accan

OUR IMPACT THIS YEAR

2020-21 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 VISION

Communications services that are trusted, inclusive, accessible, and available for all.

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; and

- 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 ACCAN Board, I am pleased to report on our work in 2020-21. This year has continued to present many challenges not just for ACCAN but for communities across Australia. Our dependency on reliable communications reinforced the important role that ACCAN plays representing consumers in an always evolving communications environment.

The COVID-19 pandemic and the subsequent rolling lockdowns across the country have shone a light on the digital disadvantage in Australia. With many forced to work and learn remotely and the need for QR codes to assist contact tracing, the essential nature of communications services was once again brought to the fore. ACCAN's work in 2020-21 was once again focussed on addressing issues of affordability, reliability, fairness, and accessibility in communications. ACCAN has also worked towards improved privacy protections for Australian consumers and a framework to build trust in connected devices and the Internet of Things.

Thank you also goes to the Hon. Paul Fletcher, to the Minister for Communications, Cyber Safety and the Arts, and the government for their ongoing engagement with ACCAN. We also continue to have regular engagement at the highest level in the industry with the CEOs of all the major providers and with the heads of both the ACMA and ACCC and for this we are very grateful.

The Accessible Telecoms service continued to deliver important assistance to people with disability and those wanting information on accessible communications technologies. On behalf of ACCAN, I would like to thank the government, telecommunications providers, and handset manufacturers for their support of the service through the Australian Mobile Telecommunications Association.

We also partnered with the National Farmers' Federation to assist in the delivery of the new Regional Tech Hub and we want to thank them for what has been a very important project rural, regional and remote consumers. ACCAN's role was to deliver the content and technical advice on the new website.

Despite the challenging year and the need for adjustments along the way, the ACCAN's Grant Program participants completed on a vast range of projects. We are very grateful to the Independent Grant Panel including Fiona Martin, Will Tibben and Len Bytheway for their contribution to the program. Thanks also goes to ACCAN's other partners including the National Farmers' Federation who engaged ACCAN to deliver content for the new Regional Tech Hub.

ACCAN events continued to be offered on-line with our first ever virtual AGM. The commitment from the ACCAN team to battle through and find new ways to work has transformed ACCAN secretariat. On behalf of the ACCAN Board, I would like to thank our members for their continuing support and contribution to our work. Our members are pivotal to ACCAN's work; their insights allow us to add valuable lived experiences to our representation of consumers. In recognition of the outstanding contribution of our members life memberships were awarded last year to Gunela Astbrink and Nigel Waters.

I also want to acknowledge the work of the ACCAN Board who are all volunteers and give their time generously. I am very proud to report that we have undertaken an extensive review and finalised a new strategic plan for 2021-2024. This plan recognizes the growing role of digital platforms and ACCAN's important role going forward representing consumers in this emerging area.

In summary, ACCAN has continued to deliver positive outcomes for consumers amongst the backdrop of uncertainty that pervaded 2020-21. I would like to extend my thanks to the ACCAN team and our CEO Teresa Corbin who has steered the team through these unpredictable times.

CEO OVERVIEW

Teresa Corbin: Chief Executive Officer

With the ongoing COVID-19 pandemic highlighting the essential role of connectivity, ACCAN has continued to advocate for communications services that are trusted, inclusive and available for all. Never has ACCAN's work been so vital to our daily lives, continued employment, education and access to government and health services. This year has also seen an increasing number of issues which have highlighted the need for a consumer voice on digital platforms.

Over the past 12 months the ACCAN team have produced an extraordinary output with 62 submissions, five research reports published, six grants projects completed and 918 media mentions. ACCAN has coordinated consumer representation on 34 bodies and undertaken wide ranging engagement with industry representatives as well as government and regulatory officials. ACCAN has also gone through the process of transitioning so that we no longer have a large office and we have been learning how to use collaborative approaches wherever possible to work effectively from home.

Like many organisations around the country, ACCAN shifted to delivering events online. In October 2020, the Minister for Communications, Cyber Safety, and the Arts launched ACCANect Online - new multi-part video series from ACCAN which provides a platform for telecommunications consumers to hear from leading voices in the telco sector about the key communications issues that are impacting consumers today and into the future. To date, we have had presentations from members of the Liberals, Labor, the Nationals, and the Greens on the accessibility of communications services, issues relating to regional, rural, and remote Australians, and digital inclusion.

Another highlight of our online events was ACCAN's Media Reform Green Paper virtual forum in May 2021. The forum featured Jock Given – Professor of Media and Communications, Swinburne University of Technology and Giles Tanner – former head of the Australian Communications and Media Authority's division responsible for radiofrequency spectrum management. We also heard from panelists from key interest groups representing culturally diverse communities, regional Australians, Indigenous communities, people with disability and Older Australians to examine the Paper's proposals and what they would mean for consumers in Australia.

The Accessible Telecoms Service transitioned from NDIA income to funding by the industry via AMTA. The Service continued to grow, and we continued to work towards a sustainable funding model going forward post 2021.

ACCAN has contributed to a number of major policy areas and represented consumers at some very high-level committees and inquiries. These include various Bushfire inquiries; the Senate Select Committee on COVID 19; the Joint Parliamentary Committee on nbn and the Australian Broadband Advisory Committee.

Additionally, we have worked closely with NBN Co on the development of a broadband service, targeted to the needs and budget of low-income households. We have welcomed NBN Co's consultations on the design of this service throughout the year and have continued our advocacy for a 'gap payment' by the Federal government to subsidise the service. A highlight of this engagement with NBN Co was when their CEO, Stephen Rue agreed to meet the consumer advocates working in the area to help deeper understand and support their clients' needs.

As always, we are incredibly grateful for all the support that we receive. ACCAN's accomplishments are achieved through our relationships with our members and valued stakeholders, and the insights they provide. Thank you to our members for your ongoing advice and guidance. I'd also like to extend my thanks to the telco industry and other private sector organisations for their continued support. It is by working together that we will achieve the best outcomes for consumers.

