JULIE McCROSSIN: Good morning, guys, and welcome to Day 2. First of all, could you give a round of applause and a stamp of the feet for the work done yesterday by the ACCAN team and the myriad of speakers? I reckon it was a top day.

(APPLAUSE)

And welcome to those of you who are new. We have a number of new people today. I think I would sum up yesterday as saying we had a thrilling day of expert, complex, sophisticated briefings, and I would sum it up, as an outsider, as with the combination of 5G and a rate of technological change and connectivity, that is the greatest in history, no-one's quite sure what's going to happen next, but it's changing very, very fast, and for consumers, citizens, the public to have any role in co-design or assisting to shape their future, a great deal of good heart and good work is going to have to be done by both industry, government, non-government and consumer groups to assist the people of Australia to have a chance to have a say, or even to understand how the ground is shifting beneath their feet. That's my sum up of yesterday. So I'm both excited and a tiny bit apprehensive - is that - do you reckon that's the way to go? Some of you feel darker than that. And some of you are just plain excited. Let me begin by acknowledging that we're on Gadigal land and pay my respects to elders past and present, and to remember, again, Allen Madden's warm welcome to us yesterday. We've got another day of great, very sophisticated briefings on a range of topics - most exciting of all, there will be a lucky door at the beginning of each session, and we've got more Bluetooth, ah, speakers to give away, and you'll remember the Jetsons competition - for new people, we showed the Jetsons intercut with actual technology of today that has brought to life what the Jetsons anticipated. We looked at about eight quotes from Bill Gates in 1999 about what he said was going to happen and how it's actually happened. So we're running a Jetsons competition. We've had 12 entries. Peabody, would you stand up? This is Peabody. If you have any more entries, you can tell her, put on a bit of paper or email it to her - her email is on that whiteboard over there. We'll be announcing the winners after lunch. And as I said, we've got 12 really good applications. But it doesn't mean some of you can't beat them now.

And the end of the day - we finish today at 3:30 before the AGM - we have both a debate and a series of TED Talks, so a very high-energy conclusion to the day. Let's begin with a look at how we're currently and how we will be accessing government services online. Before we get into the topic, we've got a video just to warm us up. Let's have a look...

>> So you had people take advantage of your lack of skills by getting you to sign things?

>> Yeah.

>> Like loans?

>> Loans, credit cards - you name it...

>> Were these people friends of yours?

>> They were. People that I was living with. You know, you had to tell 'em after a while they were aware of it - the lease would come up for a flat or a house - "We have to renew the lease, Jack." "OK." Your name's on it, so before you knew it, you were signing a document that you didn't even realise was a credit card or a loan to a car. I had a person take out a mobile phone in his name, run up a bill to $1,500...

>> Mm. And, what, he'd gotten you to sign something?

>> No, no, he just rang up, because he was staying at my house. He knew he was filling out paperwork for me. He knew my birth date, the company I was working for, so he rang up Telecom, they proved it over the phone, he went down and picked up the phone from the post office.

>> Good morning, Siri.

>> Good morning.

>> Jacob - it says Jacob.

>> Siri's come along and opened up a whole new world. I mean, you know, I can get something that I want, and get it to read to me.

>> "Hey, it's Jason. Don't forget to walk the dogs today. Thanks, Jack."

>> I can get it to say things for me...

>> I haven't forgotten.

>> All my working life, you know, I've never read nothing. If I had Siri when I was driving trucks, life would have been a lot easier for me.

>> 300 Gardeners Road, Rosebery. The only reason I know this is McEvoy Street is because of the McDonald's on the corner. Back in the old day, I had to find somewhere like Gardeners Road and count on the book how many lights there were before I could make a turn.

>> 1km. The destination is on your left.

(LAUGHS)

>> I ended up in lots of places that, you know, by the time I rang someone up, I'd gone past by three or four suburbs.

>> The destination is on your left. 300 Gardeners Road.

