



# ANNUAL REPORT 10 11

**accan**

Australian Communications  
Consumer Action Network

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AUSTRALIAN COMMUNICATIONS CONSUMER ACTION NETWORK LIMITED (ACCAN)  
ABN 42 133 719 678

Annual Financial Report

ISSN 1838-5397

For The Year Ended 30 June 2011

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## Who we are

ACCAN is the peak body representing consumers on issues relating to telecommunications, broadband and emerging new services. We provide a strong, unified voice to industry and government as we work towards availability, accessibility and affordability of communications services for all Australians.

We aim to empower consumers so that they are well informed and can make good choices about products and services. As a peak body, ACCAN will activate its broad and diverse membership base to campaign to get a better deal for all communications consumers.

Our 175 or so members are a diverse bunch. Our 100 organisational members include community legal centres, disability advocates, farmers' federations, financial counsellors, parents groups, regional groups, seniors' organisations and research bodies. We are also grateful to have 75 individual members who support the work that we do.

The operation of ACCAN is made possible by funding provided by the Australian government.

## Our mission

Communications are increasingly essential to participation in society, and we believe that

communications consumers are entitled to rights drawn from the principles of consumer and human rights. In short, we exist to:

- Campaign for consumers and the public interest.
- Place emphasis on the needs of consumers for whom the market is not working
- Inspire, inform, enable and equip consumers to act in their own interests
- Research consumer issues to produce sound information and evidence
- Build partnerships and work across jurisdictions to optimise positive outcomes

## Our values

As an organisation we will:

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



ACCAN & the ACMA hosted a Reconnecting the Customer Summit for consumer advocates.



Communications is a key element in the fabric of Australian society. It is essential that the communications markets are competitive and robust so as to provide high quality and reliable services. It's equally important that communications consumers are treated fairly and receive clear information so as to be able to make informed decisions about products and services.

ACCAN is an independent advocate for our members and the interests of all communications consumers. We currently receive \$2 million funding per annum from the Australian Government under Section 593 of the *Telecommunications Act 1997* (the Act). This funding is recouped from telecommunications carriers as part of their obligation under the *Telecommunications (Carrier Licence Charges) Act 1997*.

We are fortunate to have a strong Board comprised of a group of highly qualified Directors elected by our members. During the year Heron Loban, Len Bytheway, Nan Bosler, Su Robertson, Sue Salthouse and Kyle Miers stepped down from the Board. I'd like to sincerely thank our former directors for their contribution to the organisation.

Alex Varley, Kat Lane, George Perry and Johanna Plante were welcomed as new Directors in addition to Sue Salthouse and Kyle Miers, who were re-elected. I'd also like to acknowledge the tremendous contribution of Sue Salthouse as our previous chair and thank all of our Directors for

their dedication, expertise and collegiate goodwill in our work for ACCAN over the past 12 months.

We extend our thanks and best wishes to Allan Asher, ACCAN's founding CEO who resigned during the year to take up the role of Commonwealth Ombudsman. ACCAN was fortunate to have Allan for a resoundingly strong start. One of the most important decisions the Board has taken this year is the appointment of our Chief Executive Officer, Teresa Corbin. Prior to her appointment, Teresa had been deputy chief executive of ACCAN, and her great experience in the industry and outstanding management ensured a smooth transition for the organisation.

ACCAN's mission is to advocate for available, affordable and accessible communications for all Australians. In the context of broadband policy, which has been front and centre of political and

**“We will continue to strongly advocate for all Australians to have access to reliable, high-speed broadband at an affordable price.”**

public debate this year, we will continue to strongly advocate for all Australians to have access to reliable, high-speed broadband at an affordable price.

It's a time of intensive change for the telecommunications industry. While the pages that follow celebrate some of the many successes won by consumer advocates over the past year, there remains much work to be done. On behalf of all the Board I thank each of the loyal, hardworking and innovative ACCAN team for their work over the past year and offer them our encouragement for ACCAN's important work in the year ahead.

**Professor Michael Fraser AM**  
Chair, ACCAN Board



- Our submissions and member endorsements influenced all six recommendations made in the ACMA Reconnecting the Customer Draft Report (page 7)
- We held Vodafone to account for network issues that led to major customer service and complaint handling problems, and used mainstream and social media to inform customers of their right to make complaints to the TIO
- Our grant report, *Communications Privacy Complaints: In Search of the Right Path*, was highlighted in the Senate Inquiry into the Privacy of Australians Online
- Key recommendations in ACCAN's submission on Telstra structural separation instruments exposure drafts were adopted by the Government in the final instruments
- Our Fair Calls submission on the cost of calling 1800, 1300 and 13 calls from mobiles attracted endorsements from 27 individuals and organisations (page 6)
- Our lobbying played a part in the increase in TV caption quotas to 18 hours per day on all free-to-air networks and the inclusion of quality standards for captions in the *Broadcasting Services Act*
- We received a record 71 applications for the 2011 Round of the Grants Scheme (page 10)
- We played a critical communications role when the Queensland flood disaster disrupted the National Relay Service, and ensured that information was available to the Deaf community in Auslan (page 7)
- Our Research Linkage Forum, showcasing ACCAN's grants and research work, was attended by over 70 participants
- We launched a new ACCAN website, which is easier to navigate, has greater functionality and ensures web content is accessible by conforming to an 'AA' rating against Web Content Accessibility Guidelines (WCAG) 2.0. Our online *NBN: Guide for Consumers* received 8,000 individual hits in one day



In October 2010 I was honoured to be appointed Chief Executive Officer of ACCAN, an organisation I helped establish. We were fortunate to have Allan Asher as our chief executive in the first year for ACCAN and I want to personally thank Allan for his dedication and his work, which put fairness and equity back on the communications policy agenda in Australia.

As ACCAN's new CEO, I am honoured to take up the baton to ensure consumer concerns continue to be at the top of the industry's priority list. My personal commitment has always been in advocating for consumers and ACCAN's goal remains to ensure those interests are at the heart of policy making in this sector. Having seen the rapid evolution of new communications products and services during my 15 years as an advocate in this sector, it is both a great responsibility and challenge to lead the peak consumer body in 2011 – a moment in time I have referred to as a perfect storm – where government reforms, regulatory action and industry change have all come at once.

I am very grateful that ACCAN's work is supported by an ever growing number of member organisations and individuals. Many are advocates who represent people the most disadvantaged in Australia when it comes to accessing telecommunications services.

We are fortunate to have an engaged membership base and I want to thank each of them for their

ongoing endorsement of our submissions and participation in our campaigns.

We are pleased to have a seat at the table in many government, industry and regulatory forums. Many of the individuals we work with in these forums share our vision for a better communications

**My personal commitment has always been in advocating for consumers and ACCAN's goal remains to ensure those interests are at the heart of policy making in this sector.**

market and can see the benefits for consumers and industry alike. We look forward to continuing to build on these relationships in the coming year.

I'd like to thank our volunteer Board of Directors, led by Professor Michael Fraser, for their stewardship over the past year and their support of me in my role as CEO.