CONSUMER WINS

Sadly, this year we lost of dear friend and a dedicated advocate for people with disability in July 2020, Sue Salthouse. ACCAN will be forever indebted to Sue for her involvement in ACCAN's establishment and her tireless advocacy for people with disability. In her various roles at ACCAN Sue was a past ACCAN Chair and Life member and a mentor for our staff, board, and committee members. The guidance that she so generously offered has been instrumental to many of ACCAN's achievements. Sue assisted in the development of research and policy positions on improvements to the National Relay Service, access to emergency services, and access to information about the accessibility features of handsets. She also played a key role in guiding the development of ACCAN's Accessible Telecoms project.

I want to also extend my appreciation to our volunteers on advisory forums, working groups and our Board directors. Finally, I'd like to extend a very special thanks to the very committed ACCAN staff team whose hard work and commitment ensure that we are making the voice of communications consumers heard. This is my last report as ACCAN CEO, and I want to thank everyone for supporting ACCAN over many years – it has been a privilege to lead ACCAN on a daily basis and I take away many precious memories. I wish ACCAN the very best in its future representation of communications consumers.

ACCAN's ongoing advocacy has contributed to a number of wins for consumers during the financial year 2020-21, including:

- **Our advocacy with NBN Co has contributed significantly to NBN Co's inclusion of a lower cost service for low-income households in its pricing consultations. NBN Co also made its pricing consultation discussion paper public for the first time after ACCAN's representation which enabled better consultation with consumer groups.**

- **ACCC's agreement with Telstra, including undertakings and a penalty of $50m for mis-selling to vulnerable Indigenous consumers, followed sustained advocacy since 2017/8 by ACCAN and financial counselling organisations working with affected clients.**

- **ACCAN's recommendations limiting conditions when network providers are exempt from the Statutory Infrastructure Provider (SIP) requirements for connecting premises were adopted by the government.**

- **ACCAN's Accessible Telecoms Service funded for 2021 by telcos and equipment providers through AMTA.**

- **Digital Platforms providers committed to new Code on Disinformation and Misinformation**

- **The federal government announced that the Closing the Gap targets included that Aboriginal and Torres Strait Islander people will have equal levels of digital inclusion by 2026.**

- **The Regional Tech Hub was funded by the federal government and established by National Farmers Federation who won a tender to provide the service.**

- **New rules for telcos to detect, trace and block scam calls were registered by the ACMA and responsible for blocking 55 million calls.**

- **Measuring Broadband Australia program run by the ACCC was refunded and expanded to include Fixed Wireless services.**

- **TIO reported a 4 percent decrease in complaints about phone and internet services in September 2020.**

COVID-19 AND COMMUNICATIONS

COVID-19 has had a tremendous impact on people around the world, including right here in Australia. With states faced with rolling lockdowns, our communities have had to rapidly adapt to new ways of working, learning, and accessing health care and government assistance. As many schools and workplaces closed, Australia underwent a swift digital transformation with our daily routines moved online. In an instant, telecommunications networks were recognised as an essential service as they kept consumers connected and kept our world turning during these uncertain times.

The increasing digitalisation of our nation has had a number of benefits, such as increasing access to healthcare through the government's expansion of telehealth services during the pandemic. However, it has also highlighted the digital divide between those who have access to a reliable, affordable internet connection, and those that do not.

In May 2021, ACCAN hosted our annual Indigenous Advisory Forum together with the First Nations Media Digital leadership forum in Lismore, NSW. We heard about the very real impacts of lack of connectivity during COVID that impacted on access to health, education and in one instance an example of youth suicide where the community strongly believe if

there was better mobile coverage at this time, it could have saved a life.

Most Remote Indigenous Communities restricted all non-essential movement during the worst of the pandemic due to the high risks associated with COVID infection, increasing the need for remote access to services, including health, education, Centrelink, MyGov, justice, banking and so on. However, with an estimated 30% of remote and very remote Indigenous people without household access to telephones or internet, and many Shire/Council offices, schools and other service centres closed, some essential services were not available to many remote Indigenous people.

More broadly, families without access to a reliable home broadband have struggled during the pandemic as many schools have shifted to online learning. ACCAN has heard heartbreaking stories of children trying to hotspot off a parent's data-powered mobile phone just to complete their schooling. The other key factor in the digital divide equation for families has been the lack of access to

devices. In low socio-economic households, it is unlikely that families have enough devices for all members of the household to participate at the same time. This can result in children falling behind on schooling.

As the pandemic has continued, and those in impacted industries or in a casualised workforce have felt the financial pressure mount, the telecommunications industry has acknowledged the need for measures to assist consumers impacted by COVID-19. First introduced in April 2020 and later renewed in June 2021, the telecommunications hardship principles for COVID-19 were co-designed by the Federal Government and the telecommunications industry to provide a consistent baseline across industry to help customers stay connected, including those who are experiencing hardship.

Although a step in the right direction. ACCAN believes that the principles are simply re-emphasising the telecommunication providers' existing obligations under the TCP Code and Complaints Handling Standard. ACCAN has called on the industry to

implement quick and easy processes to get hardship arrangements in place for telco customers in need, and to allow small businesses to pause their phone and internet connections while they are not in use so that they are faced with one less financial stress during this period.

The resiliency of telco networks has been tested during the COVID-19 pandemic as social distancing efforts and rolling lockdowns have prompted more and more people to turn to online services. With many workplaces requiring staff to work remotely, the nbn in particular has been challenged to adapt to changing consumer demands with the growth of video conferencing programs like Zoom and Microsoft Teams putting unprecedented demand on the network. Positively, it seems that the networks have so far held up under this new strain.

While there are undoubtedly many lessons that will be learned from the COVID-19 pandemic in years to come, one of the key takeaways that the nation has come to learn is that communications are an essential service. For that reason, ACCAN believes that they need to be regulated as such to ensure that no Australian is left offline.

CONSUMER AWARENESS

ACCAN has continued to be a popular, credible source of information for the media about Australian communications consumers. During the 2020-21 financial year we achieved 918 media mentions across print, TV, radio and online media.