JULIE McCROSSIN: A round of applause for Jenny Brockie's marvellous program. That episode was looking at the episode of adult literacy and looking at the ways new technologies are assisting people. There was something I was going to say, but I've forgotten... Yes, that obviously here we're concerned about all citizens, all consumers, and their access to services and their managing of the digital disruption revolution. But we have a particular concern for people who may have extra difficulties, such as poverty, lack of literacy, or of course not speaking English fluently. If you could put your phones on silent, that would be great. If any go off today, I'll just confiscate it and give it to a child protection worker in the Western Division.

(LAUGHTER)

What I'd like to do now is to introduce again our CEO, Teresa, who's going to give us a broad introduction to this theme of getting access to government services in the digital time. Please make her welcome.

(APPLAUSE)

TERESA CORBIN: Good morning, everybody. Thank you for coming on the second day, and also thanks to those of you that are just here today for the first time. That's great example there from SBS's Insight of the opportunities and the difficulties and challenges that we face. The person there that was represented didn't come out of school able to read and write proficiently. There was actually a statistic - actually, can we go to the slide with low literacy, Richard? There's a separate slide - it's alright - I think I'll just jump straight to it - there's a statistic that comes through in that program from SBS that says an OECD study that was done in 2013 - and there are many studies that reflect the same outcome - says that something like 43.7% - nearly 44% of the adult population in Australia - have a low proficiency of literacy. This is something that I think comes up quite a lot. It's often represented as a problem in Indigenous communities or a problem for older consumers who may have other challenges or a problem for people with disabilities, but it's actually a problem that's much broader than that. So I think it's really important for us to remember that. That's also coming through when it relates to digital literacy as well and how we achieve that. This is a challenge with shifting over to digital government. A lot of governments now - and in fact, our federal government - has a policy that they're going to move towards digital-first strategies and having things online first, and not necessarily having a physical office. This was a problem that our members raised with us two years ago - something that they really wanted ACCAN to focus on. We hadn't really thought of it as being something that would be in our area before that, despite the fact that we have worked a lot on accessibility of websites and online services before that for people with disabilities and older consumers, and also for people in rural and regional areas that need things to actually work on low bandwidth. That's often a challenge as well. Last year, we had a panel that went into great depth about consumers from a cultural background other than English, and also Deaf consumers - we had a presentation from David Brady - older consumers, a presentation from COTA, and also we had a person from - a younger person's advocacy organisation also highlighting that even younger people have difficulty accessing government services due to the cost of making sure you've actually got credit on a phone to be able to do that, or a fixed service to be able to do that. As a result of that, we actually included it as one of the topics in our Google-funded internship. This year, Jesse Chen - who would have been here today but is elsewhere finishing off all his qualifications - he has done a report that's gone on our website now which talks about the barriers to digital government. He did a lot of interviews with quite a lot of different organisations, and the PowerPoint that's up now is one that he presented to the staff and others earlier - a couple of months ago - which is his findings. I've got a couple of hard copies of that report as well, if people would like a copy of that.

The other thing I want to talk about before we do a deep-dive and interview Emma from the Federation of Ethnic Communities' Councils of Australia is just to highlight that there is a lot of activity still happening on this front. In fact, every year now, I think for five years, there's been this big conference called GovInnovate - a very weird word, but that's what they call it - and it's populated by a lot of public servants - hundreds of public servants, in fact, and it's expensive to go. It's in Canberra, of course... And every year, they have these big discussions about how better to do things online and move to digital-first. But they very rarely - in fact, only once - have invited us to present. They very rarely engage with the users. And even though some of them are doing the right thing, I think there needs to be more chances and more opportunities taken up and pushed by our members and by end users to get involved in this conversation. The agency that's leading it from a federal perspective - it's gone from the Digital Transformation Office to, now, the Digital Transformation Agency, and they have a new CEO - is an organisation that we're engaging a lot with. On paper, a lot of what they're doing looks good. But the realities of it will be a lot more complex. For example, they're rolling out something called the Trusted Identities Framework, a way that people will prove that they are them, that they are not someone else, online. We've been engaging about the privacy aspects of that, and the accessibility aspect of that. Happy to talk to people in more detail, if they want to hear more about that. Also we've been talking to them about their accessibility - full stop - of the services. The role that they play is actually to work with other government agencies and State governments that have a project where they're moving online to assist them to make sure that it is meeting a digital services standard - which in itself is not a bad thing, but again, it's a challenge. The last thing I wanted to mention was that the National Disability Insurance Agency is also rolling out something that's similar to what the Australian Taxation Office has now rolled out, and some of you might have used Alex, the virtual assistant. It's not necessarily AI, Alex - it's more a voice-recognition cueing-type system. However, this new virtual assistant they're rolling out with the NDIA, Nadia, is using aspects of artificial intelligence. We'll finish off with a video from them. I guess this comes back very much to Manisha's message yesterday from Media Access - that we need to take all the opportunities we can to ensure that co-design is used and that there's plenty of testing for end users as they roll out these new technologies. So we'll just cue to that video, and maybe Emma might want to come up to the stage in the meantime. Thank you.