Finally, I'd like to acknowledge our staff team who consistently go above and beyond the call of duty. Our thanks go to founding ACCAN staff members, Sarah Wilson, Ebony Thomas and Maria Chetcuti. Most especially I want to thank our senior management group of Elissa Freeman, Yuriko Hoshi and Ryan Sengara. It's with sadness that we farewell Ryan this year and thank him for his efforts in establishing a best-practice grants scheme and building an exemplary portfolio of consumer-driven research. The entire ACCAN team gives me the inspiration and drive to continue to strive for better outcomes. They are, one and all, dedicated and talented individuals and I thank them for their hard work and dedication.

**Teresa Corbin**  
Chief Executive Officer  
ACCAN



**T**hroughout the year our dedicated team of advocates has written, spoken, researched and even tweeted about how communications markets and regulations can better serve all Australians.

I feel proud of how much our policy team has been able to achieve. Changes to government policy, industry practice and consumer behaviour typically take a great deal of time to realise. Yet ACCAN has enjoyed many significant successes for consumers in a relatively short space of time.

For example, our submissions to the Australian Communications & Media Authority's Reconnecting the Customer inquiry (into telco's customer service and complaint handling practices) heavily influenced the six recommendations that were made by the regulator to address bill shock, the quality of industry's internal complaints processes and the governance structure of the Telecommunications Industry Ombudsman.

Our representations to the Federal Government ensured that new consumer protections relating to the customer service guarantee and universal service obligations, as well as structural separation of Telstra, were enshrined in the Telecommunications (Competition and Consumer Safeguards) Act passed in November 2010.

We have also ensured that policy makers engage with the most egregious shortfalls of communications policy. Through our super-complaint we succeeded in getting the ACMA to prioritise the costs of freecall and local rate numbers in its review of the numbering plan. We have also worked closely with the DBCDE to ensure that the review of the National Relay Service would include a broad remit to reconsider delivery of disability telephony equipment and services.

**Elissa Freeman**  
Director of Policy & Campaigns

## The Queensland Flood Disaster

**T**he tragic floods in Queensland in January of this year demonstrated many of the strengths and weaknesses of Australia's emergency services and warnings systems.

One critical consequence of the flooding experienced in Brisbane was that the National Relay Service (NRS), an essential phone service for the Deaf and hearing impaired communities, was disrupted throughout Australia for a period of almost 24 hours from 12 January 2011. During this period emergency service calls remained available to some, but not all, NRS users.

As a result ACCAN published a report titled *The Queensland Flood Disaster: Access for People with Disability*, which includes recommendations for a number of agencies to improve access to emergency call services and information for people with disability.

## Reconnecting the Customer Inquiry

**I**n September 2010 ACCAN lodged its submission to the ACMA's Reconnecting the Customer Inquiry. It was a bold submission that called for mandatory consumer protection regulation to address the pressing consumer issues like bill shock, contract complexity and the timely resolution of complaints. Around 20 consumer organisations either made their own submissions or supported ACCAN's recommendations.

ACCAN appeared at the first hearing in October. Our evidence highlighted the failures of the current Telecommunications Consumer Protection Code and our doubts that the Code's process would make headway, especially in improving compliance with a voluntary code.

In June 2011 the ACMA released its draft report which was scathing of the standards of customer service and complaint handling. It acknowledged widespread failures to protect customers. The report proposed six action areas including bill shock, unit pricing, internal and external dispute handling and pre-contract information statements. ACCAN's submission to the draft report also received widespread endorsement from members.

The ACMA has now put the industry on notice to implement these reforms within five months or have regulations imposed.



ACMA Chair Chris Chapman, ACCAN CEO Teresa Corbin and Communications Alliance CEO John Stanton



Number Woman is our superhero fighting for fair calls

## Fair Calls for All Campaign

**A**CCAN has led a campaign lobbying for fair calls to 1800, 1300 and 13 numbers from mobile phones. We, and many other parts of the community, believe that it is unfair that a free or local-rate call from a mobile phone can cost anywhere between 22 cents and \$1.78 per minute.

In September 2010 ACCAN, Financial Counselling Australia and the Australian Council of Social Services issued Australia's first super-complaint outlining the industry-wide problem, particularly for the 14% of Australians who only have access to a mobile phone.

In May 2011 we launched our public campaign, Fair Calls for All, led by Number Woman. She's the super hero with the power of connection who has been helping us explain why both businesses and consumers will benefit from free-to-call numbers that work from mobile phones. With her help we've lobbied industry, regulators and government bodies. Sixty-two organisations have endorsed the campaign, including the National Union of Students, Homelessness Australia and the National Association of Community Legal Centres (NACLC).

Number Woman is continuing to help us fight for Fair Calls for All. Watch this space for exciting developments in 2011.



ACCAN's policy team represent consumers on a number of industry, regulatory and government committees. Following is the list of committees our team has contributed to over the past 12 months.

- Australian Communication Exchange - National Relay Service Consumer Consultative Committee
- Australian Communications and Media Authority – Closed Captioning Committee
- Australian Communications and Media Authority – Consumer Consultative Forum
- Australian Communications and Media Authority – Emergency Call Service Advisory Committee
- Australian Communications and Media Authority – Numbering Advisory Committee
- Australian Competition and Consumer Commission – Consumer Consultative Committee
- Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) – Electromagnetic Energy Reference Group
- COAG – Online Communications Council National Broadband Development Group
- Communications Alliance – Accessibility Features Information Code Working Committee
- Communications Alliance – Emergency Call Service Requirements Code Revision Committee
- Communications Alliance – Mobile Premium Services Working Committee
- Communications Alliance – NBN Consumer Education Group
- Communications Alliance – Telecommunications Consumer Protection Code Steering Group
- Communications Alliance – Telecommunications Consumer Protection Code Working Groups
- Digital Switchover Taskforce – Consumer Expert Group
- Optus – Consumer Liaison Forum
- Telecommunications Industry Ombudsman – Council
- Telstra – Disability Forum (observer status only)

## Standing Advisory Committees

ACCAN has two Standing Advisory Committees whose members help inform our policy positions and campaign areas. We'd like to thank the following individuals for their time and expertise over the past year.

### Standing Advisory Committee Consumer Affairs

- Nan Bosler (Director (former), ACCAN Board)
- Johanna Plante (Deputy Chair (current), ACCAN Board)
- Jo Benvenuti (Consumer Utilities Advocacy Centre)
- Ian Butterworth (Telecommunications Consumers Group SA)
- David Lawson (Australian Financial Counselling and Credit Reform Association)
- Loretta Kreet (Legal Aid Queensland)
- Paul Harrison (Deakin University)

- Holly Raiche (Internet Society of Australia)
- Victoria Rubensohn
- Heather Wieland (Country Women's Association)

### Standing Advisory Committee Disability Issues

- Denise Wood (University South Australia)
- Leah Hobson (Australian Federation of Disability Organisations)
- Lynnden Beaumont (Deafness Forum Australia)
- Nick Rushworth (Brain Injury Australia)
- Scott Hollier (Media Access Australia)
- Zel Iscel (National Ethnic Disability Alliance)
- Sue Salthouse (Chairperson (former), ACCAN Board)
- David Parker (Deaf Australia)
- Kyle Miers (Chairperson (current), ACCAN Board)
- Hank Wyllie



It's part of our mission to inspire, inform and enable consumers to act in their own best interests. This year we did this through a number of communication channels: our weekly WebNews email bulletin, tip sheets on our website, Twitter, Tumblr and – of course – through traditional media channels, such as newspapers, radio and television.

