



Hot issues

Introducing the 2017-18 ACCAN Grants projects

We're pleased to announce the successful Grants for 2017-18. This year the projects look at a range of communications consumer issues including the growing spyware marketplace, how consumers can access their online data, the needs of those living in rural, regional and remote communities, and ways telecommunications providers can better engage with people with disability.

The [ACCAN Grants Program](#) funds projects which undertake research on telecommunications issues, represent consumers or create educational tools which empower consumers to derive the greatest benefit from telecommunications products and services.

Research and outcomes achieved by Grants projects inform ACCAN's work and contribute to the broader evidence base for consumers, regulators and service providers in the telecommunications market.

The successful projects are listed below. For more information on the projects, visit the [current Grants page](#).

2017 Grants Projects

University of Technology Sydney, School of Communication

Consumer rights to personal data

This project will produce guides and run workshops, informing consumers about the data social media platforms collect and teaching them how to access their personal data. It will also produce a report, offering recommendations to stakeholders around how to prioritise consumer access to personal data, and scholarly publication.

James Cook University, Cairns Institute

Connectivity and digital inclusion in Far North Queensland agricultural communities

This research investigates consumer needs and issues relating to provision and use of internet services in rural and remote Australia, in particular remote station owners in the Northern Gulf, Far North Queensland. This research will give a voice to consumers who are among the most digitally excluded in Australia.

University of Technology Sydney, Faculty of Law

Designing Responsive Regulation: Consumer and public participation in converged communications industry rule-making

This project looks at consumer and public interest participation in industry rule-making. It will analyse how such participation can best be deployed to ensure self and co-regulation within a converged regulatory framework for the communications industry is responsive and effective.

Broadband for the Bush Alliance

Availability, quality, reliability and affordability of internet and telecommunications services in Australia – an evidence based approach

This project analyses a national survey focusing on regional, rural and remote communities. It will investigate the availability, quality, reliability and affordability experiences of consumers in these areas.

Queensland University of Technology, Faculty of Law

Domestic violence and communication technology: Victim experiences of intrusion, surveillance, and identity theft

This research investigates how domestic violence perpetrators intrude on victim's lives via unwanted contact, unauthorised access to telecommunications accounts and devices, and identity theft in Australia.

Hutt St Centre

Assisting people living with complexity to use smart phones to connect with their community

This peer-education initiative is the first training workshop created specifically for people living with complexity to learn how to use apps safely and cheaply. Through small group workshops, participants first learn how to use an app, then teach others how to use it, empowering consumers to enhance their digital literacy.

University of Melbourne, Melbourne Social Equity Institute

Thanks a bundle: Making telecommunications services more accessible for people with decision-making impairments

This study aims to improve the ability of telecommunications providers to engage with consumers with decision-making impairments. It will develop and disseminate a toolkit for providers to ensure that their information and sales materials comply with consumer protection laws and disability rights obligations.

Deakin University, Alfred Deakin Institute for Citizenship and Globalisation

Risks, Impacts, and Accountability in the Consumer Spyware Industry

This research will develop a systematic understanding of the consumer spyware marketplace, the risks and impacts for consumers that rely on secure information communication environments, and whether commercially available spyware apps conform to existing legal frameworks.

Curtin University, Department of Internet Studies

Audio Description in Australia: An Online Resource

Drawing on focus groups with potential Audio Description (AD) consumers and modelled on international examples of best practice, this project will create an online resource to raise the profile of AD in Australia explaining what it is and where to access it.

For more information on any Grants projects, contact the ACCAN Grants team on grants@accan.org.au or 02 9288 4000.