(VIDEO)

>> Hello, there. My name is Nadia.

>> In many ways, Nadia is a game-changer.

>> Go on, ask me something.

>> I think it's got a really good chance of being something very exciting, but also very important.

>> The more questions and interactions I have, the smarter I become.

>> Cate has been spending all of her spare time learning a new script. It might not be her next Academy Award, but it is certainly challenging. It is the voice of Nadia.

>> I'm a virtual assistant, and I'm here to help you.

>> This is the bringing together of disability entrepreneurs, the best of the public service, the most brilliant scientists, Academy Award winners, in a scientific and creative effort that is really about a high purpose for Australia.

>> The Digital Innovation Reference Group is a meeting of minds between disabled people, innovators, the NDIA, and people who work in the area of innovation and technology all coming together to actually create something fantastic for the NDIS.

>> It truly is a group of people with a need driving innovation, rather than somebody telling a group of people what they need to have their problems solved. And I think that that's just so exciting to be a part of.

>> People with a diverse range of disabilities have helped us out and come together to make sure that Nadia is the best she can be for as broad a range of community as we could hope for.

>> It's probably one of the most innovative projects in the world right now.

>> She looks like a person, but she's a supersmart computer that responds in a very natural way.

>> I can hear you and, if you have a webcam, I can see you too.

>> The agency is creating Nadia because communication and engagement by persons with disabilities with the agency is challenging. I hear many stories about the difficulties people with disabilities have in communicating. It can be forms that are not accessible, websites that are not accessible, letters that are written in government language that people with disabilities cannot read...

>> One of the many reasons I have been created is to get rid of tens of thousands of government forms that often take hours of people's time to complete.

>> And it's people with disabilities who know best, as to how they want to be communicated with, what types of things are important to them, and what methods of communication work.

>> NDIS users like you have tested me along the way, and helped make me what I am today.

>> It's a much more democratic, empowering way to deliver a service so that people can just get on with their lives and be who they are. The liberating potential of this, I think, is really astonishing.

JULIE McCROSSIN: I think we should clap that.

(APPLAUSE)

Wayne and I agree that we're just going to get a Nadia, because who doesn't want Cate Blanchett talking to us as much as possible?! Let's be honest. In fact, Wayne's committed to buying two.

Ladies and gentlemen, it gives me great pleasure now to welcome Dr Emma Campbell, the director of the Federation of Ethnic Communities' Councils of Australia, and she's a person with diverse qualifications including a PhD in political and social change from the Australian National University. We're going to focus in on particular issues for people who speak different languages in accessing government services in a digital era. Let's begin with you giving us your summary sense of what's the current access experience to digital government services for people who speak different languages?

EMMA CAMPBELL: (SPEAKING FOREIGN LANGUAGE)

JULIE McCROSSIN: Can you tell me that in another language?

EMMA CAMPBELL: (ANOTHER FOREIGN LANGUAGE)

JULIE McCROSSIN: Is there anyone who knows both languages she just spoke in? Oh, come on, there's got to be someone! Who can have a go? Thank you very much. Do just introduce yourself.

>> Ilin from the TIO. I think you spoke Mandarin and Korean.

JULIE McCROSSIN: Yes, exactly right. You deserve a prize. I haven't got one right now. Have a go in English, for the others in the room - how would you sum up the current state of people's access to government services digitally, if you speak a different language?