The spotlight has been on telco customer service and complaint handling, with the ACMA Reconnecting the Customer inquiry continuing and complaint numbers to the Telecommunications Industry Ombudsman (TIO) ever increasing. In late 2010 ACCAN conducted research around how many of the millions of telco customers who have unresolved complaints actually make their way to the TIO and the answer was startling – only about one in ten.

To this end, we published a tip sheet called 'How to make a complaint that gets heard', which offers a straightforward guide for consumers on complaint resolution. It's been made available in a number of ways: via our website, through WebNews and even via social media. As complaints about Vodafone's well-publicised network problems grew to a roar towards the end of 2010, we began sharing the tip sheet with consumers via Twitter and encouraged media outlets to link to it on their websites.

There were also a number of high-profile privacy breaches this year and our research and tip sheets made us a popular media commentator regarding what to do if you believe your privacy has been compromised. Global roaming charges was another strong theme, and we've contributed to a number of articles and published advice about how to prevent

global roaming charges ruining your holiday.

The rollout of the National Broadband Network dominated telecommunications discourse. While much of the discussion in mainstream media was about the politics of the NBN, we were listening to the important questions consumers were asking about more practical considerations. To this end, we researched and published an NBN guide in conjunction with the Internet Society of Australia that provided those answers.

Finally, we continued to demonstrate best practice in accessibility. Our new website, launched in April 2011, meets WCAG 2.0 guidelines; we've issued a number of media releases in Auslan (Australian sign language) and published some of our tip sheets in Easy English. ACCAN's reputation as a go-to point for media to get independent opinion on telecommunication issues continues to grow, and, as more people hear about ACCAN, I have no doubt in the coming year we'll be able to reach even greater numbers of consumers.

**Elise Davidson**  
Media & Communications Manager



In April, ACCAN published this Plain English guide in print, web, Easy English and Auslan versions to answer some of the questions we were hearing from consumers about the NBN.



This was the first full year for ACCAN's Grants Scheme and research program, and both have been successful in building a strong evidence base to underpin ACCAN's advocacy and policy work.

Eight grant projects were completed during the year, representing a diverse mix of research and education initiatives. Scams, privacy complaints, information about accessible products and basic access issues for a range of vulnerable consumer groups were researched by expert groups.

The Grants Scheme is already delivering outcomes. The Home Internet for Remote Indigenous Communities project has been successful in securing three further years of funding through the Australia Research Council program. Our communications privacy complaints report was highlighted in the Senate Committee Report into the online privacy of Australians, and helped us respond to privacy issues during the year. The Internet Scams: How to Protect Yourself videos are now posted on the Australian Competition & Consumer Commission's SCAMwatch website.

To ensure the Scheme is meeting or exceeding best practice, we conducted a post-implementation review which concluded that we're delivering well but can do even better. We made some changes, including an online application form, and received a record 71 applications for the 2011 round.

Through ACCAN's research program we produced case studies, policy research and analysis, and profile raising activities to support our advocacy and campaigns work.

**Ryan Sengara**  
Director of Research & Development

## Grants Scheme projects completed in 2010-2011

- **Home Internet for Remote Indigenous Communities** – ARC Centre of Excellence for Creative Industries and Innovation at Swinburne University, the Centre of Appropriate Technology, and the Central Land Council
- **The Newell Network** – Novita Children's Services
- **Another Barrier? Regional consumers, non-profit organisations, and the NBN in the Northern Rivers Region** – Spiral Research & Consulting
- **Telecommunications and Deafblind Australians** – Able Australia Services
- **Where Do I Start? Female Seniors and the Internet** – Council on the Ageing WA
- **Communicating Difference: Understanding Communications Consumers from Non English Speaking Backgrounds** – National Ethnic Disability Alliance
- **Internet scams: how to protect yourself** – WA Deaf Society
- **Communications Privacy Complaints: In Search of the Right Path** – Cyberspace Law and Policy Centre, University of New South Wales

## ACCAN Research

**T**aking *Advantage of Disadvantage*, published with the Footscray Community Legal Centre, details case studies where migrant and refugee consumers were signed up to expensive phone and internet plans they did not understand and couldn't afford to pay.

*Consumers First: Smart Regulation for Digital Australia*, prepared by the Communications Law Centre, investigates how consumer welfare can be at the core of regulatory reform by proposing an approach built on principles and outcomes, with mandatory codes and standards fortifying them.

*Fair Go: Complaint Resolution for Digital Australia* was an occasional paper published to broaden and stimulate debate regarding external complaints resolution schemes.

ACCAN also continued to build its research profile and audience, holding our first Research Linkage Forum, well attended by members, industry and government. We also convened a panel at the 2010 Communications Policy and Research Forum and began a partnership with Australia Policy Online ([www.apo.org.au](http://www.apo.org.au)), co-editing their Creative and Digital Economy section.

## Communications Privacy Complaints

**C**ommunications privacy complaints: *In Search of the right path*, conducted by the Cyberspace Law and Policy Centre at the University of New South Wales, investigates communications privacy complaint paths and outcomes. The Report examines and compares three commonly used complaint paths for privacy complaints: complaints to the Office of the Privacy Commissioner; to the Australian Communications and Media Authority; and the Telecommunications Industry Ombudsman.

## Home Internet for Remote Indigenous Communities

**T**he report provides a baseline study of communications use in three remote communities in the Northern Territory, focusing on the feasibility of in-home broadband connections and Internet use. The research was conducted jointly by Swinburne University, the Centre of Appropriate Technology and the Central Land Council, who worked together to interview residents.

The results shed light on the challenges involved in connecting up remote indigenous communities, where very few residents have been online and many have never used a computer. Community members did identify several ways that being connected could positively effect everyday life in their communities; however findings suggest that efforts to bring home internet access to remote indigenous communities must go beyond infrastructure, to acknowledge community specific concerns and challenges that include cost, and lack of support, training, and maintenance. The report also demonstrates the intersection between communications and broader social policy for indigenous consumers living in remote communities.



A resident in a remote Aboriginal community being interviewed by Ellie Rennie from Swinburne University.



Rennie, E, Crouch, A, Wright, A & Thomas, J 2011. *Home Internet for Remote Indigenous Communities*, Australian Communications Consumer Action Network, Sydney.

Notara, D, Spiral Research and Consulting 2011. *Another Barrier? Regional consumers, not-for-profit organisations, and the NBN in the Northern Rivers Region*, Australian Communications Consumer Action Network, Sydney.

