

ACCANECT 2017

Your place in the connected world

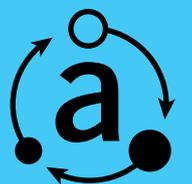
PROGRAM



#ACCANect

Wednesday 20 September -
Thursday 21 September 2017

Aerial UTS Function Centre





2017 ACCAN NATIONAL CONFERENCE

Wednesday 20 September - Thursday 21 September 2017 • Aerial UTS Function Centre



ABOUT ACCAN

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communications consumer organisation representing individuals, small businesses and not-for-profit groups as consumers of communications products and services. ACCAN focuses on goods and services encompassed by the converged areas of telecommunications, broadcasting, the internet and online services, including both current and emerging technologies.

We aim to empower consumers to make good choices about products and services. As a peak body, ACCAN will represent the views of its broad and diverse membership base to policy makers, government and industry to get a better outcome for all communications consumers. Member groups include community legal centres, disability advocates, indigenous organisations, financial counsellors, regional organisations, farmers' federations, parents groups, seniors organisations and other individual members.

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 administers a Grant Scheme as part of its funding agreement with the Commonwealth Department of Communications and the Arts. The aims of the Scheme are to support consumer research and representation that is aligned with ACCAN's strategic plan.

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WELCOME

Welcome to ACCANect 2017. This year our theme is 'Your place in the connected world' and we'll focus on how digital technology has transformed consumer experiences around the world.

Our 'always on, always connected' world and the emergence of more and more Internet of Things (IoT) devices raises new questions and concerns for consumers. We'll explore these concerns and answer some burning questions over the next two days.

ACCANect 2017 will be an opportunity for community groups, small business owners, consumers, industry and government representatives to come together and share ideas and solutions. We have an exciting program which features more than 30 inspirational speakers from across our membership, government, regulators, industry and the research sector.

Our keynote speaker is Amanda Long, Director General, Consumers International. Amanda will deliver a video keynote presentation about how Consumers International is encouraging governments and organisations to build a digital world that consumers can trust.

We are also pleased to welcome the Minister for Communications and the Arts, Senator the Hon Mitch Fifield, Shadow Minister for Communications, Michelle Rowland MP and Shadow Minister for Regional Communications, Stephen Jones MP who will give speeches at the event.

On Day One, we'll explore topics like smart communities and cities, artificial intelligence and connected lifestyles. We'll also get to hear some exciting new developments from Media Access Australia before our networking drinks and canapés.

Day Two will delve into digital government, future consumer protections and visions for a future connected world with speakers representing different consumer groups including people with disability, older consumers and students. We'll also hear from the telcos and you'll have a chance to ask them questions in our regular Ask the telcos panel.

This year we also extend a warm welcome back to our MC, Julie McCrossin, who will be with us for both days. Julie has had a distinguished career as a broadcaster with ABC Radio National, ABC TV and Network Ten.

ACCANect 2017 would not be possible without the support of our generous sponsors: Telstra, Google, AusRegistry, nbn, Optus, ACMA, Maddocks, Vodafone, amaysim, auDA and Ericsson Broadcast and Media Services.

Conference accessibility

Accessibility services, including Auslan/English interpreters and captioning, will be in use throughout the Conference. If you are asking questions, please speak slowly, clearly and avoid the use of acronyms and technical terms where possible. Remember to use the microphone at all times as the hearing loop will be in operation. Hearing loop users can access the loop by switching their hearing aid to T switch.

I hope you enjoy your time at ACCANect 2017. I look forward to meeting and chatting with you over the next two days.

Teresa Corbin
Chief Executive Officer, ACCAN



Day 1, Wednesday 20th September

8.55-9.15am Session 1: Welcome



MC: Julie McCrossin

Julie McCrossin gets people talking and she is renowned for her warmth, humour, intelligence and commitment to social justice. After 20 years as a broadcaster with ABC Radio National, ABC TV and Network Ten, she is now a freelance journalist and facilitator. She presented the radio show Life Matters on ABC Radio National for five years, covering countless health, welfare and educational topics with a frequent rural focus. Julie was also a team leader on the media quiz show "Good News Week" for five years on Network Ten and ABC TV.