We informed media about important consumer issues and developments, issuing 9 media releases covering topics including the nbn pricing, the Australian Human Rights Commission's support for a concessional broadband rate for low-income households, the renewal of the telco COVID-19 principles, reliability of broadband services, and ACCAN's research into the communications concerns of remote Indigenous communities.

We responded to a wide range of enquiries from media about consumer issues including unauthorised mobile number porting, mobile black spots, reducing scam calls, and choosing a mobile phone plan.

Our media comments appeared in high-profile outlets across variety of channels. These outlets included ABC News, The Australian Financial Review, The Australian, The Courier Mail, The Sydney Morning Herald, The New Daily, 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 design options for Round 5A of the Mobile Black Spot Program, the RRRCC's revised goals, and the opening of applications for the Regional Connectivity Program.

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 16 blogs on the ACCAN website. These covered topics including a recap of ACCAN's Media Reform Green Paper online forum, a list of telco offers for targeted groups to help stay connected, assistance regarding the east coast floods and storms in March 2021, and the announcement of ACCAN's 2021 Grants program recipients.

ACCAN's website continues to be a popular hub for consumer information and resources.

In total, our website attracted 127,266 page views this financial year. Among the most popular pages on our website were resources on how to use less data on your smartphone, ACCAN's COVID-19 telco resources blog, and the ACCAN Grants homepage.

This year saw our social media audience once again increase, with ACCAN's accounts generating an audience of over 5,000 followers across Twitter and Facebook.

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

MEDIA HIGHLIGHTS

918
MEDIA MENTIONS

9
MEDIA RELEASES

127,266
WEBPAGE VIEWS

16
BLOG POSTS

MORE THAN
3,300
TWITTER FOLLOWERS

MORE THAN
1,730
FACEBOOK FOLLOWERS

ENGAGEMENT AND OUTREACH

ACCAN's approach to engagement and outreach had to adapt to the shifting nature of 2020-21. As a result, much of the organisation's engagement and outreach was conducted virtually for the year.

New opportunities were created in 2020-21 as ACCAN partnered with supporters to engage with members and consumer groups. ACCAN attended relevant events face-to-face when able during a time of rolling restrictions nationwide. Highlights include:

NO AUSTRALIAN LEFT OFFLINE SERIES– ACCAN / NBN LOCAL ROUNDTABLE

Together with the nbn local team, ACCAN held the inaugural No Australian Left Offline roundtable event via videoconference in May 2020. In 2020-21 ACCAN continued with a further five roundtables to finalise the state-by-state series. The roundtables provided a practical opportunity to have consumers' views heard by key decision-makers. 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 ACCAN members. A total of 199 participants attended the roundtable series.

ACCANECT ONLINE

In October 2020, ACCAN began our the ACCANect online series which provides a platform for telecommunications consumers to hear from leading voices in the telco sector about the key communications issues that are impacting consumers today and into the future. The new multi-part video series from ACCAN features presentations on the accessibility of communications services, issues relating to regional, rural and remote Australians, and digital inclusion, as well as interviews. To date, guests have included the Hon Paul Fletcher MP, Minister for Communications, Cyber Safety and the Arts; Michelle Rowland MP, Shadow Minister for Communications; Mark Coulton, then Minister for Regional Health, Regional Communications and Local Government; and Senator Nick McKim and Senator Jordon Steele-John from the Australians Greens.

NO AUSTRALIAN LEFT OFFLINE NATIONAL WEBINAR – ACCAN / NBN LOCAL

In December 2020, ACCAN co-hosted a national webinar with nbn to provide a national summary and report back to attendees from the six roundtables that were held from May to November 2020. The webinar provided an opportunity for attendees to hear of the issues and the progress that had been made for several communities involved in nbn initiatives. ACCAN was involved in providing context and information on regulation and policy to identify how attendees could further contribute to discussions on improved connectivity.

COSBOA 2020 NATIONAL SMALL BUSINESS SUMMIT

ACCAN attended the Council of Small Business of Australia 2020 National Summit virtually in August 2020. The conference themed 'Profit for Purpose' provided an opportunity to raise

awareness of ACCAN's role for consumers and small business and to virtually network with key stakeholders, senior politicians, and representatives from medium and large business.

ASCCA CONFERENCE

In November 2020, ACCAN took part in the Australian Seniors Computer Clubs Association Conference Virtual Conference. ACCAN operated a display table and provided updates, advice and consumer education materials on inclusion and Accessible Telecoms.

WACOSS CONFERENCE

In February 2021, ACCAN remotely hosted a static information booth at the Western Australian Council of Social Service Conference Let's build a better way together, held in Fremantle. ACCAN were able to provide Talking Telco printed materials to attendees.

FIRST NATIONS MEDIA INDIGENOUS DIGITAL LEADERSHIP FORUM

In May 2021 ACCAN participated in the Indigenous Digital Leadership Forum in Lismore, NSW. The Forum was well attended by National indigenous organisations. ACCAN participated in talks and provided attendees with updates and research on mis-selling and digital literacy.

NATIONAL FINANCIAL COUNSELLING CONFERENCE

ACCAN attended the National Financial Counselling Conference in Darwin in May 2021. ACCAN participated in pre-conference workshops including a TCP Code workshop at the Financial Capability Workers' Day, and a presentation on mis-selling to the Aboriginal and Torres Strait Islander network. We also engaged with delegates to raise awareness of ACCAN's consumer education materials.

POLICY

ACCAN's policy work has been guided by our six major policy priority areas for 2020/21: increased service reliability, affordable telecommunications for all with No Australian Left Offline, a fairer telco market, growing consumer confidence, better infrastructure, and improved accessibility.

INCREASED RELIABILITY

ACCAN has continued to advocate to industry, regulators and government on the need for increased reliability of services. As our dependence on connectivity increases, the need for underlying service reliability across all networks grows. This was highlighted last year as we lived through lockdowns and disruptions caused by the COVID-19 pandemic, and the unprecedented bushfire season.

