



## Google – ACCAN Internship 2018

### Overview

Google and ACCAN in partnership are offering a paid internship to commence in November 2018 to undertake a project addressing a consumer technology issue. The Intern will also work alongside ACCAN staff to solve issues faced by consumers of technology services, and gain experience in a consumer technology advocacy (policy) role. Candidates resident in Australia and attending, or recently graduated from, an Australian university are welcome to apply.

### Eligibility

The internship is available for undergraduate (final year) students, postgraduate students and recent graduates of arts, business, computer science, engineering, law, sociology, or other related disciplines. Candidates must be Australian citizens or have Australian residency or be undertaking study at an Australian university. The ACCAN workplace is culturally diverse and actively ensures people with disability can participate effectively.

### Selection Criteria

The preferred applicant will be one that is of the highest quality and demonstrates the clearest grasp of analytical processes, research techniques and methods. Academic record will be taken into account.

### Selection Process

Applications close 29 October 2018. Applications must be on the form provided and will include the applicant's name, curriculum vitae, qualifications, residency/citizenship status, contact details, two referees, and a 1-page summary of a project proposal drawn from the outlines below, or other topics related to contemporary communications issues. Applications will be submitted by email to: [research@accan.org.au](mailto:research@accan.org.au) by the closing date. After the closing date, a joint selection committee comprising Google and ACCAN staff will meet to review the applications and agree the preferred applicant. Interviews may be conducted for shortlisted applicants only. An offer will be made to the intern by ACCAN. Unsuccessful applicants will be notified by email.

### Time Frame

The internship will run between November 2018 and February 2019 for a period of 10 weeks on a 37.5hr week or equivalent part-time. Flexible arrangements will be entered into depending on the project and the applicant's need.

### Project Outputs

Project outputs will be published on the ACCAN website under a creative commons license and may take the form of a research report, review, software tool or other form.

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak telecommunications consumer advocacy organisation*

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Tel: (02) 9288 4000 | Fax: (02) 9288 4019 | Contact us through the [National Relay Service](#)  
[www.accan.org.au](http://www.accan.org.au) | [info@accan.org.au](mailto:info@accan.org.au) | twitter: [@ACCAN\\_AU](#)

## Accommodation, Costs etc

ACCAN will provide office accommodation from which the intern will undertake the bulk of his/her work. Any costs associated with the project other than the stipend will be borne by ACCAN and must receive prior authorisation. The intern will be employed by ACCAN under the SCHADS Award at Level 2 Paypoint 1.

## Termination

Internships may be terminated should ACCAN or Google consider the Intern has engaged in misconduct. The Intern may also request to terminate the agreement without cause. Payment will cease at the time of termination.

## Project Proposals

ACCAN and Google invite applicants to submit a brief proposal outlining a project from the areas below or an emerging communications consumer issue. Projects may be refined at the commencement of the project, once an applicant is awarded. Projects may differ once commenced due to a range of reasons subject to determination by the ACCAN supervisor. Projects are in no order of priority.

**Artificial intelligence** – the use of AI in telecommunications is increasing. For example, AI powers many online chat assistants as well as smartphone assistants. AI also has the power to improve accessibility, for example by auto-generating closed captions for video content. These innovations have the potential to reduce costs and increase consumer benefits. However, there have been some questions regarding the unintended consequences for AI to reflect the unconscious bias of its developers. The project would examine the benefits of AI and how it could be expanded to improve consumer welfare as well as any potential risks for consumer harm. It could also examine whether a voluntary certificate, such as that proposed by Alan Finkel, would be an appropriate mechanism to address any identified risks.<sup>1</sup>

**Consumer protection frameworks around the world** – the Department of Communications and the Arts is currently reviewing Australia’s telecommunications consumer safeguards to prepare the framework for a post-2020 environment. The project would select jurisdictions that are potentially relevant to Australia to review consumer telecommunications protection frameworks.<sup>2</sup>

**Consumer data rights** – the increasing capability for data to be captured and manipulated provides potential benefits to telecommunications consumers in the form of tailored products or services. However, there are associated questions regarding the privacy and security of consumers’ data and the level of influence consumers have with respect to their own data. Some jurisdictions have implemented regulations that enable customers in certain situations to request the retention and deletion of their data. The project would examine the issues around data rights in Australia beyond the consumer data right. It would also examine what is an appropriate framework to assess the appropriate bodies to make decisions regarding consumers’ data.<sup>3</sup>

**Regulation of content** – the increasing use of telecommunications enables the spread of unwanted content. The project would examine how are consumers protected in the spread of unwanted content? What existing regulations protect consumers or what can be improved? What is the framework for removing offensive content on social media platforms?

**Choose your own topic:** Interns may propose their own topic in technology and consumer matters and similarly should submit a proposal describing what you plan to do. Think of any issue in modern communications technology and pitch an idea!

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<sup>1</sup> For background see: <http://theconversation.com/finkel-overcoming-our-mistrust-of-robots-in-our-homes-and-workplaces-96787>

<sup>2</sup> For background see: <https://www.communications.gov.au/what-we-do/internet/consumer-safeguards-review>

<sup>3</sup> For background see: <https://treasury.gov.au/consumer-data-right/>

## **Enquiries**

Please direct any enquires to Tara D'Souza, Senior Policy Advisor at ACCAN on (02) 9288 4000 or [research@accan.org.au](mailto:research@accan.org.au). Note that Tara's work days are Tuesday, Thursday and Friday.

**PROCEED TO THE APPLICATION FORM OVERLEAF**

## Google – ACCAN Internship 2017

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| <b>Applicant Name:</b>  |  |
| <b>Email:</b>   |  |
| <b>Telephone:</b>   |  |
| <b>Are you:</b> currently enrolled <input type="checkbox"/> and expect to graduate Year 20 ____ OR<br>recently graduated <input type="checkbox"/> Year ____<br>Course name: _____<br>Course major: _____<br>University: _____ |  |
| <b>Are you an Australian resident, citizen or student:</b> yes ____ / ____ no   |  |
| <b>Address:</b>   |  |
| <b>Referee 1</b><br>(Personal /<br>Employment)<br>Name, contact<br>details  |  |
| <b>Referee 2</b><br>(Academic)<br>Name, contact<br>details  |  |

Submit by email to [research@accan.org.au](mailto:research@accan.org.au) or  
 fax: 02-9288-4019 with proposal overleaf.

Attach your curriculum vitae as a separate file in MS Word,  
 PDF, ODF, html or plain text format.

**Closing date: 29 October 2018**

**PROCEED TO THE PROPOSAL FORM OVERLEAF**

## Project Proposal

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|---|
| <b>Project Title:</b>   |
| <b>Project Aim:</b> <i>[Describe the aim of your project]</i>   |
| <b>Project Method:</b> <i>[Describe the method you will use in your project]</i>  |
| <b>Project Output/s:</b> <i>[What outputs will this project produce? Eg report, web site, software tool, mobile app. Describe it/them.]</i> |