Welcome Address: Johanna Plante, Chairperson, ACCAN Board

Johanna Plante has been professionally and personally involved in telecommunications for over 35 years in a variety of board, CEO, management, facilitation and independent advisory roles including at the ACCC; Australian Communication Exchange; ACIF; ACMA; ATUG; AUSTEL; Coopers & Lybrand; Deaf Australia; KPMG; Networking the nation; Prime Minister's Science, Engineering and Innovation Council, and Telstra. The breadth and diversity of this experience has given her unique insights into most facets of Australia's communications environment, invaluable experience in effective corporate governance and a strong commitment to progressing the interests of both the general and disadvantaged consumer sectors.

Welcome to Country

Uncle Allen Madden, Cultural Representative
Metropolitan Local Aboriginal Land Council

9.15-9.35am Session 2: Opening address

ACCAN is very pleased to welcome the Minister for Communications and the Arts, Senator the Hon Mitch Fifield, to open ACCANect 2017.

Minister for Communications and the Arts, Senator the Hon Mitch Fifield



Mitch Fifield was sworn in as Senator for Victoria in the Australian Parliament on 1 April 2004 and re-elected at the 2007 and 2013 elections. Senator Fifield was previously the Assistant Minister for Social Services, with responsibility for disabilities and ageing. He was appointed as the Minister for Communications and Minister for the Arts in the Turnbull Government. Senator Fifield also serves as a member of the Prime Minister's Leadership Group and the Senate leadership team, as Manager of Government Business in the Senate.

9.35-9.45am Session 3: Keynote - G20 and digital consumers

This year's World Consumer Rights Day (15 March) focused on the theme of "building a digital world consumers can trust." ACCAN is excited to welcome Amanda Long, Director General, Consumers International, to deliver a video keynote presentation about the organisation's work to help build trust in the digital world.

Introduction: Teresa Corbin, CEO, ACCAN



Keynote address: Amanda Long, Director General, Consumers International



Amanda Long is Director General of Consumers International (CI) the world federation of 200 consumer groups from 100 countries that serves as the only independent and authoritative global voice for consumers. Amanda joined CI following a highly-successful career working with blue-chip multinational FMCG corporations, small/medium-sized enterprises and the public sector.

She has pioneered sustainability within businesses and worked with global businesses and NGOs to forge unlikely partnerships to drive powerful change for the pro-consumer agenda. She was awarded the 'Responsible Business Game Changer' Award by HRH Prince of Wales charity, Business in the Community.

9.45 - 10.00am Vox pops from audience - thoughts about the keynote address

10.00-10.20am Session 4: The connected house

Connected houses are homes where your toasters, kettles and other appliances will all be connected to the internet. We welcome John Chambers to ACCANect 2017 to give us an update on smarthome devices and how they will be used in the future.

Presenter: John Chambers, Executive Director Product Innovation, Telstra



John Chambers has 20 years of experience in the IT and telecoms industry, but values his earlier work as a Maitre-D and Rehabilitation Counselor as crucial in preparing him for a career of passionate service.

John has served customers of all shapes and sizes at Telstra. He began 15 years ago leading accounts for some of our largest enterprise customers, and has since led functions throughout the business, delivering diverse outcomes including systems transformations and integrated market segment strategy. John holds a Degree in Economics from Macquarie University.

10.20-10.30am Q+A

10.30-11.00am Morning tea

11.00-11.10am Session 5: Hacking your house

Consumers are increasingly buying internet-connected appliances. These devices can allow users to remotely manage their home environment, but they may also collect a lot of data about the user. Professor Vijay Sivaraman will launch research completed under the ACCAN Grants Scheme into the security and privacy of smarthome IoT devices.

Presenter: Professor Vijay Sivaraman, UNSW



Professor Vijay Sivaraman does teaching and research in the area of Internet Technologies. He obtained his Ph.D. from UCLA in 2000, worked at a silicon valley start-up for three years, and has been an academic at UNSW for the past 12 years. His research interests include Internet Architectures driven by Software, and the networking and cyber-security aspects of the Internet of Things.



11.10-12.30pm Session 6: Do we need a connected life?

Julie McCrossin will interview panellists to get their views on how always being connected will benefit and challenge us in the future. The panel consists of experts who will give us a range of views on smart lifestyles.

