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Day 2, Thursday 15th September

8:55-9:00am: Welcome back

9:00-9:20am: Keynote address

TERESA CORBIN: Good morning, everyone. Welcome to day two of the ACCAN conference. Before we get started, I want to acknowledge the traditional owners, the Gadigal people of the Eora Nation, and acknowledge their elders past and present. Thank you, everyone, for coming to our second day. We have another long list of really exciting presentations ahead of us. Once again, a reminder to people that we're using Auslan interpreters and we're using live captioning, so we need to make sure that we're speaking at a good speed all day today. I was saying to the captioners earlier that they need a little light system on the top of their heads – you know, "Red, Teresa, red – you are talking too fast!" so I get a bit of the message, because that's one of the problems with my job, is that I have to get as much said in as little possible time when I'm talking to people that might have some opportunity to change something. So then I have to slow it down when I come to talk in public forums where we're using accessibility. So today we're going to have door prizes again. So I hope you've got your tickets. And they are slightly different door prizes today. We have the virtual reality glasses first up. And we also have the VR box and we also have two Google Cardboard ones. Some of you might have tried them last night at drinks. So everybody has got a ticket, I hope, and I hope that we've got the bucket!

>> I don't!

TERESA CORBIN: Who hasn't got a ticket? OK, well, it's alright, because there is another draw at morning tea. Or you can run out the front straightaway and grab a – well, actually, no, they've already been put in. But there's another draw at morning tea, at lunchtime and at the end of the conference. At the end of lunch time we will be giving away a Samsung tablet that Telstra has kindly donated – and Media Access were using it as part of our launch yesterday – and of course we'll give one away at the very end of the conference. But of course the deal is you actually have to be here at 3:30. Now, did that mic turn up? OK.

The lucky winner is... F16.

>> F16, down the back there.

TERESA CORBIN: Congratulations. And for the Google Cardboard, F22. Yep, congratulations. And the final one is F17. Oh, we've got someone over there. Fantastic. OK, great. I also want to remind me that we've got our Ideas Garden still going over there so anything that you come up with that you would really like to say, maybe you are a bit shy to put your hand up and make a comment during the sessions – you can put it on a sticky note and put it up on the board down there. There's quite a few about wi-fi and getting access to wi-fi. There's also quite a few about dealing with financial hardship and the options that might be available for that and that reflects the sessions that we had yesterday. We have a message first off this morning from Michelle Rowland, who is the Shadow Minister for Communications. Previously she was the Shadow Minister for Multiculturalism and Citizenship and she was elected the member for Greenway in Sydney in 2010, and before that she was a lawyer in telecommunications, so that means she knows a lot about this topic. Some might remember, if you came last year, she actually gave an address here. And unfortunately because parliament is sitting, even though we chose a date originally that wasn't during this time, thanks to an election that crept in there, all the dates changed. Anyway, we will just listen to the message from Michelle.

MICHELLE ROWLAND: I'm Michelle Rowland, the member for Greenway and the Shadow Minister for Communications. I'm delighted to be able to provide this message for ACCAN's conference with the theme of Equipping Consumers to Stay Connected. Of course I would have much preferred to be there in person and having developed a number of ideas over quite a long period of time with many of you who are attending this conference, I certainly have a lot to say on the topic. Firstly, let me congratulate Teresa, Una and all the team at ACCAN – everyone who is speaking today and who brings not only their personal experiences, but certainly, I believe, their desire to help consumers to stay connected in the best ways possible. I think one of the most important things about ACCAN's membership and its conferences is that people come with a wide variety of skills and experiences, from across Australia – practitioners in the area, people who live in remote parts of the country, people who have studied this for many years from engineering, regulatory and legal perspectives, and all of these qualities are really valued by myself, as the Shadow Minister, and I look forward to reading many of your papers. Last year, I had the privilege of being able to present a paper at the ACCAN conference and in that, I was most supportive of reform of universal service. And it's pleasing to see that, again, the focus has really come to the fore on the USO and the need for reform in this area and I think that forms quite a fundamental part of equipping consumers to stay connected. Of course, if you take a step back, there comes the issue of consumers getting connected in the first place and one thing I know, as the member for Greenway, in a growth part of north-west Sydney, is actually getting connected is half the problem. Being able to get connected, not only in terms of broadband, but in terms of even mobile communications in the outer suburbs remains a real challenge. Of course, with being connected, there's issues of affordability. I know that ACCAN has been at the forefront of this, in terms of its advocacy and, again, I want to say thank you for the input that they have made into a very important aspect of the policy debate that should never be forgotten by those of us in public office. So I wish you very well for the conference ahead, and I know that the deliberations that you will have are ones that are thoughtful, ones that will certainly generate a lot of thinking, and ones that I believe are most valuable for formulating policy and I look forward to reading your contributions. Have a wonderful conference and thank you again for the opportunity.

(APPLAUSE)

TERESA CORBIN: OK. So before we go to our first session, I do want to actually draw attention to a few people that are in the audience once again, because I think that one of the best things about our conference and one of the – some of the feedback we get back every year is networking and people actually making linkages and connections that they wouldn't otherwise be able to make, because we're all in the one place at the same time. There's quite a few people that have travelled a long way to get here, and in particular I'm thinking about the ladies from the Country Women's Association, who did an amazingly long round trip to get here, and there's also people from Broadband for the Bush and also from the Isolated Children's Parents' Association. So I might quickly run over to them. Annette, do you want to say something?

>> Annette Turner, state president of the Country Women's Association. I drove to Adelaide first which was 800km in the other way to fly to Sydney, so thank you. It has been fabulous. This is something that, as the ladies from ICPA will agree with me, it's something that's really difficult for us to have access to and that was why I did everything I could possible to be here today. Thank you.

TERESA CORBIN: And we really appreciate you making all that effort, too. Now I will fly to Ray Heffernan. He is from Broadband for the Bush Alliance and I will let Ray tell you more about it.

>> Broadband for the Bush Alliance is a group of stakeholders that are dedicated to promoting better digital connectivity and digital literacy in rural and remote Australia. We hold a forum once a year. We haven't decided where next year's is, but this year was in Brisbane and a very successful 2-day forum. Preceding it, we have an Indigenous focus day that always precedes our conference. So if you want to know a bit more about us, I'll be around all day. Thanks, Teresa.

TERESA CORBIN: Great, Ray. Now I will run over to Joanne and Claire. Which one of you would like to say a quick word.

>> It's Joanna. Claire and I are both here. I am on the federal council of ICPA, which is the Isolated Children's Parents' Association and we lobby for equity of education for rural and remote students, so communications is a

huge part of that at the moment. And Claire and I will be here – or Claire will be here for most of the day, but happy to talk to anyone to explain it further.

TERESA CORBIN: Thanks, Joanna. OK, the other group I wanted to point out – and I'm not sure if Claudia is here? We have a new member at ACCAN, Continent Australia, just joined recently, fascinating conversations with them we're having, about how all the lines get chewed up in an area when the farmers harvest the cotton and the providers can't understand this phenomenon even though everyone in the local community knows what's going on. So fascinating things that might – you know, that come up – that people in the cities just don't think about. We also have NSW Farmers here. Charlie is there – do you want a quick word, Charlie? You can get a really good idea now of all of the different people from rural and regional areas. Including, of course, we had our presentation from the Indigenous Remote Communications Association yet.

>> G'day, Charlie from NSW Farmers, a policy adviser there. One of my many hats is telecommunications and we work closely with ACCAN on things like black spots and Universal Service Obligation reform and all sorts of things like that, so some and have a chat with me.