Able Australia 2011. *Telecommunications and Deafblind Australians*, Australian Communications Consumer Action Network, Sydney.

Palmer, S., Council on the Ageing (WA) 2010. *Where do I start? Female seniors and the Internet*. Australian Communications Consumer Action Network, Sydney.

Footscray Community Legal Centre & Australian Communications Consumer Action Network (ACCAN), 2011. *Taking Advantage of Disadvantage: Case Studies of Refugee and New Migrant Experiences in the Communications Market*. ACCAN, Sydney.

Wood, J, 2011. *Fair Go: Complaint Resolution for Digital Australia*, Australian Communications Consumer Action Network (ACCAN), Sydney.

ACCAN, 2011. *Research on caption awareness*, Australian Communications Consumer Action Network (ACCAN), Sydney.

ACCAN, 2010. *Research reveals telco complaints are underreported* Australian Communications Consumer Action Network (ACCAN), Sydney.

Fraser, M and Barnes, S, Communications Law Centre (CLC) 2010. *Consumers First: Smart Regulation for Digital Australia*, Australian Communications Consumer Action Network (ACCAN), Sydney.

WA Deaf Society 2010. *Internet Scams: How to Protect Yourself*, Australian Communications Consumer Action Network, Sydney.

Wadiwel, D and Hayter, C, National Ethnic Disability Alliance 2010. *Understanding Communications Consumers from Non English Speaking Backgrounds (NESB)*, Australian Communications Consumer Action Network, Sydney.

Connolly, C and Vaile, D, Cyberspace Law and Policy Centre 2010. *Communications privacy complaints: in search of the right path*, Australian Communications Consumer Action Network, Sydney.



### Internet Scams: How to Protect Yourself

A consumer research and education project by the WA Deaf Society.



### Another Barrier?

Regional consumers, non-profit organisations, and the NBN in the Northern Rivers Region



## July 2010

- DBCDE, Trans-Tasman Mobile Roaming
- Senate Standing Committee on Environment, Communications and the Arts, Privacy of Australians Online

## August

- Communications Alliance, Mobile Premium Services Code Review
- Productivity Commission, Disability Care and Support Inquiry

## September

- ACMA, Reconnecting the Customer
- ACMA, Supplementary submission to Telecommunications (Emergency Call Service) Determination

## October

- Victorian Department of Justice, Australian Consumer Law Guides
- Federal Treasury, Draft Australian Consumer Law regulations (joint submission with Australian Financial Counselling and Credit Reform Association, Consumer Utilities Advocacy, Consumer Action Law Centre, Consumer Credit Legal Centre NSW and Consumer Law Centre ACT)
- Communications Alliance, Accessibility features for telephone equipment

## November

- DBCDE, Implementation of Universal Service Policy Discussion Paper
- ACMA, Response to the draft Telecommunications (Emergency Call Service) Amendment Determination

## January 2011

- ACMA, Structure of Australia's telephone numbering plan
- DBCDA, Submission on Convergence Review Terms of Reference

## February

- Telephone Information Services Standards Council (TISSC), Code of Practice Remedies Review
- Senate Committee Inquiry, NBN Companies and Access Bills 2010

- House of Representatives Standing Committee on Infrastructure and Communication, Inquiry into the role and potential of the National Broadband Network

## March

- ACMA, Customer location information and numbering data
- Attorney General's Department, Universal Periodic Review

## April

- DBCDE, Modernising the TIO
- Senate Standing Committee on Environment and Communications, The capacity of communication networks and emergency warning systems to deal with emergencies and natural disasters
- Communications Alliance, Disability Care and Support, Emergency Call Service Requirements
- Productivity Commission, Disability Care and Support Inquiry

## May

- Joint Committee on NBN, Telecommunications Legislation Amendment (Fibre Deployment) Bill
- ACMA, Numbering Paper 3 - Allocation and charging of numbers

## June

- DBCDE, Telecommunications (Customer Service Guarantee, Retail Performance Benchmarks) Instrument (No.1) 2011 Exposure Draft
- DBCDE, Convergence Review Framing Document
- DBCDE, Telecommunications (Acceptance of Undertaking about Structural Separation Matters) Instrument 2011

## Position statements:

- Super Complaint: 1800/13/1300 Call costs from Mobile Phones, lodged 10 September 2010
- NBN fibre opt-out, 15 February 2011



## **Financial Report For the year ended 30 June 2011**

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## Australian Communications Consumer Action Network Limited A.B.N. 42 133 719 678

### Directors' Report

Your Directors present their report together with the financial report of Australian Communications Consumer Action Network Limited ('the Company') for the financial year ended 30 June 2011 and the auditor's report thereon.

#### Directors

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

Name	Qualifications and Experience
Michael Fraser Chairperson	Professor of Law Director, Communications Law Centre, UTS, Sydney Vice-President, Australian Copyright Council Director, Law Faculty Board, UTS, Sydney Chair, Stolen Generations Foundation President, Board of PEN International Sydney Solicitor, Supreme Court of NSW Member, Telephone Information Services Standards Council Member, Steering Group, Telecommunications Consumer Protection Code Review AM, FAICD, BA (Hons), LLB (Hons) Director since 4 November 2009 Appointed Chairperson on 10 November 2010
Johanna Plante Deputy Chairperson	Volunteer Coordinator, TafeSA Education Training - Deaf (ETD) Programme and Auslan Programme Volunteer, TafeSA ETD Programme Chair, ACMA Co-regulatory Captioning Committee (2010/2011) Bachelor of Engineering (First Class Honours) Director since 10 November 2010 Appointed Deputy Chairperson on 10 November 2010
Katherine Obermayer Secretary	Deputy Chair, Deafness Forum of Australia Online Content Manager, Zurich Financial Services BA (Comms) Director since 15 October 2008 Deputy Chairperson from 4 November 2009 to 10 November 2010 Appointed Secretary on 10 November 2010
George Perry Treasurer	Director, Commercial & Finance, CHOICE Bachelor of Economics (Finance & Accounting) Director since 10 November 2010 Appointed Treasurer on 10 November 2010
Susan Salthouse Director	Director, Didactic Enterprises President, Women With Disabilities Australia Member, Advance Personnel Board Member, Women in Adult & Vocational Education Board BAGSci, DipEd Director since 15 October 2008 Chairperson from 4 November 2009 to 10 November 2010