Panellists: **Professor Vijay Sivaraman, UNSW**
see bio on page 5



Greg Killeen, Senior Policy and Advocacy Officer, Spinal Cord Injuries Australia

Greg Killeen is the Senior Policy and Advocacy Officer at Spinal Cord Injuries Australia and specialises in systemic advocacy. Having acquired a spinal cord injury resulting in quadriplegia many years ago, Greg is reliant on various generic and disability specific assistive technologies that have enabled him to live in the community and maintain ongoing employment. Greg is personally interested in all evolving assistive technology because of the benefits it can provide society, so it's extremely important all assistive technology caters for people with disability, as it can increase independence, autonomy and spontaneity - but it must be future proofed.



Professor Katina Michael, University of Wollongong

Katina Michael is a Professor in the Faculty of Engineering and Information Sciences at the University of Wollongong. Her PhD was in automatic identification innovation and more broadly the Internet of Things. She has been instrumental in developing the body of research around the social implications of "uberveillance", denoting embedded surveillance devices. Katina is the IEEE Technology and Society Magazine editor in chief, and the senior editor of IEEE Consumer Electronics Magazine. She has been a board member of the Australian Privacy Foundation since 2008, and formerly a member of the Consumers Federation of Australia.

12.30-1.30pm Lunch

1.30-1.50pm Session 7

ACCAN is very pleased to welcome the Shadow Minister for Communications, Ms Michelle Rowland MP, to ACCANect 2017.

Shadow Minister for Communications, Ms Michelle Rowland MP



Michelle Rowland was elected to the House of Representatives in 2010 as the Member for Greenway. Prior to entering Parliament she was a senior lawyer specialising in competition and regulation in the telecommunications, media and technology sectors.

Michelle has also served as a Councillor and Deputy Mayor of Blacktown City Council, Chair of Screen NSW, and a Director of the Western Sydney Area Health Service.

Michelle grew up in Blacktown and lives in Glenwood with her husband Michael and their young daughters. Michelle is passionate about affording everyone equality of opportunity, regardless of their background.



1.50-2.10pm **Session 8: Australian smart communities**

Smart communities and cities use technology and data to be more efficient and deliver benefits to consumers. But as our cities become more and more connected, questions are being asked about the benefits and challenges. Are there any traps or will consumers be delighted by improvements? In this session, our speakers will deliver 10 minute presentations.

Presenters:



Catherine Caruana-MacManus, Director, Giant Ideas/University of Wollongong

Catherine Caruana-McManus is the founder of Giant Ideas, a digital transformation firm for smart cities and IoT and is a non-Executive Director of Meshed, an IoT integration company. Catherine has launched an independent global community on Facebook called "Smartcities IoT" which promotes the advancement of smart cities, IoT and renewable energy.

As a serial disrupter, Catherine has launched many successful internet businesses such as Australia's first real estate portal, whereis.com and whitepages.com.au. Recently, Catherine was recognised by Prime Minister Malcolm Turnbull's Knowledge Nation initiative as one of Australia's leading thinkers and innovators in big data and building Australia as a Smart Nation.



Nadeen Jayasundara, Principal - APAC Lead for IOT and Connected Home, ibb Consulting Group

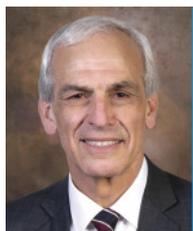
Nadeen is a highly accomplished industry leader and advisor with over 20yrs experience for leading organisations in Telecoms, Media & Technology (TMT), Infrastructure Construction & Services, and Finance sectors. He brings a unique deep experience of both nbn and Telstra, specialising in Strategy (Corp / Tech / Product / Mktg), Revenue Planning & Forecasting, Business Analytics & Modelling, Market

Intelligence & Research, Customer Segmentation, and Program Management. Nadeen has an MBA from the University of Technology Sydney, and is a keynote speaker and thought leader with a published paper on Australia's Digital Economy.

2.10-2.30pm **Q+A**

2.30-2.55pm **Session 9: How will artificial intelligence impact on the connected world?**

How will artificial intelligence (AI) affect telco products and impact customer service? In this session we'll get an insight into how AI will fit into the future connected world. ACCAN is very pleased to welcome Dr Hugh Bradlow to present at ACCANect 2017.



