



accan



accan

**Australian Communications
Consumer Action Network**

www.accan.org.au
Telephone 02 9288 4000
TTY: 02 9281 5322
Fax: 02 9288 4019
Email: info@accan.org.au

Suite 402, Level 4
55 Mountain Street
Ultimo NSW, 2007



Strategic Plan 2012-2015

(Updated October 2013)

OUR VISION

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

OUR ORGANISATION

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

OUR MISSION

ACCAN's mission is to:

- Represent consumers and the public interest, with particular attention to 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.
- Operate efficiently and effectively.
- Be accessible and inclusive, consistent with the high value we place on diversity.
- Recognise that building relationships with members, community groups, industry, regulators, and government is critical to achieving our goals.
- Value volunteers, staff and members for their crucial role in our organisation.

OUR STRATEGIC GOALS

- 1. Influence the government and industry so the communications market is fair and inclusive for all.**
 - 1.1 Advocate for the interests of consumers to be central in communications policy-making.
 - 1.2 Hold providers accountable for customer service and complaint handling practices.
 - 1.3 Intervene in the interests of consumers where there are market, technical, or regulatory gaps or failures.
 - 1.4 Advocate for fair, responsible and accountable use of digital content.
- 2. Influence government and industry to protect communications 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 communications services including emergency services that are accessible, affordable and of adequate quality.
- 3. Enable consumers to make informed choices.**
 - 3.1 Encourage providers to supply consumer information in plain language and accessible formats.
 - 3.2 Be a source of and facilitate independent, reliable information on communications products and services.
 - 3.3 Implement and support initiatives to improve digital literacy and skills development.
- 4. Identify and engage on emerging communications consumer issues and technologies.**
 - 4.1 Support and conduct research into current and emerging communications consumer issues and technologies.
 - 4.2 Participate and represent consumers in the policy and regulatory processes relating to such issues.
 - 4.3 Advocate for consumers to have access to information about potential adverse health impacts of communications technologies and infrastructure.
 - 4.4 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, consult and form partnerships with stakeholders.
 - 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 transparent and accountable governance arrangements.

Strategic Plan 2012-2015

(Updated October 2013)

**Australian Communications
Consumer Action Network**