## Australian Communications Consumer Action Network Limited A.B.N. 42 133 719 678

### Directors' Report

#### Directors (continued)

Name	Qualifications and Experience
Kyle Miers Director	Manager, Information and Community Relations (Deaf Children Australia) President, Deaf Australia Director since 15 October 2008
Douglas Kelso Director	Consultant in Telecommunications and Broadcasting BEng (Hons), MEngSc, GradDip Media, Comms & IT Law, PhD Director since 4 November 2009
Katherine Lane Director	Principal Solicitor, Consumer Credit Legal Centre (NSW) Inc. Director, Credit Ombudsman Service BA LLM Director since 10 November 2010
Alex Varley Director	Chief Executive, Media Access Australia Director, ASIX Director, ACC Enterprises Pty Ltd B.Business (Marketing) GradDip Urban Planning Director since 10 November 2010
Nancy Bosler Retired Director	President of Australian Senior Computer Clubs Association AssDipAdult Education, AssDipCommunity Organisation, BEd, Grad Dip LocalApp.History, MLocGovMgnt, JP Director from 15 October 2008 to 10 November 2010 Secretary from 4 November 2009 to 10 November 2010
Leonard Bytheway Retired Director	Principal Consultant, Bytheway Consulting MBA, Grad Dip Spec Ed, B.Ed, Dip Teach, MAICD, Churchill Fellow Director from 15 October 2008 to 10 November 2010 Treasurer from 4 November 2009 to 10 November 2010
Heron Loban Retired Director	Director, Indigenous Consumer Assistance Network LLM, DipLegPrac, LLB, BA Director from 4 November 2009 to 10 November 2010
Su Robertson Retired Director	Lecturer, Chair of Equity Committee Postgraduate Coursework Coordinator, Victoria University Academic Supervisor, Magistrates' Court Program & Connected Law, Victoria Law School Director from 4 November 2009 to 10 November 2010

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



## Australian Communications Consumer Action Network Limited A.B.N. 42 133 719 678

### Directors' Report

#### Company Secretary

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

#### Directors' Meetings

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

Current Directors	Directors' Meetings	
	Meetings Eligible to Attend	Meetings Attended
Michael Fraser	5	5
Johanna Plante	3	3
Katherine Obermayer	5	5
George Perry	3	2
Susan Salthouse	5	5
Kyle Miers	5	2
Douglas Kelso	5	5
Katherine Lane	3	3
Alex Varley	3	3
Nancy Bosler	2	2
Leonard Bytheway	2	2
Heron Loban	2	2
Su Robertson	2	-

#### Committee Memberships

Committee	Members' for 2011	Members' for 2010
Finance & Audit	George Perry (chairperson) Alex Varley Michael Fraser	Leonard Bytheway (chairperson) Kyle Miers Michael Fraser
Membership	Katherine Obermayer (chairperson) Susan Salthouse Douglas Kelso	Nan Bosler (chairperson) Susan Salthouse Douglas Kelso
Remuneration & Performance	Michael Fraser George Perry	Susan Salthouse Leonard Bytheway
Governance & Constitution	Katherine Lane Susan Salthouse Johanna Plante	Leonard Bytheway Su Robertson Heron Loban

## Australian Communications Consumer Action Network Limited A.B.N. 42 133 719 678

### Directors' Report

#### Principal Activities

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

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

#### Operating Results

The surplus of the Company amounted to \$30,756.

#### Events Subsequent to Reporting Date

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

#### Dividends

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

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

#### Likely Developments

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

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

#### Environmental Regulations

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

#### Indemnification of Officers or Auditor

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

#### Proceedings on Behalf of the Company

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

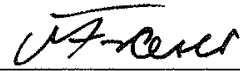
**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Directors' Report

### Auditor's Independence Declaration

The auditor's independence declaration is set out on page 21 and forms part of the Directors' report for the financial year ended 30 June 2011.

Signed in accordance with a resolution of the Board of Directors



Michael Fraser  
Director

  
Johanna Plante  
Director

Dated this 17<sup>th</sup> day of August 2011  
Sydney, NSW

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Auditor's Independence Declaration Under Section 307C of the Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the financial year ended 30 June 2011 there has been:

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

### MOSAIC AUDIT & CONSULTING



**Vanessa Patricio**  
Principal  
Registered Company Auditor # 333315

Dated this 17<sup>th</sup> day of August 2011  
Sydney, NSW



**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Statement of Comprehensive Income**  
**For The Year Ended 30 June 2011**

	Note	2011 \$	2010 \$
Revenue	2	2,078,199	1,984,652
Employee benefits expenses		(1,042,350)	(854,966)
Project and program expenses		(349,653)	(159,903)
Occupancy expenses		(146,835)	(139,033)
Accommodation and travel		(76,138)	(96,348)
Depreciation and amortisation	3	(60,904)	(39,441)
Information technology		(46,914)	(66,623)
Training and development		(42,714)	(25,294)
Printing, postage and stationary		(41,248)	(47,346)
Marketing and advertising		(29,050)	(33,042)
Conferences and events		(26,617)	(115,921)
Audit, legal and accountancy fees		(18,663)	(29,697)
Interest paid		(1,686)	(1,695)
CTN Transfer		-	(13,297)
Other expenses	3	(164,671)	(143,731)
Profit before income tax		30,756	218,315
Income tax expense	1(k)	-	-
Profit after income tax		30,756	218,315

The accompanying notes form part of these financial statements

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Statement of Financial Position**  
**As At 30 June 2011**

	Note	2011 \$	2010 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	427,346	148,176
Trade and other receivables	6	88,262	445,954
Prepayments	7	9,189	2,580
<b>TOTAL CURRENT ASSETS</b>		<b>524,797</b>	<b>596,710</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	121,458	152,907
Intangible assets	9	58,319	32,313
<b>TOTAL NON-CURRENT ASSETS</b>		<b>179,777</b>	<b>185,220</b>
<b>TOTAL ASSETS</b>		<b>704,574</b>	<b>781,930</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	177,754	290,515
Loans and borrowings	11	6,961	6,961
Employee benefits	12	99,549	89,487
Deferred income	13	555	460
<b>TOTAL CURRENT LIABILITIES</b>		<b>284,819</b>	<b>387,423</b>
<b>NON-CURRENT LIABILITIES</b>			
Loans and borrowings	11	-	6,961
Employee benefits	12	1,453	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>1,453</b>	<b>6,961</b>
<b>TOTAL LIABILITIES</b>		<b>286,272</b>	<b>394,384</b>
<b>NET ASSETS</b>		<b>418,302</b>	<b>387,546</b>
<b>EQUITY</b>			
Retained earnings		418,302	387,546
<b>TOTAL EQUITY</b>		<b>418,302</b>	<b>387,546</b>

The accompanying notes form part of these financial statements

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Statement of Changes in Equity**  
**For The Year Ended 30 June 2011**

	Retained Earnings	Total
	\$	\$
<b>Balance at 1 July 2009</b>	185,832	185,832
Profit for the year	218,315	218,315
CTN equity transfer	(16,601)	(16,601)
<b>Balance at 30 June 2010</b>	<u>387,546</u>	<u>387,546</u>
Profit for the year	30,756	30,756
<b>Balance at 30 June 2011</b>	<u>418,302</u>	<u>418,302</u>

The accompanying notes form part of these financial statements

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Statement of Cash Flows**  
**For The Year Ended 30 June 2011**