The year saw multiple consultations by the Federal government and regulators to support new arrangements for fixed line network providers, following the commencement of the Universal Service Guarantee regime in March 2020. This kicked off with the ACCC's consultation on service standards proposed by NBN Co in its commercial agreement with telco retailers. ACCAN argued that NBN Co's standards for missed appointments, connection and fault repair timeframes, and service speeds would not create enough incentive for NBN Co

to deliver the level of service consumers need. Our view is that these measures should be determined by government regulation, so we welcomed the consultation by the Department of Infrastructure, Transport, Regional Development and Communications into regulations for all fixed line network providers. Along with the Regional, Rural and Remote Communications Coalition, our response urged the adoption of more ambitious timeframes and service speeds, the introduction of shorter timeframes for those with life threatening conditions, and the payment of rebates when standards are not met.

We also engaged with the ACMA consultation in December 2020 on arrangements for retailers to pass through rebates they receive from wholesale network providers (such as NBN Co) to their customers. Our position is that any rebates should be passed on to customers in full, because it is customers who experience the harm caused by poor performance.

NO AUSTRALIAN LEFT OFFLINE – AFFORDABLE BROADBAND FOR ALL

We have worked closely with NBN Co on the development of a low-income broadband service, targeted to the needs

and budget of low-income households, so that home broadband can become a reality for many households struggling to afford it. We have welcomed NBN Co's consultations on the design of this service throughout the year and have continued our advocacy for a 'gap payment' by the Federal government to subsidise the service. There is wide acknowledgement by industry and the community of the need for this service, and we are hopeful that it will be available in the next financial year. We commissioned research scrutinising the effectiveness of other industry products aimed at lower income consumers, to inform our advocacy for broader affordability measures across all services.

A FAIRER TELCO MARKET

A focus of our work for reforms to support fairer treatment of customers and better consumer protections was the Federal government's consultation on Choice and Fairness. We worked closely with our members and other stakeholders to develop comprehensive proposals for reform, including fundamental changes to the way consumer protections are regulated and enforced, and for a registration or licensing scheme for all retailers in the consumer market. These reforms are needed to drive improvements in customer

service, more effective treatment of vulnerable customers such as those in need of financial hardship, and improved sales practices.

The ACCC's enforcement action against Telstra's systemic mis-selling and over selling to Indigenous consumers in the Northern Territory, Western Australia and South Australia resulted in a landmark fine of $50 million and a court enforceable undertaking by Telstra. ACCAN supported financial counsellors in their work to get this outcome, which puts the industry on notice that taking advantage of vulnerable consumers will not be tolerated.

GROWING CONSUMER CONFIDENCE

We have continued our work 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. A highlight was the publication of our policy position setting out reforms needed to safeguard consumers and maintain trust in using Internet of Things connected devices. *Connection and Protection: What consumers need from the Internet of Things*, was launched at a well-attended

webinar, with discussion by a panel of experts. Other work during the year was our engagement with reforms of the Privacy Act, ongoing work with the Digital Transformation Agency on digital identity and advocating with our members for measures to protect the privacy of consumers using the Consumer Data Right.

BETTER INFRASTRUCTURE

There have been many welcome developments in regional infrastructure this year, resulting from long term advocacy by ACCAN and the Regional, Rural and Remote Communications Coalition. These include announcements of significant investment through the Regional Connectivity Program, and trials of alternative technologies to deliver fixed voice services. Our advocacy to the Department of Infrastructure, Transport, Regional Development and Communications resulted in very limited exemptions to service provision by NBN, as the communications infrastructure provider for most of Australia. We provided input on the design of Round 5A of the Mobile Blackspots Program to ensure guidelines worked in the interests of communities most in need of increased coverage. Our *Remote Indigenous Communications Review* by Dr Daniel Featherstone,

published in November 2020, has been acknowledged as a valuable resource by the Federal government, and will inform our advocacy work with Indigenous representatives for improved last mile service delivery and other gaps to digital inclusion.

IMPROVED ACCESSIBILITY

Our work progressing improved accessibility over the past year has been directed by the disability sector-wide adoption of the *Ideal Accessible Communications Roadmap*. The Roadmap underpinned our submissions to the National Disability Strategy, our multiple submissions to the Disability Royal Commission and our submissions to both the National Disability Insurance Scheme and National Disability Strategy Framework consultations. Our participation was requested by the Senate Environment and Communications Committee in their review of the Broadcast Legislation Amendment Bill regarding the proposed changes to the Subscription Television captioning rules. We have progressed several of the Roadmap strategic actions with a focus on creating a more accessible communications sector.

CONSULTATIONS

Due to COVID-19, most of ACCAN's advisory forums were held virtually this year. The benefit of using videoconferencing has ensured that more participants joined the advisory forums than in any other year previously. This has broadened ACCAN's accessibility and engagement as well as increasing interaction between participants as well.

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 21 April 2021. Representatives from Consumer Policy Research Centre, Financial Counsellors Australia, Indigenous Consumer Assistance Network, Digital Rights Watch, 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 10 March 2021 with representatives invited from Deaf Australia, Physical Disability Council NSW, Deafness Forum, Vision Australia, and First Peoples Disability Network Australia, among others.

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 3 May 2021 in Lismore, NSW. Representatives were present from a range of organisations including Wilcannia River Radio, NACCHO, Bilbie Virtual Studios, First Nations Media, Rumbalara Aboriginal Cooperative, and World Vision Australia.

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 28 April 2021. Representatives from Internet Australia, Business NSW, National Farmers Federation, Office of NSW Small Business Commissioners Office, and the NSW Indigenous Chamber of Commerce were in attendance.

ACCESSIBLE TELECOMS

Accessible Telecoms is ACCAN's nation-wide disability telecommunications information and referral service.

The past year has been a complicated challenge for the ongoing sustainability of the Accessible Telecoms service.

