

ACCAN Board Announces CEO Departure

The board of the Australian Communications Consumer Action Network (ACCAN) today announces that ACCAN's CEO of 11 years, Teresa Corbin, will be leaving at the end of October 2021 to take up an exciting new career opportunity.

Deirdre O'Donnell, ACCAN Chairperson said, "Teresa's time as leader of ACCAN has been of enormous importance to our organisation in broadening its impact and its influence - always in the best interests of all consumers - on the Australian telecommunications industry. We know her legacy is a significant one, and we look forward to celebrating her many achievements at an appropriate time later this year."

Ms O'Donnell added, "The board is confident that ACCAN as an organisation is in a wonderful position thanks to Teresa's leadership. The ACCAN board will initiate recruitment for our next CEO in the months ahead. We are very pleased that from November Andrew Williams, ACCAN's Deputy CEO will step up as acting CEO.

"There is no doubt Teresa has left her mark on the consumer movement as she has mentored the next generation of advocates, leaving ACCAN well placed to represent consumers well into the future. Teresa has also mentored and developed a number of young people who have gone on to fulfil other important advocacy roles across the Australian community sector.

"For now, however, we wish to focus on and express our gratitude for Teresa's outstanding leadership in pursuing the rights of all consumers to get equal access to communications services across Australia."

Ms Corbin said, "It has been a privilege to lead an organisation with such a talented team and passionate members. I look forward to ACCAN's future successes as they continue their important work in representing communications consumers across Australia."

Background

Teresa began her career as a consumer advocate working at the Consumers' Telecommunications Network (CTN) supporting the Telstra Consumer Councils. In 2002 she took on the role of Executive Director at CTN and in 2008 she worked with consumers, industry, and government co-ordinating the establishment of a new consumer organisation - ACCAN. After joining ACCAN as Deputy CEO in 2009, Teresa stepped up into the role of CEO after ACCAN's first 12 months. Since that time ACCAN has grown into the frank and fearless advocate that the telco industry and government rely on to represent the interests of consumers and small business.

During the past decade, ACCAN members and staff with Teresa at the helm have elevated the voice of consumers and achieved much that should be recognised. Consumer protection and complaint handling regulation have been strengthened. Bill shock has been reigned in with better rules governing premium services and international roaming. There have been improvements to the accessibility of communications services such as the Accessible Telecoms Service and the introduction of SMS emergency access via the National Relay Service. Under Teresa's guidance, ACCAN became a founding member of the Rural Regional and Remote Communications Coalition (RRRCC), which has provided an opportunity for regional and remote consumers and businesses to represent their concerns to industry and government directly. As a result of this advocacy, there are programs investing in more connectivity for the bush than ever before. ACCAN has spearheaded many developments to deliver more affordable communications services, most recently with the "No Australian Left Offline" initiative. ACCAN also led the calls to make 1800 numbers free to call from mobiles.

For her work representing consumers and her contribution to the telecommunications industry, Teresa has received the ATUG Chairperson's Award (2009), the Telecommunications Society's Charles Todd Medal (2015) and was

inducted into the Comms Day Industry Hall of Fame earlier this year. This recognition reflects her commitment to ensuring every Australian gets better access to phone and internet services which are essential to participation in modern life.