Presenter: Dr Hugh Bradlow, Chief Scientist, Telstra

Hugh Bradlow is Chief Scientist of Telstra which means that he gets to speculate about all the cool, emerging technologies that will come into our lives and predict their impact.

Professor Bradlow holds a bachelor's degree in electrical engineering from the University of Cape Town and a doctorate in experimental nuclear physics from the University of Oxford.

He is globally recognised as a thought leader in telecommunications and was elected as the joint 2009 Australian Telecommunications Ambassador, named as one of the most 100 most influential telecommunications executives, and Smart Company designated him as one of the 12 most influential people in Australian ICT.

2.55-3.00pm **Q+A**



3.00-3.30pm Afternoon tea

3.30-3.50pm Session 10: The connected farm

New and innovative technology can change the way farmers work and make their jobs easier. In this session we'll hear about some of the ways technology, such as drones and sensors, are helping farmers in their everyday tasks.



Presenter: Mark Harvey-Sutton, Manager Rural Affairs, National Farmers' Federation

Mark joined National Farmers' Federation (NFF) as Manager Rural Affairs in September 2016.

Previous to NFF Mark was a/g CEO of the Sheepmeat Council of Australia, as well as Policy Director of the Cattle Council of Australia. Before joining those organisations Mark worked for the Australian Government across a range of roles and issues. Mark holds a Bachelor of Laws from James Cook University, a Graduate Diploma of Legal Practice from the Australian National University and is a Graduate of the Australian Institute of Company Directors. Mark is also admitted as a Lawyer in the Supreme Court of the Australian Capital Territory.

3.50-4.50pm Session 11: The future consumer environment

As we become more connected, what will the future consumer environment look like? What devices will be available? Just how many connected devices will each person have? Julie McCrossin will interview panellists about the future consumer environment in the "always on, always connected" world.

Panellists:



Chris Althaus, CEO, Australian Mobile Telecommunications Association

Mr Althaus was appointed as Chief Executive Officer of the Australian Mobile Telecommunications Association (AMTA) in 2005. AMTA is the peak industry organisation representing Australia's mobile telecommunications sector and operates programs covering all aspects of the mobile ecosystem.

Prior to joining AMTA Mr Althaus held Chief Executive roles leading national industry associations representing the Australian road transport and logistics industry and the Australian forests and forest products sector. Mr Althaus has a Bachelor of Science from the Australian National University; Graduate Diploma in Economics from the University of Canberra; and Business Administration Diploma from Georgetown University, Washington, DC.



Frank Zeichner, CEO, IoT Alliance Australia

Frank is an industry leader and influencer in building the collaborative Internet of Things eco-system in Australia and is CEO and co-founder of the IoT Alliance Australia, the peak Australian IoT body. The IoTAA has over 250 government, industry and research corporate members and more than 500 participants.

Frank is also Director of the Knowledge Economy Institute, an Internet of Things industry and research hub based at University of Technology Sydney, and Industry Associate Professor in the Faculty of Engineering and IT, School of Systems, Management and Leadership.



4.50-5.00pm Session 12: Media Access Australia - Exciting new developments

ACCAN is very pleased to welcome Dr Manisha Amin, CEO, Media Access Australia to talk about some exciting new developments for the organisation.

Presenter: Dr Manisha Amin, CEO, Media Access Australia



Manisha is passionate about social justice and has a strong background in the not-for-profit sector with 15 years' experience in education, health, disability and social inclusion. She was most recently the General Manager, Marketing & Fundraising, at Barnardos where she was instrumental in directing a number of successful initiatives over her five years at the charity.

Manisha has also previously worked in the technology sector and with government in environmental advocacy. She has a PhD in Arts and Social Science, a Masters in Professional Writing and a Bachelor of Business (Marketing), from the University of Technology Sydney. Manisha is also on the board of ADHD Australia and is a published novelist.

Drinks and canapés

5.00-7.00pm





Day 2, Thursday 21st September

8.55-9.00am Welcome back

MC: Julie McCrossin

9.00-9.20am Session 1: Digital government

Many governments in Australia are moving services online with digital first expected to soon become the default. This raises questions about how some groups will be able to access these services. In this session Julie McCrossin will interview Dr Emma Campbell about how to ensure everyone can access digital government services.

