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Media Release

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Carol Bennett commences as ACCAN CEO

Ms Carol Bennett has officially commenced her role as Chief Executive Officer of the Australian Communications Consumer Action Network (ACCAN) as of Monday 8 July. This follows a prior announcement of her appointment to succeed Andrew Williams, who departed earlier this year.

Ms Bennett is a highly respected executive with extensive experience in senior management and board roles within the health and aged care sector. Importantly, Ms Bennett has an established reputation for effective national advocacy on behalf of consumers. She joins ACCAN from the Alliance for Gambling Reform, where she was CEO since 2021.

Ms Bennett's leadership comes at an important time for the communications sector. Consumers face higher prices on mobile, internet and other products; rural communications are being assessed by the Regional Telecommunications Review; the Universal Service Obligation is undergoing a fundamental review; and the protections framework for communications consumers faces important questions.

Ms Bennett said that it was a privilege to take the helm at ACCAN at an important time for the organisation and consumers.

"I can't think of a more important contemporary challenge than ensuring our communications and digital networks serve the needs of all Australians," Ms Bennett said.

"Having partnered with ACCAN over the years, I am acutely aware of the significant difference it makes for consumers of communications services. I am honoured to take on the CEO role at ACCAN and continue to drive positive outcomes for consumers."

"I would like to express my sincere thanks to Mr Andrew Williams for his tenure as ACCAN CEO, and to Dr Gareth Downing for serving as Acting CEO during the transition process. I look forward to continuing to work with Gareth as he resumes his role as Deputy CEO."

"Alongside the ACCAN team, our valued members, and other stakeholders, I look forward to continuing ACCAN's work to secure communications services which are trusted, inclusive, and available for all."

Ms Carol Bennett and Dr Gareth Downing are available to comment on issues of importance to communications consumers. For more information, contact Alec Bennetts on 0409 966 931 or media@accan.org.au.

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)