	Note	2011 \$	2010 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Cash receipts from customers		90,596	165,415
Cash receipt of grants		2,322,320	1,469,980
Cash paid to suppliers and employees		(2,086,004)	(1,434,759)
Interest received		16,366	11,174
Interest paid		(1,686)	(1,695)
<b>Net cash from operating activities</b>	14(b)	<u>341,592</u>	<u>210,115</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Acquisition of property, plant and equipment		(11,997)	(62,470)
Acquisition of intangible assets		(43,464)	(10,866)
<b>Net cash used in investing activities</b>		<u>(55,461)</u>	<u>(73,336)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Payment of finance lease liabilities		(6,961)	(6,956)
<b>Net cash from (used in) financing activities</b>		<u>(6,961)</u>	<u>(6,956)</u>
Net increase (decrease) in cash and cash equivalents		279,170	129,823
Cash and cash equivalents at 1 July		148,176	18,353
Cash and cash equivalents at 30 June	14(a)	<u>427,346</u>	<u>148,176</u>

The accompanying notes form part of these financial statements



**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies

The financial report is for Australian Communications Consumer Action Network Limited as an individual entity, incorporated and domiciled in Australia. Australian Communications Consumer Action Network Limited is a company limited by guarantee.

#### Member Guarantee

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

#### Basis of Preparation

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

The financial statements were authorised for issue by the Board of Directors on 17 August 2011.

#### Accounting Policies

##### (a) Revenue

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

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

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

Donations and bequests are recognised as revenue when received.

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

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

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

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies (continued)

#### (b) Property, Plant and Equipment

##### Recognition and measurement

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

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

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

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

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

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

##### Subsequent costs

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

##### Depreciation

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

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

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

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

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies (continued)

#### (c) Intangibles

##### Website

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

##### Website Subsequent expenditure

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

##### Website Amortisation

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

#### (d) Leases

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

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

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

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

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies (continued)

#### (e) Financial Instruments

##### Initial Recognition and Measurement

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

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

##### Classification and Subsequent Measurement

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

Amortised cost is calculated as:

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

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

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

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



**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies (continued)

#### (f) Impairment of Assets

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

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

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

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

#### (g) Employee Benefits

##### Defined Contribution Plans

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

##### Other Long-term Employee Benefits

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

##### Short-Term Employee Benefits

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

#### (h) Provisions

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

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Notes to the Financial Statements For The Year Ended 30 June 2011

### Note 1 - Statement of Significant Accounting Policies (continued)

#### (i) Cash and Cash Equivalents

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

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

#### (j) Goods and Services Tax

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

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

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

#### (k) Income Tax

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

#### (l) Critical Accounting Estimates and Judgments

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

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

#### (m) Economic Dependence

ACCAN is dependent on the Department of Broadband, Communications and the Digital Economy (DBCDE) for the majority of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe the DBCDE will not continue to support ACCAN.

#### (n) New Standards and Interpretations Not Yet Adopted

A number of new standards, amendments to standards and interpretations are effective for annual reporting periods beginning after 1 July 2010, and have not been applied in preparing these financial statements. None of these are expected to have a significant effect on the financial statements of the Company.

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

	2011 \$	2010 \$
<b>Note 2 – Revenue</b>		
Revenue from Government Grants and Other Grants		
- Federal Government Grants	2,032,000	1,840,300
Sitting Fees	18,215	35,729
Interest Revenue	16,366	11,174
Membership Fees	5,020	4,355
Conference Registration Revenue	921	47,590
Sponsorship Revenue	-	41,997
Other Revenue	5,677	3,507
<b>Total Revenue</b>	<b>2,078,199</b>	<b>1,984,652</b>
<b>Note 3 – Expenses</b>		
Other expenses		
- Board & Committee Expenses	33,530	41,162
- Recruitment Costs	32,924	3,930
- Planning & Policy	30,123	68,442
- Sundry Expenses	27,617	9,131
- Broadband & Consumer Handbook	20,000	-
- Other Office Expenses	13,206	13,460
- Insurance	5,059	5,260
- Repairs & Maintenance	1,355	1,248
- Bank Fees	857	1,098
<b>Total Other Expenses</b>	<b>164,671</b>	<b>143,731</b>
Depreciation and Amortisation		
- Furniture and Equipment	38,094	26,849
- Leasehold Improvements	5,352	4,940
- Website	17,458	7,652
<b>Total Depreciation and Amortisation</b>	<b>60,904</b>	<b>39,441</b>
Rental Expense on Operating Lease	132,485	124,284
<b>Note 4 – Auditors Remuneration</b>		
Remuneration of the auditor of the Company for:		
- Audit and Review of the Financial Report	11,000	11,000
<b>Total Auditors Remuneration</b>	<b>11,000</b>	<b>11,000</b>
<b>Note 5 – Cash and Cash Equivalents</b>		
Cash on hand	315	300
Cash at bank	427,031	147,876
<b>Total Cash and Cash Equivalents</b>	<b>427,346</b>	<b>148,176</b>

The Company's exposure to interest rate risk and a sensitivity analysis for financial assets and financial liabilities are disclosed in note 15.

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

	2011 \$	2010 \$
<b>Note 6 – Trade and Other Receivables</b>		
Trade Receivables	262	27,705
Provision for impairment	-	-
	<u>262</u>	<u>27,705</u>
Other Receivables	88,000	418,249
<b>Total Trade and Other Receivables</b>	<b>88,262</b>	<b>445,954</b>
The Company's exposure to credit and impairment losses related to trade and other receivables is disclosed in note 15.		
<b>Note 7 – Prepayments</b>		
Prepayments	9,189	2,580
<b>Note 8 – Property, Plant and Equipment</b>		
Furniture and equipment – at cost	182,206	170,209
Accumulated depreciation	(66,408)	(28,314)
	<u>115,798</u>	<u>141,895</u>
Leasehold improvements – at cost	16,060	16,060
Accumulated amortisation	(10,400)	(5,048)
	<u>5,660</u>	<u>11,012</u>
<b>Total property, plant and equipment</b>	<b>121,458</b>	<b>152,907</b>
<b>Movements in Carrying Amounts</b>		
Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:		
	<b>Furniture and Equipment \$</b>	<b>Leasehold Improvements \$</b>
<b>Cost or deemed cost</b>		
Balance at 1 July 2009	92,227	10,692
Acquisitions at cost	77,982	5,368
Balance at 30 June 2010	170,209	16,060
Acquisitions at cost	11,997	-
Balance at 30 June 2011	182,206	16,060
<b>Depreciation, amortisation and impairment losses</b>		
Balance at 1 July 2009	1,465	107
Depreciation for the year	26,849	-
Amortisation for the year	-	4,941
Impairment loss	-	-
Balance at 30 June 2010	28,314	5,048
Depreciation for the year	38,094	-
Amortisation for the year	-	5,352
Impairment loss	-	-
Balance at 30 June 2011	66,408	10,400

**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

	2011 \$	2010 \$
<b>Note 8 – Property, Plant and Equipment (continued)</b>		
<b>Carrying Amounts</b>		
At 1 July 2009	90,762	10,585
At 30 June 2010	141,895	11,012
At 1 July 2010	141,895	11,012
At 30 June 2011	115,798	5,660

**Leased Equipment**

The company leases a telephone system under a finance lease arrangement. The leased equipment secures lease obligations. At 30 June 2011 the net carrying amount of leased equipment was \$13,362 (2010: \$20,302). During the year, the Company acquired leased assets of \$Nil (2010: \$20,880) (see note 11).