Introduction: Teresa Corbin, CEO, ACCAN

Interviewee: Dr Emma Campbell, Director, FECCA



Emma has hands-on experience of the humanitarian sector, high-level business and academia. She has in-depth knowledge of migration, refugees, multicultural affairs, international and domestic politics and migrant health.

Dr Campbell holds a Bachelors of Law and Chinese from the University of Leeds and a Master's degree in Political Science from the School of Oriental and African Studies, University of London. She has a PhD in Political and Social Change from the Australian National University.

Emma grew up in a very culturally diverse community in the Northeast of England and her career has taken her to different places around the world, often to work with people in challenging circumstances.

9.20-10.30am Session 2: Consumer protections in the new era

What future consumer protections will we need in the connected world? How will regulation work to ensure the right safeguards are in place? Do standards and industry codes have a role to play? Have regulators got the right tools or is there a need for more laws to be adopted by parliament? This interview panel session will seek answers to these questions and more.

Panellists:



Cristina Cifuentes, Commissioner, ACCC

Cristina has a breadth of experience in both the public and private sectors across public policy, finance and utility regulation, including positions at the Reserve Bank of Australia, the NSW Treasury and the Australian Securities Commission. She served as the State part-time Member of the Australian Energy Regulator between 2010 and 2013. Cristina was a member of the NSW Independent Pricing and Regulatory Tribunal between 1997 and 2006.

Before becoming an ACCC Commissioner, Cristina held a number of directorships including with the Hunter Water Corporation and First State Super Trustee Corporation.

Cristina holds a first class honours degree in Law and a degree in Economics.



John Stanton, CEO, Communication Alliance

John is the CEO of Communications Alliance – the industry association for the telecommunications sector in Australia – and Chairman of the Executive Council of the IoT Alliance Australia.

He has previously held roles as CEO of People Telecom, President of Intelsat Global Sales and Marketing in the UK and a range of senior managerial roles with Telstra.

He began his career in journalism and spent five years as an Adviser to an Australian Cabinet Minister.



Jennifer McNeill, General Manager, Content, Consumer & Citizen, ACMA

Jennifer leads the Content, Consumer & Citizen Division of the ACMA. Her work focuses on developing and enforcing safeguards for Australians who use broadcasting, phone and internet services.

Before taking on her current role, Jennifer was a Member of the ACMA (2008-11); a Commissioner of the ACCC – Australia's national competition and consumer protection regulator (2002-07); and a Partner in a leading commercial law firm – where her practice focused on risk and dispute management (2000-2002).

Jennifer has degrees in Laws and Arts from the University of New South Wales and has taught both commercial and litigation subjects at the Australian National University.



Melanie Drayton, Assistant Commissioner, Regulation and Strategy, Office of the Australian Information Commissioner

Melanie is responsible for the regulation and assessment functions of the OAIC. Prior to commencing her role in 2016, Melanie held a variety of director level positions within the OAIC. These roles allowed her to influence both reactive and proactive regulatory activities and strategic policy work. Melanie's breadth of responsibilities has seen her work across privacy, freedom of information and information

policy functions which included preparing guidance, drafting legislative instruments and promoting the requirements of the Privacy Act 1988 and the Freedom of Information Act 1982.



Brett Lovett, Stakeholder Engagement Manager, Standards Australia

Brett is the Standards Australia Stakeholder Engagement manager and lead for Health, Food, Agribusiness, Consumer Products and Public Safety. Through Standards Australia, Brett and his team have successfully delivered the world-first Digital Hospital Handbook, and has taken Australian initiatives such as the Water Efficiency Labelling Scheme (WELS). Before Standards Australia, Brett headed

Queensland's Citigroup franchise through transformational change, as the business shifted from Banking to Wealth Management. Brett holds a Bachelor Degree in Politics from the University of Wollongong, and an MBA in Leadership and Communication from Deakin University.

10.30-11.00am Morning tea



11.00-11.20am **Session 3: How will nbn adapt in an ever changing environment?**

We are pleased to welcome JB Rousselot to ACCANect 2017 to give us an update on how nbn will adapt in an ever changing environment.