With the NDIA grant ending 30 June 2020, we have managed to sustain a somewhat bare-bones delivery of the service. Thankfully, our constructive discussions with both the Government and the industry resulted with several industry participants and handset manufacturers providing a limited funding package to see the service continue through the 2021 calendar year.

While limited to the current calendar year, this funding has enabled the service to continue to provide value to both consumers and industry stakeholders. This sustainability of the service for 2021 has allowed for the continuous improvement and relevancy of the service.

The unique page visits to the Accessible Telecoms website continue to grow as do the number of information resources that are available on the website. The Accessible Telecoms team have managed to keep all the various categories – handset, tablets, accessories, tablets, and training – current, with more than 700 information resources updated. There have been several website enhancements introduced, many of which have been recommendations from the service's expert advisory committee. These updates include a streamlined Auslan video interface, an enhanced user feedback channel, and a user email sign up option to receive service updates. The service continues to also receive phone and email requests for information on a regular basis.

We have initiated discussions with both the Government, telecommunications providers, and handset manufacturers to establish a more stable model of future funding for the sustainability of the Accessible Telecoms service

GRANTS

In fulfilling its role as Australia's peak body and voice for consumer representation in communications, ACCAN administers the Independent Grants Program as part of our funding agreement with the Department of Infrastructure, Transport, Regional Development and Communications. An independent panel of experts assess applications according to criteria and choose the best from the many great ideas submitted, aimed at achieving better telecommunications services for all consumers.

Despite the challenging year for grants recipients undertaking research, education and representation, work has been completed on a vast range of topics including an investigation into appropriate privacy and security safeguards in emerging technologies, affordability issues for low-income consumers and Indigenous perspectives on digital inclusion.

ACCAN encourages collaborations between community organisations, not for profits, industry and researchers with similar objectives and focus. Projects undertaken this year have spurred valuable dialogue with the sector, helping to develop new and better approaches aimed at achieving the best outcomes for consumers.

All resources produced under the Program are also available on our website: accan.org.au/grants

UNREGULATED AND SEGMENTED DARK ADS ON SOCIAL MEDIA: CONSUMER EDUCATION AND REGULATORY OPTIONS

This project found that Facebook's data-driven micro-targeting "dark ads" lack accountability and could enable the spread of disinformation, discrimination and harmful stereotyping. Researchers from Monash University developed a tool that allowed consumers to automatically donate their adverts into a database, to help make public what ads are being served to people online. The report produced a set of recommendations aimed at better informing consumers to the issues, and generating greater accountability by social media platforms and internet service providers.

accan.org.au/dark-ads

TELECOMMUNICATIONS DEBT IN RURAL AND REMOTE INDIGENOUS CENTRAL AUSTRALIAN COMMUNITIES

This report by Carolyn Cartwright and Chanelle McAuliffe of MoneyMob Talkabout examines telecommunications debt in regional and remote Indigenous Central Australian communities. Through case studies, interviews and short questionnaires, the report outlines how mis-selling by telecommunications service providers and regulatory weaknesses led to widespread systemic debt for Indigenous telco consumers.

accan.org.au/mis-selling

TELECOMMUNICATIONS AFFORDABILITY AND WAGED POOR HOUSEHOLDS

This research undertaken by the South Australian Council of Social Service (SACOSS) identifies telecommunications usage, affordability and hardship experiences of consumers identified as 'waged poor': those living below the poverty line,

whose main source of income is from wages. The report highlights the unique experience of this group of consumers and makes recommendations for better supports. An infographic was also produced. The report's authors are Dr Greg Ogle and Rebecca Law.

accan.org.au/affordability

INDIGENOUS COMMUNITY PERSPECTIVES AND EXPERIENCES OF DIGITAL INCLUSION

The report captures the perspectives and experiences of Aboriginal and Torres Strait Islander communities regarding digital inclusion, especially as experienced in 2020 during the COVID-19 pandemic. It canvases views from staff in Aboriginal and Torres Strait Islander media and other organisations across the country about digital access, use and experiences. The research was undertaken by Metta Young and Ben Smede from First Nations Media Australia

accan.org.au/indigenous-digital-inclusion

ENHANCING CONSUMER AWARENESS OF PRIVACY AND THE INTERNET OF THINGS

This project produced empirical data about the purchasing patterns, common uses and knowledge Australian consumers have of Consumer Internet of Things (CIoTs) and their privacy impacts. This consumer data is supplemented by stakeholder interviews on the security, privacy and regulatory risks of these systems. These perspectives provide new understandings of the role of internet-connected 'smart' devices in contemporary Australian life, and the policy and regulatory challenges that emerge from their rapid expansion. The research team of Ian Warren, Monique Mann and Diarmaid Harkin, based at Deakin University, has also developed a set of icons and educational resources to promote consumer awareness about privacy and the Internet of Things.

accan.org.au/iot-privacy

NEWLY ARRIVED CONSUMERS TELECOMMUNICA-TIONS ADVOCACY PROJECT

This consumer representation project conducted by WEstjustice was aimed at investigating low agency and poor outcomes for consumers newly arrived to Australia. Anecdotal evidence indicates that these consumers continue to experience confusion and financial hardship when accessing phone and internet services. While project activity was significantly limited by the extended COVID-19 lockdown in Victoria, the project team provided specialised legal advocacy services for newly-arrived consumers from Melbourne's West, supporting individuals through telecommunications complaint processes and providing previously unavailable legal assistance.

accan.org.au/newly-arrived-consumers

COMMISSIONED RESEARCH PROGRAM

Our research program provides ACCAN, and the sector, with an easy to use and consumer-focused evidence base on a range of policy issues.