EMMA CAMPBELL: I'll give a bit of a fuller answer in English - look, the latest statistics from the ABS show that 50% of the Australian population were either born overseas or have one or both parents born overseas, and 25% of the population speak a language other than English at home. So, culturally and linguistically diverse (CALD) Australians ARE Australia. So their experience, I think, in many ways, reflects the general experience of the population who are using government services online - and that is varied, as I'm sure you've heard from a number of presenters, and will do today. But I think, for people who come from culturally or linguistically diverse backgrounds, there will be additional challenges, and I think that a lot of digital services delivered by government - which, after all, are targeting the most vulnerable, often, in society - older Australians, those in need of support through DHS - have not been designed with CALD Australians in mind, and that is being reflected, I think, in their experience too often. Can I give an example? So My Aged Care is a very good example. Older Australians of migrant background are ageing - or they're overrepresented - in Australia's older age groups. My Aged Care is not really available in other languages outside of English. Its basic function - where you have to... ..it was set up to give consumer choice. It allows you to look up aged-care facilities where you live. Now, for people of culturally and linguistically diverse backgrounds, one of the most important things would be to locate a service provider who can provide culturally appropriate care or linguistically appropriate care. That function is not in My Aged Care. That would have been a really basic and valuable tool for CALD Australians, and it wasn't included. I think that's an example of CALD Australians being an afterthought, even though they are Australia. And that's what FECCA is continually up against and being challenged by.

JULIE McCROSSIN: Because that is so extraordinary, what will make it change? 'Cause I just notice you've got a PhD in social change.

(LAUGHTER)

You know, given that is such a mind-boggling omission, how will that wicked problem be solved?

EMMA CAMPBELL: So, you do see some examples of good practice, but good practice has come about when the government, in particular, has seen a benefit for them, or when - right from the outset - that digital design has been aimed at CALD communities. I'll give another example. The Department of Human Services has a downloadable app that's available in a multitude of languages so you can record your income. Now, the government has done that because they want to make sure they're not overpaying welfare recipients. And in this case, it would be particularly refugees, but not necessarily. So when you see a strong motivation for good-quality service provision to CALD communities, certainly the capacity is there. Similarly, the Fair Work Commission have designed services and apps specifically for migrant workers who are vulnerable to exploitation in the workforce. This is a more positive story, and they have been very successful in rolling out those apps to CALD communities in language. It allows individuals to record their hours, for example, and to make anonymous reporting of workplace abuse... So where there is a desire to reach those particular communities, the government has shown that they're able to do that. What we advocate for in FECCA is to have that motivation in all of the design, or most of the design.

JULIE McCROSSIN: Obviously as consumers, we've got to constantly think where we're advocating - "What's in it for the person? What's it for the private sector? What's in it for the government? What's in it for you, as part of advocacy?" Give us examples of good co-design - as we saw in that Nadia example, they're clearly deeply engaging with people with disabilities in the development of a tool. Have we got any examples of that here in Australia or elsewhere in the context of people who speak different languages?

EMMA CAMPBELL: I think those two apps are a good example. The other very good example is Brisbane City Council, who have most of their website available in a number of languages, or where they know that particular services will be of interest to particular communities - they've made sure that those services have been translated into other languages. So it's really comprehensive across the website. I think - again, in some ways, that's driven by a desire by Brisbane City Council to make sure, for example, they are effective in collecting their rates. But it also was driven by the floods in Brisbane where they realised that information - or they realised how diverse their community was and how important it was to get information to a wide range of community members who might not have English as a first language, and also recognising that there are a lot of international students and temporary migrants and so on. I think, through that, they have developed a much broader range of resources in language. It's been very, very successful. I would also say I think that, perhaps, reflects the diversity of Brisbane City Council as well, because if you have a diverse workforce, the experience of the workforce will say, "What about my mother? She wouldn't be able to read this." So we need to make sure we have those resources. At the Commonwealth level - which is particularly where FECCA works - there's a lot of work to be done in improving the diversity of the workforce in the Commonwealth government, and I think that's going to be - it's systemic change as well as that ad hoc consulting, as you move...