Presenter: JB Rousselot, Chief Strategy Officer, nbn



Mr Rousselot was appointed Chief Strategy Officer on 1 July 2017 after formerly overseeing nbn's Network and Service Operation.

Mr Rousselot joined nbn in October 2013, bringing extensive experience in the telecommunications and media sectors.

As well as holding senior roles at Telstra including the Executive Director of Voice, BigPond, and Media, Mr Rousselot was the CEO of IP telephony start up Interline, and Executive Director of the Australasian Media and Communications Fund and has worked in consulting and investment banking.

Mr Rousselot holds an MBA from the MIT Sloan School of management and a Masters Degree in Engineering from Ecole Nationale des Ponts et Chaussées.

11.20-11.30am **Q+A**

11.30-12.30pm **Session 4: Ask the telcos**

In this session telco representatives will tell you how digital technology is transforming consumer experiences and how they will help consumers find their place in the connected world. Panellists will give introductory comments and then take questions from the floor.

Panellists:



Jane van Beelen, Executive Director, Regulatory Affairs, Telstra

As the Executive Director of Regulatory Affairs, Jane leads Telstra's engagement with regulators and key policy makers on a broad range of issues affecting the company and our customers. She also advises internally on Telstra's regulatory compliance.



Tony Bundrock, Chairman, Activ8me

Tony has been in the telecommunications industry for over 30 years and is a strong advocate for better communication services in regional, rural and remote Australia. As Activ8me CEO over the last 10 years, he is increasingly proud of his involvement in the progression of satellite broadband services into rural and remote Australia, now delivering speeds five times faster than when he joined in 2007. In May of this year, Tony became Chairman of Activ8me. Prior to Activ8me, he was the National General Manager of Strategy and Business Development at Telstra Mobiles.



David Joss, Managing Director, Southern Phone

David has been Managing Director of Southern Phone since joining the business in mid-2016. Southern Phone established in 2002, is owned by 35 NSW Local Councils and has grown to be one of the largest regionally based telecommunications companies in Australia. Before joining Southern Phone David served as Chief Executive Officer of Bendigo & Adelaide Bank subsidiary Community Telco Australia and prior to that worked with Singtel Optus where he held various business development and commercial marketing roles.



Dan Lloyd, Chief Strategy Officer and Corporate Affairs Director, Vodafone

Dan has been Vodafone Australia's Chief Strategy Officer and Corporate Affairs Director since February 2014. Prior to joining Vodafone Australia, Dan served in a number of global leadership roles with the Vodafone Group including Director of Public Policy for Africa, the Middle East and Asia-Pacific, Vodafone India's Head of Regulatory, and a range of strategy, business development and governance roles.

Prior to joining Vodafone, Dan was a Senior Associate at leading Sydney commercial law firm Gilbert & Tobin, advising a range of fixed and mobile operators and governments across the globe. Dan has Honours degrees in Law and Arts from the University of Sydney.



Julian Ogrin, Chief Executive Officer and Managing Director, amaysim

Julian has over 20 years' experience in the telecommunications industry and in 2015 he led amaysim to successfully list on the ASX. Prior to joining amaysim in 2013, he was the CEO of Tele2 Croatia and prior to that was the Chief Commercial Officer of Meteor Mobile Communications Ireland. Julian also has senior executive experience in the telecommunications industry, which has seen him based in Sydney, London and Hong Kong with organisations such as Allphones Retail Group Australia, SAS, Vodafone and Cable & Wireless Group. Julian has a Bachelor of Business from the Avondale College.



Gary Smith, Head of Regulatory Compliance, Optus

Gary is currently Head of Regulatory Compliance with Optus. Since joining Optus in 1996 he has held a significant interest in spectrum, telco security issues, internet and copyright regulation, and the evolution of the telecommunications consumer protection regime.

Gary has been a Board Member of Communications Alliance since 2004 and was also engaged in the governance of the Telecommunications Industry Ombudsman scheme for a decade.

Gary has worked in a range of public policy roles, including with the telecommunications industry regulator AUSTEL, Victorian Parliament, Victorian Treasury and the Reserve Bank of Australia. He studied economics and econometrics at honours level.