STILL WAITING... COSTING WAIT TIMES FOR TELE-COMMUNICATIONS CONSUMERS

Consumers often experience long wait times and poor customer service when trying to resolve issues with their telcos. In response, ACCAN commissioned a survey of nearly 3000 consumers about these experiences. This data was then put into economic modelling which showed that consumers spent a total of 7.6 million hours contacting their telcos to resolve issues. In dollar terms, this was estimated to cost consumers between $106 - $130.2 million in time forgone.

accan.org.au/cost-of-still-waiting

REMOTE INDIGENOUS COMMUNICATIONS REVIEW: TELECOM-MUNICATIONS PROGRAMS AND CURRENT NEEDS FOR REMOTE INDIGENOUS COMMUNITIES

Despite the increased availability of infrastructure to remote communities, this review shows that there are still significant gaps in access and usage of communications technologies due to lack of last mile delivery or community access facilities, issues of affordability, and barriers to engagement with online services.

Dr Daniel Featherstone, lead author of the ACCAN report and former General Manager at First Nations Media Australia, examined existing programs that support telecommunications and internet access in remote Indigenous communities and outstanding needs identified by community stakeholders.

accan.org.au/remote-community-needs

YOUTH CHECK-IN: EXPLORING YOUNG PEOPLE'S EXPERI-ENCES OF PHONE AND INTERNET SERVICES

This research provides valuable insights about the significance of connectivity to young people, including affordability challenges, profiles of disadvantage when it comes to digital access, affordability challenges, consumer confidence and decision-making, and young people's perceptions and feelings towards data privacy and security. It shows that access to communications, particularly to mobile phones with a suitable amount of data, is vital for young people to connect with their communities and manage all aspects of their lives, especially work and study.

accan.org.au/youth-check-in

LOW-INCOME MEASURES: PART 1

The first part of a larger study aimed at better understanding affordability for low income consumers, this research looked at all programs currently offered by telcos to help consumers pay for their phone and internet services. ACCAN has published a list of nearly 30 telco offers identified with information on who is eligible and how to access each.

accan.org.au/low-income-measures-1

SMALL BUSINESS SURVEY

ACCAN's survey reveals telecommunications services are essential to small businesses. ACCAN surveyed 183 small and medium sized businesses to gain an understanding of

SME's experiences with their telecommunications providers during the pandemic. Issues of speed, reliability, poor customer service and high costs were predominant.

accan.org.au/smb-survey

ARC CENTRE OF EXCELLENCE FOR AUTOMATED DECISION MAKING AND SOCIETY

ACCAN is one of several foundational supporters for this new, national, cross-disciplinary research centre. Hosted at RMIT, it aims to create the knowledge and strategies necessary for responsible, ethical and inclusive decision making.

The Centre's research program comes at a time of rapid change for Australian consumers and our partnership will facilitate timely translation of results into practical resources for consumers and help build trust and understanding of these new technologies.

www.admscentre.org.au

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 Governance Committee

8. Australian Digital Inclusion Alliance, Collective Voice

9. Communications Alliance IPND Code Working Committee

10. Communications Alliance Priority Assistance Code Working Committee

11. Communications Alliance Emergency Call Services Working Committee

12. Communications Alliance Mobile Base Stations Deployment Working Committee

13. Communications Compliance Advisory Committee

14. Consumers Federation of Australia Executive Committee

15. DITRDC Alternative Voice Trials Stakeholder Reference Group

16. DITRDC Triple Zero Coordination Committee

17. Internet of Things Alliance of Australia Executive Council

18. International Telecommunications Users Group Board

19. ISO Consumer Policy Committee (COPOLCO) Chairs Advisory Group

20. ISO COPOLCO Consumer Protection in Global Markets Working Group

21. Office of the Australian Information Commissioner Consumer Privacy Network

22. nbn Product Development Forum

23. SBS and ABC Audio Description Advisory Committee

24. Standards Australia Standards Development Advisory Committee

25. Standards Australia JTC 1 Advisory Committee

26. Standards Australia IT 040 ICT Accessibility

27. COPOLCO Mirror Committee

28. Standards Australia QR 015 Complaint Handling

29. Standards Australia Member Council

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

31. Standards Australia Nominating Organisations Forum

32. Telstra CEO and Consumer Roundtable

33. Telstra Digital Inclusion Index Advisory Committee

34. TIO Board Nominations Committee

PUBLICATIONS
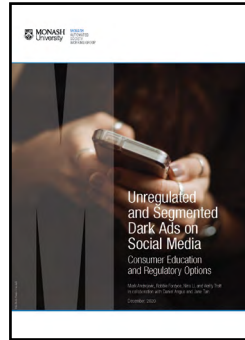
Andrejevic, M., Fordyce, R., Li, N., Trott, V., Angus, D. and Tan, J. 2020. *Unregulated and segmented dark ads on social media*. Australian Communications Consumer Action Network, Sydney.
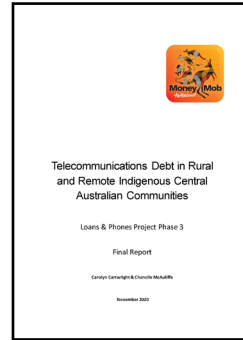
Cartwright, C. and McAuliffe, C., 2020, *Telecommunications debt in rural and remote Indigenous central Australian communities: Loans & phones project phase 3*, Australian Communications Consumer Action Network, Sydney.


Colmar Brunton, 2020, *Still Waiting… Costing wait times for telecommunications consumers*, Colmar Brunton, Sydney.

Featherstone, D., 2020, *Remote Indigenous communications review: Telecommunications programs and current needs for remote Indigenous communities*, Australian Communications Consumer Action Network, Sydney.

Lonergan Research, 2020, *Youth Check-In: Exploring young people's experiences of phone and internet services*, Lonergan Research, Sydney.
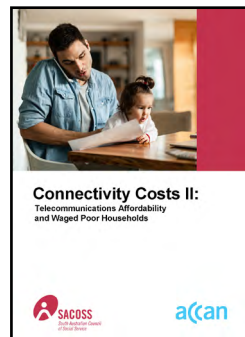
Ogle, G. and Law, R., 2020, *Connectivity Costs II: Telecommunications affordability and waged poor households*, Australian Communications Consumer Action Network, Sydney.

Young, M. and Smede, B., 2021, *Indigenous community perspectives and experiences of digital inclusion*, Australian Communications Consumer Action Network, Sydney.

