

# ACCANect 2018

## Confidence in the connected world

Date: 12-13 September 2018

Time: Registration from 8:30am

Venue: Aerial UTS Function Centre, Sydney

### ***Day 1, Wednesday 12<sup>th</sup> September***

#### Session 1

**8:55 – 9:20am**

**Welcome**

MC: Julie McCrossin

Welcome address: Deirdre O'Donnell, Chairperson, ACCAN Board

Welcome to country: Uncle Ray Davison, Cultural Representative,  
Metropolitan Local Aboriginal Land Council

#### Session 2

**9:20 – 9:30am**

**Opening message – Minister for Communications and the Arts,  
Senator the Hon Mitch Fifield**

ACCAN is very pleased to welcome the Minister for Communications and the Arts, Senator the Hon Mitch Fifield, to deliver a pre-recorded opening message for ACCANect 2018.

#### Session 3

**9:30 – 10:00am**

**The confident consumer: Reflecting on the progress we've made and the future, empowered consumer**

Presenter: Mark Pesce

Mark Pesce is an inventor, author, educator and broadcaster. Best known for co-inventing VRML (Virtual Reality Modelling Language), Mr Pesce has written six books, founded postgraduate programs in interactive media at both USC (University of Southern California) and AFTRS (Australian Film, Television and Radio School), and for seven years appeared as a panelist on the ABC's *The New Inventors*. Mark Pesce currently hosts *This Week in Startups Australia*, which has rapidly become Australia's #1 tech podcast.

Mr Mark Pesce appears by arrangement with Claxton Speakers International

#### Session 4

**10:00 – 10:10am**

**Keynote – Fairer Digital Environment**

Introduction: Teresa Corbin, CEO, ACCAN

Presenter: Amanda Long, Director General, Consumers International

ACCAN is excited to welcome back Amanda Long, Director General, Consumers International, to deliver a video keynote update about the organisation's work to help build trust in the digital world.

## Session 5

### **10:10 – 10:20am**      **Regional Telecommunications Review**

Presenter: Sean Edwards, Chair of the Regional Telecommunications Review Committee

In this session, Sean Edwards will provide information about the 2018 Regional Telecommunications Review. The Committee will be reviewing telecommunications services in regional, rural and remote parts of Australia.

### **10:20 – 10:30am**      **Q&A**

### **10:30 – 11:00am**      **Morning tea**

## Session 6

### **11:00 – 11:05am**      **Message - Shadow Minister for Communications**

Presenter: Michelle Rowland MP

ACCAN is very pleased to welcome the Member for Greenway and Shadow Minister for Communications, Ms Michelle Rowland MP to deliver a pre-recorded video message.

## Session 7

### **11:05 – 11:25am**      **Keynote: Cyber security: Protecting what's important**

Presenter: Berin Lautenbach, Chief Information Security Officer Asia Pacific - Telstra

It has been another year of significant data breaches. Some of the big names having impact for Australian consumers include; Facebook, My Heritage and Page Up (clients include Kmart, RBA, Australia Post). In this session Berin Lautenbach will discuss the ongoing protections being used by organisations and how consumer data is being protected like never before.

### **11:25 – 11:30am**      **Q&A**

## Session 8

### **11:30 – 11:50am**      **Office of the Australian Information Commissioner – Relevant issues update**

Presenter: Angelene Falk, Acting Australian Information Commissioner and Acting Privacy Commissioner

In April, the Office of the Australian Information Commissioner (OAIC) began an investigation into a privacy breach affecting Facebook. In this session we will receive an update on the progress of the investigation and address what rights consumers have when it comes to their data along with other important work of the OAIC.

### **11:50am – 12:00pm**      **Q&A**

## Session 9

### **12:00 – 12:10pm**      **Midas Touch: Consumer Implications of the Use of Smartphone Biometric Data**

Presenter: Jelena Ardalic, Assistant Policy Officer, ACCAN

This session will take a look at the work completed by Jelena Ardalic as part of her Google Internship with ACCAN. Smartphone technology allows us to carry a computer in our pocket, but what happens to all of the data that is collected while we go about our normal daily lives? The consumer implications raised in this research report will be presented, along with some practical tips on how to get 'off-grid'.

## Session 10

**12:10 – 12:30pm**      **Living on-line research**

Presenter:                      Lauren Solomon, CEO, Consumer Policy Research Centre

In this session Lauren Solomon will introduce the CPRC's research agenda which is focused on keeping pace with the massive transformation of consumer markets driven by e-commerce and digital transformation.

**12:30-1:30pm**              **Lunch**

## Session 11

**1:30 – 1:50pm**              **Australian Human Rights Commission - Human rights and technology**

Presenter:                      Edward Santow, Human Rights Commissioner

ACCAN is very pleased to welcome Edward Santow, Human Rights Commissioner to talk about The Australian Human Rights Commission's major project on the relationship between human rights and technology.

**1:50 – 2:00pm**              **Q&A**

## Session 12

**2:00 – 2:10pm**              **Accessible Telecoms Project: Nationwide Disability Telecommunications Information and Referral Service**

Interviewer:                      Julie McCrossin, MC

Interviewee:                      Wayne Hawkins, Director of Inclusion, ACCAN

Helen Abric, Operations Manager, IDEAS

ACCAN has recently embarked on a two year project to provide advice and assistance with the ever changing telecommunications environment and recent mainstreaming of accessible features for smartphones, tablets and various other technologies. In this session Julie McCrossin will interview Wayne Hawkins and Helen Abric about how using appropriate technologies can help to ensure that everyone can access the connected world.