12.30-1.20pm Lunch



1.20-1.40pm Session 5

ACCAN is very pleased to welcome the Shadow Minister for Regional Communications, Mr Stephen Jones MP, Member for Whitlam, to ACCANect 2017.

Shadow Minister for Regional Communications, Mr Stephen Jones MP



Stephen Jones is Shadow Minister for Regional Communications and Regional Services, Territories and Local Government.

Stephen advocates for a better approach to regional communications to address inequality and equitable access. Stephen has called on the ACCC to ensure customers get the broadband speeds that they pay for and greater transparency by both nbn and RSPs. He advocates for a better customer service framework and powers for the TIO.

Stephen is a member of the Joint Parliamentary Committee on the NBN and the Parliamentary Committee on Regional Development and Decentralisation.

Stephen was elected to Parliament in 2010 and lives in the NSW Illawarra.

1.40-2.10pm Session 6: Vision for a connected world where no one gets left behind

In this session speakers will give a five-minute TED Talk on their vision for a connected world where no one gets left behind. A number of inspirational people from a range of backgrounds/organisations will present and give comments based on their experiences.

Presenters:



Joanna Gibson, Communications Portfolio, Isolated Children's Parents' Association

Joanna lives on Yudnapinna Station (approximately 400km north-west of Adelaide) with her husband James and three children. The children were all taught via Port Augusta School of the Air with either a governess (in the earlier years) or Joanna as their supervisor. Now all three are in Adelaide, two at boarding school and one studying at the University of Adelaide.

A North-West Branch ICPA member since 1999, Joanna was active at both a branch and state level prior to joining Federal Council in 2013. She has been involved in both the Communications and Distance Education portfolio's since then. Joanna remains committed to seeing that children in the bush don't miss out on opportunities to further their education.



Wayne Hawkins, Disability Policy Advisor, ACCAN

Wayne joined ACCAN as Disability Policy Advisor in June 2010. Prior to working at ACCAN, Wayne was National Policy Officer with Blind Citizens Australia where he worked on systemic advocacy campaigns such as accessible, secret and verifiable voting for Australians who are blind or vision impaired in the Federal and State elections. Wayne is currently studying for a Doctor of Arts in Australian Telecommunications and Disability Policies at the University of Sydney. He holds a Master of Public Policy from the University of Sydney and a Bachelor of Business Administration from the City University of New York. Wayne has a long history of social justice volunteer work in the LGBT community during the many years he lived in NYC.



Sue McGrath, National Policy Manager, COTA Australia

Sue is the Canberra-based National Policy Manager for COTA Australia. Her role at COTA allows her to pursue a fervent interest in the wellbeing of older people and the issues facing an ageing society. She works across a broad range of policy areas affecting older Australians as an advocate and policy analyst, and represents COTA on a number of government, not-for-profit, academic and private sector committees.

Sue has worked in professional roles in government and the community sector, and as a consultant to both.



Kate Obermayer, Global Customer Engagement Coordinator, Cochlear Limited

Kate is the Global Customer Engagement Coordinator at Cochlear Ltd. She has a communications degree in journalism and new media, and over the past decade has worked in several major global organisations in digital marketing. Kate was a founding member of the mentoring program for deaf teenagers, Hear For You, and has served as a Director on several non-profit boards - including Director on the board of Hear For You; Deputy Chair of ACCAN; and Deputy Chair of Deafness Forum of Australia. In 2009, Kate was awarded the Australian Human Rights Community Award for advocacy work for deaf and blind people. She is profoundly deaf and a bilateral cochlear implant recipient.



Professor Julian Thomas, RMIT

Julian is Director of the Social Change research platform, and Professor of Media and Communications at RMIT in Melbourne. He works on new communications technologies and public policy. Recent publications include *Measuring the Digital Divide: The Australian Digital Inclusion Index* (2016 and 2017), *Internet on the Outstation: The Digital Divide and Remote Aboriginal Communities* (INC, 2016), *The Informal Media Economy* (Polity, 2015), and *Fashioning Intellectual Property* (Cambridge University Press, 2012).

