

Australian Communications Consumer Action Network (ACCAN)

Strategic Plan 2012-2015

Our Organisation

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak body for consumer representation and advocacy in communications. We represent residential consumers and small businesses including not-for profit organisations in so far as they are consumers. ACCAN focuses on goods and services encompassed by the converging areas of telecommunications, the internet and broadcasting, including both current and emerging technologies.

Our Vision

Communications services that are available, accessible and affordable for all consumers.

Our Mission

ACCAN's mission is to:

- Campaign for consumers and the public interest, with particular 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 emerging consumer and technology issues.

Our Values

As an organisation we will:

- Act with courage and integrity and operate efficiently and effectively.
- Value diversity and demonstrate best practice in inclusion and accessibility.
- Value volunteers, staff and members for their crucial role in our organisation.
- Recognise that building relationships with members, the community sector, industry, regulators, and government is critical to achieving our vision.

Our Strategic Goals

1. Influence the government and industry so the communications market is fair and inclusive for all.

- 1.1 Campaign for the interests of consumers to be at the centre of communications policy-making.
- 1.2 Hold providers accountable for customer service and complaint handling practices
- 1.3 Intervene for consumers where there are market, technical, or regulatory gaps or failures.
- 1.4 Advocate for fair rules on use of digital content.

2. Influence government and industry to protect network standards and consumers' privacy and security.

- 2.1 Promote consumer rights to privacy and security.

- 2.2 Support the principles of open access, net neutrality and interoperability.
- 2.3 Advocate for emergency communications services that are accessible and affordable.

3. Enable consumers to make informed choices.

- 3.1 Encourage providers to supply consumer information using plain language and in accessible formats.
- 3.2 Use our voice to provide independent, reliable information on communications products and services.
- 3.3 Promote strategies to improve digital literacy and skills development.

4. Identify and engage on emerging communications consumer issues and technologies.

- 4.1 Support and conduct communications consumer research and advocacy on current and future issues.
- 4.2 Advocate for consumers to have access to information about potential health impacts of communications technologies and infrastructure.
- 4.3 Support policies that encourage sustainable use of communications technologies.

5. Ensure adequate and sustainable resources for effective operations.

- 5.1 Promote funding for consumer representation and research.
- 5.2 Manage financial and operational resources effectively.
- 5.3 Support and build membership and participation in ACCAN activities.
- 5.4 Engage and consult with stakeholders to form partnerships.
- 5.5 Manage the independent ACCAN Grants Scheme effectively.

6. Maintain ACCAN independence.

- 6.1 Represent consumer interests without fear or favour to government, industry and regulators.
- 6.2 Maintain accountable and transparent governance arrangements.