

ACCAN Strategic Plan 2018 - 2021



For more information visit:
accan.org.au
twitter.com/accan_au
facebook.com/accanau

accan

Mail PO Box 639
Broadway NSW 2007
Telephone 02 9288 4000
Facsimile 02 9288 4019
Email info@accan.org.au

You can contact ACCAN through the
National Relay Service

“Communication services that are
trusted, inclusive and available for all”



Strategic Plan 2018 - 2021

“Communication services that are trusted, inclusive and available for all”

Enabled by our values: **Act with courage** ♦ **Operate openly** ♦ **Be inclusive** ♦ **Build relationships** ♦ **Value people**

SECTOR LEADERSHIP

Our expertise is recognised and trusted in the arena of communications policy, research and information.

INFLUENCING FOR IMPACT

We demonstrate advocacy to represent communications consumers in policy making and all relevant forums.

CONSUMER OUTCOMES

We advocate for available, affordable and inclusive communications for all.

ORGANISATIONAL SUSTAINABILITY

Our operations are consumer focused. Our people have the expertise to anticipate and respond to change.

STRATEGIC OUTCOMES

ACCAN is recognised as the authority on communications consumer oriented policy and regulation by consumers, industry and government.

ACCAN is recognised by media and the general public, as the primary and most credible source of information and research for and about Australian communications consumers.

ACCAN Grants Program provides funds for consumer driven research and grassroots consumer education initiatives.

ACCAN is recognised as the consumer voice that accurately represents the best interests of communications consumers.

Engagement with consumers, industry and government achieves consumer centred outcomes.

ACCAN outreach program effectively promotes consumer positions, research and information.

The Nationwide Disability Telecommunications Information and Referral Service (NDTIRS) is a model of best practice for advice for people with disabilities.

Broadband, mobile and phone services are available, affordable and inclusive for all Australians.

Providers are held accountable for complaints and customer service.

Consumer rights to data, privacy, security and safety online are protected.

The communications and consumer regulatory framework operates in the interest of end users.

ACCAN education program empowers consumers through accessible and easy to use information.

A representative membership base that contributes to ACCAN activities.

ACCAN capacity and expertise that results in proactive response to new challenges.

Our people feel valued and have the resources they need to do their work .

Consumer representation, research and NDTIRS have a guaranteed funding model that can evolve with the external environment.

ACCAN demonstrates good governance, strong financial and robust risk management.