JULIE McCROSSIN: We need a multicultural senior executive service in Canberra, and we need multicultural elected officials, and we need to get to know what the Tax Office is doing and try and involve them in our advocacy? She's a very interesting girl, would you agree with that? I've got another question, but will we find out why she's fluent in Mandarin and Korean? Will you be curious? Why, why...?

EMMA CAMPBELL: Well... Why I work for FECCA, as someone who doesn't come from a CALD background, is because I love multiculturalism, and I grew up in the north-east of England - which is a tremendously multicultural community - and it made me love travel, other languages, and what I can learn from other cultures and so on. That's why I'm passionate about multiculturalism and FECCA. So I learned Chinese in university. When in China, I fell in love with Korea...

JULIE McCROSSIN: I thought it was going to be a Korean, didn't you?

EMMA CAMPBELL: There may have been a Korean man in my teenage years, but I fell in love with Korea and Korean politics where I did my PhD.

JULIE McCROSSIN: As you know, I speak as a member of a white, baby-boomer elite - we don't like to give up power. We don't care about the young not being able to buy homes. We're holding on as long as we possibly can.

(LAUGHTER)

Therefore, I think we need to infiltrate the SES with foreign boyfriends and girlfriends!

(LAUGHTER)

..who have limited English, but high sex appeal.

(LAUGHTER)

I'm just trying to come up with innovative strategies.

>> It worked for me!

JULIE McCROSSIN: A final issue - sorry I'm a bit late, but I will catch up with the panel - children as translators - what are the issues there, and how does it translate into this digital dimension?

EMMA CAMPBELL: This is a big concern for FECCA. Even in the - even in face-to-face interactions, we see, far too often, that professional translators and interpreters are not being used. So people will have their family members as their translator and interpreter. In many circumstances, that's inappropriate for a number of reasons. You're dealing with confidential information, parents may not give up as much information as they should in that situation if their child or family member or friend is translating for them, and also you find that maybe the family member will translate what they think the parents should be saying rather than what the individual is actually saying. And so, we work very hard to encourage the use of professional translates and interpreters, or at least make sure that their choice is available to individual whose want that. Now, if you have good-quality in-language provision online, that is a great solution…

JULIE McCROSSIN: I'm trying to come up with innovative strategies.

EMMA CAMPBELL: It worked for me.

>> Children as translators - what are the issues and how does it translate into this digital dimension?

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So we work very hard to encourage the use of professional translators and interpreters, or at least make sure that the choice is available to individuals who want that.

Now, if you have good quality in language provision, online, that is a great solution, sometimes, for people for whom English is not a first language or maybe have mobility issues. I think it's very important to say not all COLD people are vulnerable in the online space. A lot of Australians of COLD background are very comfortable in the online space but, for those more vulnerable, it does create particular issues around translation because when it is online, you have - and you are relying on another person to operate that online system, that person has full control to use your data, to access your information, to control, perhaps, some of your assets and so on. We are very worried about that. So we always advocate for choice of channels when services move online. It is something that we're following very closely. We've already seen increasing levels of elder abuse where control over finances and so on moves online and is given to children. It is something that FECCA is very, very interested in.

JULIE McCROSSIN: Just finally, we have been trying to look at the future, what's on the horizon in this rapidly-changing environment. Is there any issue you've got your eye on going forward from the point of view of people from multicultural backgrounds we will have to watch out for in this time of rapid change?

EMMA CAMPBELL: Australia is multicultural! It's going to become more multicultural. As is every nation in the world. I mean, I have spent most of my life - I think I spent probably half of my life outside of my home country. That's going to be more and more common. Australia needs to, I think, recognise how multicultural Australia is. COLD Australians or non-Anglo Celtic Australians should have the same rights of access as English-speaking Anglo Celtic Australians.

That recognition has to come, and if it does, it will bring significant change to a range of environments, not least the communications and online digital environment.

JULIE McCROSSIN: What do you say? A top bird! Give her a round of applause. Thank you very much.

(APPLAUSE)