**Note 9 – Intangibles**

Website – at cost	84,165	40,701
Accumulated amortisation	(25,846)	(8,388)
Total intangibles	58,319	32,313

**Movements in Carrying Amounts**

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

	Website \$
<b>Cost</b>	
Balance at 1 July 2009	29,835
Acquisitions at cost	10,866
Balance at 30 June 2010	40,701
Acquisitions at cost	43,464
Balance at 30 June 2011	84,165

**Amortisation and impairment losses**

Balance at 1 July 2009	736
Amortisation for the year	7,652
Impairment loss	-
Balance at 30 June 2010	8,388
Amortisation for the year	17,458
Impairment loss	-
Balance at 30 June 2011	25,846

**Carrying Amounts**

At 1 July 2009	29,099
At 30 June 2010	32,313
At 1 July 2010	32,313
At 30 June 2011	58,319

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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

	2011 \$	2010 \$
<b>Note 10 – Trade and Other Payables</b>		
Trade payables	9,751	103,869
Other payables	168,003	186,646
Total trade and other payables	177,754	290,515

**Note 11 – Loans and Borrowings**

This note provides information about the contractual terms of the Company's interest-bearing loans and borrowings, which are measured at amortised cost. For more information about the Company's exposure to interest rate and liquidity risk, see note 15.

<b>CURRENT</b>		
Finance lease liability	6,961	6,961
<b>NON-CURRENT</b>		
Finance lease liability	-	6,961

**Terms and Debt Repayment Schedule**

	Nominal Interest Rates	Year of Maturity	30 June 2011		30 June 2010	
			Face Value	Carrying Amount	Face Value	Carrying Amount
Finance lease liabilities	19.51%	2012	8,647	6,961	17,294	13,922
Total interest-bearing liabilities			8,647	6,961	17,294	13,922

**Finance Lease Liabilities**

Finance lease liabilities of the Company are payable as follows:

	Future minimum lease payments		Interest		Present value minimum lease payments	
	2011	2010	2011	2010	2011	2010
Less than one year	8,647	8,647	1,686	1,686	6,961	6,961
Between one and five years	-	8,647	-	1,686	-	6,961
	8,647	17,294	1,686	3,372	6,961	13,922



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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

	2011	2010
	\$	\$
<b>Note 12 – Employee Benefits</b>		
CURRENT		
Liability for annual leave	60,850	55,103
Liability for long service leave	38,699	34,384
	<u>99,549</u>	<u>89,487</u>
NON-CURRENT		
Liability for long service leave	1,453	-
<b>Movement in employee benefits</b>		
Opening balance at 1 July	89,487	-
Additional provisions raised during the year	80,726	126,739
Amounts used	(69,211)	(37,252)
Closing balance at 30 June	<u>101,002</u>	<u>89,487</u>
<b>Note 13 – Deferred Income</b>		
Membership fees received in advance	555	460

**Note 14 – Cash Flow Information**

**(a) Reconciliation of cash**

Cash on hand	315	300
Cash at bank	427,031	147,876
Total cash and cash equivalents	<u>427,346</u>	<u>148,176</u>

**(b) Reconciliation of cash flow from operating activities**

<i>Cash flows from operating activities</i>		
Profit after income tax for the year	30,756	218,315
Adjustments for:		
Depreciation and amortisation	60,904	39,441
CTN equity transfer	-	(16,601)
Change in assets and liabilities:		
Change in trade and other receivables	357,692	(336,533)
Change in prepayments	(6,609)	(1,550)
Change in trade and other payables	(112,761)	217,096
Change in employee benefits	11,515	89,487
Change in deferred income	95	460
Net cash from operating activities	<u>341,592</u>	<u>210,115</u>

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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

**Note 15 – Financial Risk Management**

The Company's financial instruments consist mainly of short-term deposits with banks, short-term investments, accounts receivable, accounts payable and finance leases.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2011	2010
		\$	\$
<b>Financial Assets</b>			
Cash and cash equivalents	5	427,346	148,176
Trade and other receivables	6	88,262	445,954
		<u>515,608</u>	<u>594,130</u>
<b>Financial Liabilities</b>			
Trade and other payables	10	177,754	290,515
Loans and borrowings	11	6,961	13,922
		<u>184,715</u>	<u>304,437</u>

**Financial Risk Management Policies**

The Company's overall risk management strategy seeks to assist the Company in meeting its financial targets, whilst minimising potential adverse effects on financial performance. An implicit risk management policy exists and includes credit risk policies and future cash flow requirements.

**Specific Financial Risk Exposures and Management**

The main risks the Company is exposed to through its financial instruments are interest rate risk, liquidity risk, credit risk and net fair values.

**a) Interest Rate Risk**

The Company's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rate for classes of financial assets and financial liabilities, is set out below:

2011	Note	Fixed Interest				Total
		Floating Interest Rate	1 Year or Less	Over 1 to 5 Years	Non-Interest Bearing	
		\$	\$	\$	\$	\$
<b>Financial Assets</b>						
Cash and cash equivalents	5	327,992	99,039	-	315	427,346
Trade and other receivables	6	-	-	-	88,262	88,262
<b>Total Financial Assets</b>		<u>327,992</u>	<u>99,039</u>	<u>-</u>	<u>88,577</u>	<u>515,608</u>
Weighted Average Interest Rate of cash and cash equivalents 5.0%						
<b>Financial Liabilities</b>						
Trade and other payables	10	-	-	-	177,754	177,754
Loans and borrowings	11	-	6,961	-	-	6,961
<b>Total Financial Liabilities</b>		<u>-</u>	<u>6,961</u>	<u>-</u>	<u>177,754</u>	<u>184,715</u>

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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

**Note 15 - Financial Risk Management (continued)**

**a) Interest Rate Risk (continued)**

2010	Note	Floating Interest Rate \$	Fixed Interest Maturing in		Non-Interest Bearing \$	Total \$
			1 Year or Less \$	Over 1 to 5 Years \$		
<b>Financial Assets</b>						
Cash and cash equivalents	5	51,736	96,140	-	300	148,176
Trade and other receivables	6	-	-	-	445,954	445,954
<b>Total Financial Assets</b>		<b>51,736</b>	<b>96,140</b>	<b>-</b>	<b>446,254</b>	<b>594,130</b>
Weighted Average Interest Rate of cash and cash equivalents						4.9%
<b>Financial Liabilities</b>						
Trade and other payables	10	-	-	-	290,515	290,515
Loans and borrowings	11	-	6,961	6,961	-	13,922
<b>Total Financial Liabilities</b>		<b>-</b>	<b>6,961</b>	<b>6,961</b>	<b>290,515</b>	<b>304,437</b>

**b) Liquidity Risk**

Liquidity risk arises from the possibility that the Company might encounter difficulty in settling its debts or otherwise. Liquidity risk is minimised by:

- preparing forward looking cash flow analysis in relation to its operational, investing and financing activities;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets; and
- investing only in surplus cash with major financial institutions.