ORGANISATIONAL MEMBERS
As at 30 June, 2021

- 2508+Disconnected
- Able Australia
- AccessPlus WA Deaf
- Achieve Australia
- ACT Council of Social Service Inc
- Adult Learning Australia
- Association of Independent Retirees
- 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 Accessibility Australia
- 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
- DeafBlind Australia
- Deafness Forum of Australia
- Desert Knowledge Australia
- Differently Abled People Association Inc.
- Digital Gap Initiative Ltd (DGI)
- 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
- Leep NGO Inc

- MoneyMob Talkabout Limited
- 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
- Regional Development Australia Northern Territory Inc (RDA NT)
- Scope (Aust)Ltd
- 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
- 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 2020 AGM:

- Ms Gunela Astbrink
- Mr Nigel Waters

GUNELA ASTBRINK

For over 10 years, Gunela was National Coordinator of TEDICORE (Telecommunications and Disability Consumer Representation) ensuring that people with disability participated in policy and standards development to improve telecommunications accessibility. During this time she represented consumers on many bodies including the Consumer Representation Committee which established ACCAN. After assisting with the foundation of ACCAN and being on the inaugural staff team managing disability policy and research, Gunela ran GSA InfoComm. Since 2010 she has continued to support ACCAN as an individual member attending many ACCAN events and conferences. She has also undertaken several ACCAN Grants and Research projects which have led to significant policy reforms. Gunela's commitment to inclusion and equitable access to telecommunications and technology goes back over many years of active work both nationally and internationally. While Gunela has held many auspicious roles, she continues to be involved with ACCAN member organisations including Internet Australia and Women With Disabilities Australia. Gunela is often called upon to review key international policy documents and volunteers her time to participate on international Internet committees and groups. There is no question that she has made a huge contribution to more accessible communications services here in Australia and around the world.

NIGEL WATERS

Nigel Waters has been both an individual member of ACCAN and an organisational representative for the Australian Privacy Foundation. Nigel was elected to the ACCAN Board in 2012 and continued as a Director until 2017. He was also a Board member of the Australian Privacy Foundation (www.privacy.org.au) for many years and represented Privacy International (www. privacyinternational.org) at meetings of the APEC Privacy Subgroup and other international fora. Using the expertise he gained as deputy Australian Federal Privacy Commissioner from 1989-1997, and before that Assistant UK Data Protection Registrar, Nigel has continued to advise and support communications consumer advocacy in Australia for many years. He has represented consumers on numerous Industry Code Working Committees and supported the development of countless ACCAN policy positions and submissions on all kinds of emerging privacy issues. He has mentored consumer representatives and ACCAN policy staff. Nigel has also assisted ACCAN interns with research projects covering topics from digital footprints and surveillance to use of biometric data. Nigel has a long-term commitment to improving the privacy protection for all consumers.

Gunela and Nigel join the following ACCAN Life Members:

- Ian Binnie
- Nan Bosler
- Gerard Goggin
- Johanna Plante
- Sue Salthouse (RIP)

SUBMISSIONS

ACCAN engaged with numerous consultations held by industry, government, regulatory and other bodies in 2020-2021. Most of ACCAN's policy submissions can be found at accan.org.au/accans-work/submissions

JULY 2020

- Australian Competition and Consumer Commission (ACCC), Division 12 & Internet Activity Record Keeping Rule (RKR) Review
- Australian Competition and Consumer Commission (ACCC), 2019 Mobile Terminating Access Service Final Access Determination Inquiry
- Standards Australia, Standards Australia Company Governance Review
- Australian Competition and Consumer Commission (ACCC), Consultation on the Superfast broadband network class exemption and deemed functional separation undertaking
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, Emergency Planning and Response Issues Paper
- Australian Communications and Media Authority (ACMA), Service Continuity Standard and Service Migration Determination – Additional consultation
- Australian Competition and Consumer Commission (ACCC), Debt Collection Issues – Consumer experiences

AUGUST 2020

- Australian Competition and Consumer Commission (ACCC), Extension of 2020 NBN Services in Operation Record Keeping Rules
- Digital Transformation Agency/ Galexia, Trusted Digital Identity Framework (TDIF) and the Digital Identity system Privacy Impact Assessment (PIA) Stakeholder survey
- Communications Alliance, DR C564:2020 Mobile Phone Base Station Deployment Draft Industry Code
- Communications Alliance, DR C536:2020 Emergency Call Service Requirements Draft Industry Code
- Telecommunications Industry Ombudsman (TIO), 2020 TIO Terms of Reference Modernisation

SEPTEMBER 2020

- Australian Competition and Consumer Commission (ACCC), 2020 Broadband Speed Claims Industry Guidance consultation
- Communications Alliance, DR AS/CA S042.1:2020 Requirements for connection to an air interface of a Telecommunications Network— Part 1: General

- Australian Competition and Consumer Commission (ACCC), Superfast Broadband Access Service and Local Bitstream Access Service Declaration Inquiry
- Australian Competition and Consumer Commission (ACCC), NBN Co's Wholesale Broadband Agreement (WBA4) proposal
- Joint Standing Committee on the NBN, Inquiry into the business case for the NBN and the experiences of small businesses (further submission) –NBN's COVID 19 response
- Royal Commission into National Natural Disaster Arrangements, Draft propositions by Counsel Assisting
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Consumer Safeguards Part C – Choice and Fairness
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Options to boost pit and pipe in new developments

OCTOBER 2020

- Australian Competition and Consumer Commission (ACCC), Feedback on issues affecting consumers during COVID-19 recovery
- WA Government, Digital Inclusion in Western Australia: A Blueprint for a digitally-inclusive state
- Department of Social Services (DSS), National Disability Strategy Stage 2 Consultations

NOVEMBER 2020

- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Mobile Black Spots Program Round 5A draft Guidelines
- Australian Competition and Consumer Commission (ACCC), Measuring Broadband Australia Review 2020
- Digital Industry Group (DIGI), DIGI Draft Disinformation Code

