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# ACCAN identifies communications consumer priorities for the 2016 Election

The Australian Communications Consumer Action Network ([ACCAN](http://accan.org.au/)) has identified five communications consumer priorities for the 2016 Election. These are: communications affordability, future consumer protections, broadband performance monitoring, accessible ICT procurement and accessible programming on TV (more on these below). Information on these priorities can be found on the ACCAN [Federal Election 2016 webpage](http://accan.org.au/election-2016) which launched today.

ACCAN has raised these issues with the major Australian political parties (the Liberal Party, Australian Labor Party, the Nationals and the Greens) and has sent each party a series of questions to find out more on their policies as they relate to the issues. The questions are [posted on the Election webpage](http://accan.org.au/election-2016/resources/1235-communications-consumer-questions-election-2016). Answers from the parties will be added as they become available.

“In the lead up to the 2016 Federal Election, ACCAN is highlighting important communications consumer priorities,” said ACCAN Acting CEO, Narelle Clark. “We are keen to understand where all the political parties stand on these issues and look forward to working with them to achieve outcomes for consumers.”

The five areas that ACCAN has identified as priorities are:

* Affordability – a review of the Centrelink Telephone Allowance to ensure that low-income consumers stay connected.
* Consumer protections – updated consumer safeguards for fixed-line services to ensure fast fault repairs, connection times and reliable services.
* Broadband monitoring – an independent broadband monitoring program to allow consumers to compare broadband service performance by retailers.
* Accessible ICT procurement – introduction by the Federal Government of a comprehensive policy to only purchase accessible ICT equipment and software so that consumers with a disability can access services.
* Accessible programming on TV – the Broadcasting Services Act should be amended to expand captioning requirements across all free-to-air channels, and for the introduction of audio description services across all free-to-air television so that all consumers get equal access to information and entertainment content.

“We use telecommunications and the internet to stay connected to family and friends, to conduct business, access education and more,” said Ms Clark. “The priorities we are highlighting relate to ACCAN’s goal of available, affordable and accessible telecommunications services for all consumers.”

The [Election webpage](http://accan.org.au/election-2016) is a helpful resource for consumers to get information on ACCAN’s communications consumer priorities for 2016. As well as our policy positions, the webpage will also feature any upcoming media releases, information on the political party policies (when available) and more.

For more information, contact Luke Sutton on [luke.sutton@accan.org.au](mailto:luke.sutton@accan.org.au) or 0409 966 931. For the latest updates, follow ACCAN on [Twitter](https://twitter.com/ACCAN_AU) or like us on [Facebook](https://www.facebook.com/accanau).