Cash flows realised from financial assets reflect management's expectation as to the timing of realisation. Actual timing may therefore differ from that disclosed. The timing of cash flows to settle financial liabilities is presented in the table below.

**Financial Asset and Financial Liability Maturity Analysis**

	Within 1 year	Total	Within 1 year	Over 1 to 5 years	Total
	2011 \$	2011 \$	2010 \$	2010 \$	2010 \$
<b>Financial Assets – cash flow realisable</b>					
Cash and cash equivalents	427,346	427,346	148,176	-	148,176
Trade and other receivables	88,262	88,262	445,954	-	445,954
<b>Total anticipated inflows</b>	<b>515,608</b>	<b>515,608</b>	<b>594,130</b>	<b>-</b>	<b>594,130</b>
<b>Financial Liabilities - due for payment</b>					
Trade and other payables	177,754	177,754	290,515	-	290,515
Loans and borrowings	6,961	6,961	6,961	6,961	13,922
<b>Total expected outflows</b>	<b>184,715</b>	<b>184,715</b>	<b>297,476</b>	<b>6,961</b>	<b>304,437</b>
<b>Net inflow/(outflow) on financial instruments</b>	<b>330,893</b>	<b>330,893</b>	<b>296,654</b>	<b>(6,961)</b>	<b>289,693</b>

**Australian Communications Consumer Action Network Limited**  
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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

**Note 15 - Financial Risk Management (continued)**

**c) Credit risk**

Exposure to credit risk relating to financial assets arises from the potential non-performance by counter parties of contract obligations that could lead to a financial loss to the Company.

Risk is minimised through investing surplus funds in financial institutions that maintain a high credit rating, or in entities that the Company has otherwise cleared, through its Finance and Audit Committee, as being financially sound.

*Credit Risk Exposures*

The maximum exposure to credit risk by class of recognised financial assets at balance date is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

Trade and other receivables that are not past, due or impaired, are considered to be of high credit quality. Aggregates of such amounts are as detailed in Note 6.

The Company does not have any material credit risk exposure to any single receivable or group of receivables under financial instruments entered into by the Company.

Credit risk related to balances with banks and other financial institutions is managed by the Finance and Audit Committee in accordance with approved Board policy. Such policy requires that surplus funds are only invested with counter parties with a Standard and Poor's (S&P) rating of at least AA-. The following table provides information regarding the credit risk relating to cash and money market securities based on S&P Counterparty Credit Ratings.

	Note	2011 \$	2010 \$
<b>Cash and cash equivalents</b>			
- AA rated	5	427,031	147,876
		<u>427,031</u>	<u>147,876</u>

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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

**Note 15 - Financial Risk Management (continued)**

**d) Net Fair Values**

The net fair value of financial assets and financial liabilities approximates their carrying values. No financial assets and financial liabilities are readily traded on organised markets in standardised form. Financial assets where the carrying amount exceeds net fair values have not been written down as the Company intends to hold these assets to maturity.

The aggregate net fair values and carrying amounts of financial assets and financial liabilities are disclosed in the statement of financial position and in the notes to the financial statements.

Aggregate net fair values and carrying amounts of financial assets and financial liabilities at balance date.

	Carrying Amount 2011 \$	Net Fair Value 2011 \$	Carrying Amount 2010 \$	Net Fair Value 2010 \$
<b>Financial Assets</b>				
Cash and cash equivalents	427,346	427,346	148,176	148,176
Trade and other Receivables	88,262	88,262	445,954	445,954
	<u>515,608</u>	<u>515,608</u>	<u>594,130</u>	<u>594,130</u>
<b>Financial Liabilities</b>				
Trade and other payables	177,754	177,754	290,515	290,515
Loans and borrowings	6,961	6,961	13,922	13,922
	<u>184,715</u>	<u>184,715</u>	<u>304,437</u>	<u>304,437</u>

Fair values are materially in line with carrying values.

**Note 16 - Operating Leases**

Non-cancellable operating lease rentals are payable as follows:

	2011 \$	2010 \$
<i>Payable - minimum lease payments</i>		
- Less than one year	145,123	150,545
- Between one and five years	<u>11,931</u>	<u>157,054</u>
	<u>157,054</u>	<u>307,599</u>

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

During the year and amount of \$132,485 was recognised as an expense in the statement of comprehensive income in respect of operating leases (2010: \$124,284).

**Australian Communications Consumer Action Network Limited**  
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**Notes to the Financial Statements**  
**For The Year Ended 30 June 2011**

**Note 17 - Capital Commitments**

*Intangible Assets*

Contracted but not provided for and payable:

- Within one year	-	4,346
- One year or later and no later than five years	-	-
	<u>-</u>	<u>4,346</u>

*Document Management System*

Contracted but not provided for and payable:

- Within one year	6,000	12,000
- One year or later and no later than five years	-	-
	<u>6,000</u>	<u>12,000</u>

Total capital commitments

	<u>6,000</u>	<u>16,346</u>
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**Note 18 - Company Details**

The registered office of the Company is:

Australian Communications Consumer Action Network Limited  
Level 4, Suite 2, 55 Mountain Street  
Ultimo NSW 2007

The principal place of business is:

Australian Communications Consumer Action Network Limited  
Level 4, Suite 2, 55 Mountain Street  
Ultimo NSW 2007



**Australian Communications Consumer Action Network Limited**  
A.B.N. 42 133 719 678

## Directors' Declaration

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

1. The financial statements and notes, as set out on pages 22 to 41, are in accordance with the *Corporations Act 2001*; including
  - (a) Giving a true and fair view of the Company's financial position as at 30 June 2011 and of the performance, for the year ended on that date; and
  - (b) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Corporations Regulations 2001*.
2. There are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Board of Directors



Michael Fraser  
Director

Dated this 17<sup>th</sup> day of August 2011  
Sydney, NSW



Johanna Plante  
Director

## Independent Auditor's Report

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

### Report on the Financial Report

We have audited the accompanying financial report of Australian Communications Consumer Action Network Limited, which comprises the statement of financial position as at 30 June 2011 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the Directors' declaration.

### Directors Responsibility for the Financial Report

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

### Auditor's Responsibility

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

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

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

### Independence

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

## Independent Auditor's Report


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

### Auditor's Opinion

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

- (a) Giving a true and fair view of the Company's financial position as at 30 June 2011 and of its performance for the year ended on that date; and
- (b) Complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

### MOSAIC AUDIT & CONSULTING



**Vanessa Patricio**  
Principal  
Registered Company Auditor # 333315

Dated this 17<sup>th</sup> day of August 2011  
Sydney, NSW