

- Office of the Australian Information Commissioner, Privacy Safeguards Guidelines for the Consumer Data Right

- Infrastructure Australia, Infrastructure Preliminary Report

DECEMBER 2019

- N/A

JANUARY 2020

- Senate Environment and Communications Legislation Committee, Telco Reform Package and Regional Broadband Scheme

- Communications Alliance, G660:2018 Assisting Customers Experiencing Domestic and Family Violence

- Department of Communications and the Arts, Review of Telecommunications in New Developments

- Parliamentary NBN Joint Standing Committee, Inquiry into the Business Case for the NBN and the Experience of Small Business

- Australian Communications and Media Authority (ACMA), Draft Telecommunications (Mobile Number Pre-Porting Additional Identity Verification) Industry Standard 2020

- Australian Competition and Consumer Commission, Mobile Terminating Access Service (MTAS) Access Determination Inquiry 2019 – Position and Consultation Paper

- Australian Communications and Media Authority (ACMA), Proposed revisions to the NBN consumer experience rules

FEBRUARY 2020

- Digital Transformation Agency, Consultation: 4th release of the Trusted Digital Identity Framework

- Department of Communications and the Arts, Consultation on Alternative Voice Services Trials

- Australian Communications and Media Authority, Telecommunications (Emergency Call Service) Amendment Determination 2020 (No.1)

- Department of Communications and the Arts, Digital Tech Hub

MARCH 2020

- Department of Home Affairs, Voluntary Code of Practice: Securing the Internet of Things

for Consumers

- Australian Communications and Media Authority, Captioning Draft Target Order (Foxtel and Selectra re. BBC World News)

- NBN Product Development Forum (PDF), Expression of Interest – Connecting older Australians

- Department of Infrastructure, Transport, Regional Development and Communications (DITRDC), Regional Connectivity Program – Draft Grant Opportunity Guidelines

- Australian Communications and Media Authority, Review of Telecommunications (Provision of Pre-Selection) Determination 2015

- South Australian Government, Independent Review into South Australia's 2019-20 Bushfire Season

- NBN Co., COVID-19 Proposed Connectivity Relief Package –

RSP Feedback

APRIL 2020

- Australian Human Rights Commission (AHRC), Human Rights and Technology Discussion Paper

- New South Wales Government, Independent Inquiry into the 2019-20 Bushfire Season

- Inspector-General for Emergency Management, Inquiry into the 2019-20 Victorian Fire Season

- The Royal Commission into National Natural Disaster Arrangements, Australia's Preparedness for, and Response to, Natural Disasters – 2019-20 bushfire season

- NBN Product Development Forum (PDF), Improvements to the Product Development Forum

MAY 2020

- Communications Alliance, C661:2020 Reducing Scam Calls

Industry Code

- NBN Co., Wholesale Broadband Agreement Consultation Paper: RSP requirements for WBA4

- Senate Standing Committee on Finance and Public Administration, Lessons to be Learned in Relation to the Australian Bushfire Season 2019-20

- Australian Competition and Consumer Commission, Authorisation Request by NBN Co/Telco Special Working Group (COVID 19 Response) – joint submission with Consumer Action Law Centre and Consumers Federation Australia

- Australian Competition and Consumer Commission, Draft determination on NBN Long-Term Revenue Constraint Methodology for 2018-19

- Communications Alliance, G663:2020 Draft Communications Resilience –

Disaster Management Guideline

JUNE 2020

• Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Alternative Voice Trials Draft Guidelines

• Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Telstra Request for Extension of Ministerial Exemptions for South Brisbane and Velocity networks

• Senate Select Committee on COVID-19, Inquiry into the Australian Government's Response to COVID-19

• Department of Infrastructure, Transport, Regional Development and Communications (DITRDC) Consultation on a Proposed Update of the Telecommunications in New

Developments

• Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Supporting Australian Stories on our Screens – Options Paper

• Australian Communications and Media Authority (ACMA), Captioning Draft Target Order (Fetch TV re. BBC World News)

• Department of Infrastructure, Transport, Regional Development and Communications (DITRDC), Consultation on Design Options for Round 5A of the Mobile Black Spot Program

• Department of Infrastructure, Transport, Regional Development and Communications, Consultation on Draft Statutory Infrastructure Provider Exemption Instrument

• Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, General submission

ACCAN BOARD
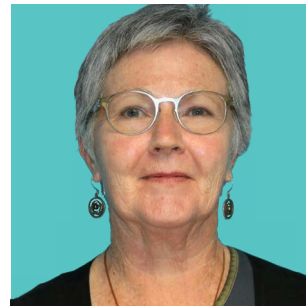
Keith Besgrove
Elected: 2019
Term ends: 2022

Chris Dodds
Elected: 2018
Term ends: 2021
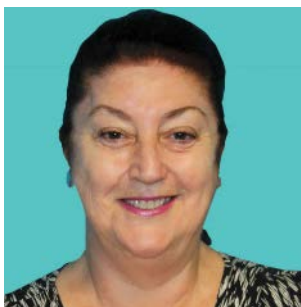
Heron Loban
Elected: 2018
Term ends: 2021

Nadia Moffat
Elected: 2019
Term ends: 2022

Deirdre O'Donnell
(Chairperson)
Elected: 2017
Term ends: 2020

Holly Raiche
Elected: 2017
Term ends: 2020

Victoria Rubensohn
Elected: 2017
Term ends: 2020

Julian Thomas
Elected: 2018
Term ends: 2021

Sarah Wilson
Elected: 2019
Term ends: 2022