2.10-2.20pm Session 7: Australian Digital Inclusion Index 2017

The recently launched Australian Digital Inclusion Index 2017 showed that digital inclusion has improved across Australia since 2014. While this is positive, there are still areas of concern. Professor Julian Thomas will give us an update on the state of digital inclusion in Australia.

Presenter: Professor Julian Thomas, RMIT

For bio see above.

2.20-3.25pm Session 8: Great Debate

Driverless vehicles are an essential part of the connected future!

We are hearing more and more about how driverless vehicles are the way of the future, but how much of an impact will they actually have? Will they become the norm and be embraced by consumers? What will be the overlap of consumer issues between telecommunications and connected vehicles? Who will be able to afford them? Will they improve accessibility to transport for people with disabilities or will this be a missed opportunity? We hear from six experts debating whether driverless vehicles will be part of our connected future.

Adjudicator: Julie McCrossin



Affirmative team:

Wayne Hawkins, Disability Policy Advisor, ACCAN

See bio on page 14

Mark Harvey Sutton, Manager Rural Affairs, National Farmers' Federation

See bio on page 8

Dean Economou, CTO - Products, Telstra



Dean is a technology innovator with experience in start-ups, research and product development and a well-known digital evangelist and contributor to government policy. He was previously Director of the CSIRO lab that developed Wi-Fi, Director of Infrastructure, Transport and Logistics at NICTA/Data61 and currently CTO Products at Telstra. Dean has expertise in telecoms, cloud, health, AR/VR, media, transport, logistics, infrastructure, predictive analytics and design thinking. Most recently Dean was part of the consortium that launched NSW's first self-driving shuttle.

Negative team:

Brendan Coady, Sydney Partner in Charge and Sector Leader: Technology, Maddocks Lawyers



Brendan is a partner at leading law firm Maddocks. He is the partner in charge of Maddocks Sydney office and leads Maddocks national Technology Group.

Brendan has more than 20 years' experience as a commercial lawyer with a particular focus on technology, telecommunications and intellectual property. He advises telecom companies, technology developers, communications infrastructure companies and government agencies on a wide variety of commercial and regulatory matters.

Brendan was the winner of the Telecommunications Award for Australia at the International Law Office (ILO) Client Choice Awards for 2015, 2013 and 2012. He is also recognised as a leading lawyer in the areas of TMT and IP by legal directories, including Asia Pacific Legal 500, Chambers Global and Best Lawyers.

Kayleen Manwaring, Lecturer, School of Taxation & Business Law, UNSW Business, UNSW Sydney



Kayleen is a lecturer in the School of Taxation & Business Law, UNSW Business. She has published in national and international journals in the area of emerging technologies, particularly information technology, and the law of contract, consumer protection and competition law, intellectual property law and corporations law. She is a member of the UNSW Law, Innovation & Technology network.

She teaches corporations and business associations law and intellectual property law in the Business School. Prior to joining UNSW, Kayleen also taught law in the Business & Economics Faculty at Macquarie University. Before her academic appointment, she spent many years working as a commercial lawyer and in law firm management, in Sydney and London. Her work in practice primarily focused on technology acquisition and licensing, intellectual property, and communications.

Nigel Waters, Committee Member, Australian Privacy Foundation



Nigel Waters is a committee member of the Australian Privacy Foundation. He was deputy Australian federal privacy commissioner from 1989-1997, and before that assistant UK Data Protection Registrar. Nigel is Principal of Pacific Privacy Consulting in which capacity he has undertaken work for government agencies and businesses in Australia and overseas since 1997. He is also a research associate at the Cyberspace Law and Policy Centre, at the University of New South Wales. Nigel holds Masters degrees from the Universities of Cambridge and Pennsylvania and from the University of Technology Sydney.



2017 ACCAN NATIONAL CONFERENCE

Wednesday 20 September - Thursday 21 September 2017 • Aerial UTS Function Centre

3.25-3.30pm Closing remarks

Teresa Corbin, CEO, ACCAN

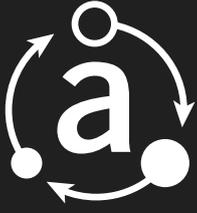
3.30pm Close

3.30-4.00pm Afternoon tea

ACCAN AGM

4.00pm





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**Australian Communications
Consumer Action Network**