DECEMBER 2020

- Australian Communications and Media Authority (ACMA), Proposed service standards for superfast fixed broadband services

- Australian Broadband Advisory Council, Riding the Digital Wave Report
- Digital Transformation Agency (DTA), Proposed Digital Identity Legislation
- Attorney General's Department, Review of the Privacy Act 1988 Issues Paper
- Department of Social Services (DSS), Public consultations for the NDS and NDIS Outcomes Frameworks
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Consultation on reasonable connection and supply requests for statutory infrastructure providers

JANUARY 2021

- Australian Communications and Media Authority (ACMA), Sunsetting Telecommunications Service Provider (Mobile Premium Services) Determinations (no.1 and no. 2)
- Communications Alliance, Variations to Mobile Premium Services Code
- Treasury, Pre-budget submission

FEBRUARY 2021

- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Increasing carrier separation class exemption customer limit for superfast broadband network providers
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Exposure Draft – Telecommunications Regulations 2021
- NBN Product Development Forum, Industry consultation paper: Proposed Withdrawal of UNI-V and Battery Back-Up, and Introduction of Next-Generation NTD (paper 2)
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Consultation on Online Safety Reforms
- NBN Product Development Forum, Industry consultation paper: FTTN to FTTP upgrades
- Australian Competition and Consumer Commission (ACCC), LBAS and SBAS declarations inquiry – draft decision

MARCH 2021

- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), Public consultation on draft standards, rules and benchmarks for statutory infrastructure providers (SIPs)
- Australian Communications and Media Authority (ACMA), Compliance priorities 2021-22 consultation
- Australian Communications and Media Authority (ACMA), Draft Target Reduction Orders
- Communications Alliance, C569:2015 Unconditioned Local Loop Service - Ordering, Provisioning and Customer Transfer Code Review
- Communications Alliance, C515:2015 Pre-selection Code Review
- Communications Alliance, C513:2015 Customer and Network Fault Management Code Review
- Digital Transformation Agency (DTA), Feedback on the Digital Identity Legislation Framework – pre-public consultation input

- NBN Product Development Forum, Industry consultation paper: RMID1027 Pricing Review 2021 consultation paper

APRIL 2021

- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, Promoting Inclusion Issues Paper
- Australian Competition and Consumer Commission (ACCC), Digital platform services inquiry: Market dynamics and consumer choice screens in search services and web browsers
- Digital Technology Taskforce, Digital Australia Strategy
- Infrastructure Australia, Regional Strengths and Gaps Project

MAY 2021

- Australian Communications and Media Authority (ACMA), Draft Target Reduction Orders and Draft Exemption Orders
- Communications Alliance, C566:2005 Rights Of Use Of Numbers Code

- Department of Social Services (DSS), National Disability Employment Strategy
- Department Infrastructure, Transport, Regional Development and Communications (DITRDC), New rules for a new media landscape – modernising television regulation in Australia
- Senate Environment and Communications Legislation Committee, Broadcasting Legislation Amendment (2021 Measures No. 1) Bill 2021
- NBN Product Development Forum, NBN Product Construct Paper – FTTN/C to FTTP Network upgrade

JUNE 2021

- Australian Communications and Media Authority (ACMA), Draft Target Reduction Orders and Draft Exemption Orders
- Australian Competition and Consumer Commission (ACCC), Input on debt collection practices
- NBN Product Development Forum, Industry consultation paper: RMID1027 Pricing Review 2021

IN MEMORIAM

ACCAN board and staff are deeply saddened by the passing of Sue Salthouse.

Sue was a dedicated advocate for people with disability and made huge contributions to improving the accessibility of telecommunications for people with disability in Australia.

Prior to becoming a member of the inaugural ACCAN Board, Sue was on the Telecommunications Consumer Representation Working Group which developed the proposal for the creation of ACCAN. Sue served as Chairperson following ACCAN's first AGM in 2009 and stayed on as a member of the board until 2012. Sue also offered support to ACCAN's Standing Advisory Committee on Disability Issues, as Chair of the Committee from 2009-2010. In recognition of her pivotal and enduring commitment to communications consumers, Sue was awarded ACCAN Life Membership in 2019.

ACCAN will be forever indebted to Sue for her involvement in ACCAN's work and her tireless advocacy for people with disability. In her various roles at ACCAN Sue was a mentor for our staff, board, and committee members, and the guidance that she so generously offered has been instrumental to many of ACCAN's achievements. Sue assisted in the development of research and policy positions on improvements to the National Relay Service, access to emergency services, and access to information about the accessibility features of handsets. She also played a key role in guiding the development of ACCAN's Accessible Telecoms project.
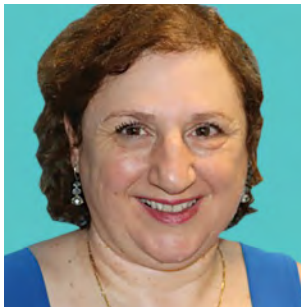
Sue's commitment to achieving better outcomes for communications consumers with disability continues to guide the strong disability-focused work that ACCAN undertakes. ACCAN has no doubt that Sue's influence will continue to be felt for many years to come.

Our heartfelt condolences to Sue's family, friends, and loved ones. She was a very encouraging and knowledgeable mentor for many new advocates, and she will be sorely missed.

ACCAN BOARD

Gareth Downing
Elected: 2020
Term ends: 2023

Keith Besgrove
Elected: 2019
Term ends: 2022

Heron Loban
Elected: 2018
Term ends: 2021

Chris Dodds
Elected: 2018
Term ends: 2021

Nadia Moffat
Elected: 2019
Term ends: 2022

Holly Raiche
Elected: 2020
Term ends: 2023

Deirdre O'Donnell
(Chairperson)
Elected: 2020
Term ends: 2023

Victoria Rubensohn
Elected: 2021
Term ends: 2021

Sarah Wilson
Elected: 2019
Term ends: 2022

Julian Thomas
Elected: 2018
Term ends: 2021

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