## Session 13

**2:10 – 2:20pm**              **Thanks a bundle: Making telecommunications services more accessible for people with cognitive disabilities – Grant Project**

Interviewer:                      Julie McCrossin, MC

Interviewee:                      Dr Jeannie Paterson, Associate Professor, University of Melbourne

This ACCAN-funded project is developing tools to make transactions more accessible between telecommunications providers and consumers with decision-making impairments. Julie McCrossin will interview Dr Paterson about how providers can better serve consumers with cognitive disabilities.

## Session 14

**2:20 – 2:30pm**              **Digital Springboard**

Presenter:                      Jessica Perrin, Social Innovation & Digital Inclusion Manager, Infoxchange

ACCAN is pleased to welcome Jessica Perrin to speak about the new Infoxchange (in partnership with Google). Digital Springboard is a community based program, working to address identified digital skill gaps to ensure no one is left behind in today's digital world.

## Session 15

### **2:30 – 3:00pm**            **The Be Connected Project**

Presenter:                    Jess Wilson, National Director, Good Things Foundation

Be Connected is a new Australian Government program aimed at increasing the confidence, skills and online safety of older Australians when they use the internet. This session will discuss the Project and look at the research behind the issues and barriers faced by older Australians online.

### **3:00 – 3.30pm**            **Afternoon tea**

## Session 16

### **3:30 – 3:50pm**            **Office of eSafety Commissioner – better protection for all consumers**

Presenter:                    Julie Inman Grant, eSafety Commissioner

ACCAN welcomes Julie Inman Grant to ACCANect 2018. The Office of the eSafety Commissioner is committed to helping all Australians have safer, positive experiences online. In this session we will hear about their current programs and future initiatives.

### **3:50 – 4:00pm**            **Q&A**

## Session 17

### **4:00 – 4:20pm**            **Domestic violence and communication technology**

Presenter:                    Helen Campbell, Executive Officer, Women's Legal Service NSW

In this session, Helen Campbell will provide the audience with an overview of the ongoing work instigated by Women's Legal Service NSW on technology facilitated abuse and discuss some of the resources available to assist those who are impacted.

### **4:20 – 4:25pm**            **Q&A**

## Session 18

### **4:25 – 4:45pm**            **Cyber Safety in Remote Aboriginal Communities and Towns**

Presenters:                    Associate Professor Ellie Rennie, Principal Research Fellow, RMIT University  
Dr Tyson Yunkaporta, Senior Lecturer, Deakin University

In this session Ellie Rennie and Tyson Yunkaporta will give a presentation of the main findings of the research report and some unique cultural attributes, alongside geographical isolation, income and education-related factors which need to be taken into account in addressing cyber safety.

### **4:45 – 4:50pm**            **Q&A**

## Session 19

### **4:50 – 5:00pm**            **Day One - summary and close**

Presenters:                    Julie McCrossin, MC  
Teresa Corbin, ACCAN CEO

### **5:00 – 7:00pm**            **Drinks & canapés**

## **Day 2, Thursday 13th September**

**8:55 – 9:00am**                      **Welcome back**

MC:                                      Teresa Corbin, ACCAN CEO

### Session 1

**9:00 – 9:20am**                      **Department of Communications and the Arts - Consumer safeguards review**

Presenter:                              Nadine Williams, First Assistant Secretary, Department of Communications and the Arts

The Government is reviewing Australia's telecommunications consumer safeguards for a post-2020 environment – one in which the NBN has been rolled out to all Australia homes and businesses. In this session, we will hear about the three parts of the review and some of the feedback from the discussion papers that have been submitted.

### Session 2

**9:20 – 9:40am**                      **Australian Communications and Media Authority - New Consumer Standards**

Presenter:                              Nerida O'Loughlin, Chair, Australian Communications and Media Authority

The ACMA has put in place new rules to give consumers confidence that their complaints will be effectively managed by carriage service providers (CSPs) if problems arise with an NBN service. In this session, Nerida O'Loughlin will provide an overview of the expected benefits for consumers.

### Session 3

**9:40 – 10:00am**                      **Australian Competition & Consumer Commission – Communications activities update**

Presenter:                              Delia Rickard, Deputy Chair, Australian Competition & Consumer Commission

In this session, Delia Rickard will highlight some of the consumer protections that the ACCC are implementing, including broadband performance monitoring.

### Session 4

**10:00 – 10:20am**                      **Telecommunications Industry Ombudsman - Consumer update**

Presenter:                              Judi Jones, TIO Ombudsman

The Telecommunications Industry Ombudsman, Judi Jones, will share with us the latest TIO statistics and the proposed, new TIO remit and what this means for consumers.

**10:20 - 10:30am**                      **Q&A for all morning sessions**

**10:30-11:00am**                      **Morning tea**

### Session 5

**11:00 – 11:10am**                      **National Broadband Network rollout - Consumer update**

Presenter:                              Cindy Nedobity, Executive General Manager Customer Experience, nbn™

We are pleased to welcome Cindy Nedobity to ACCANect 2018 to give us an update on how the National Broadband Network rollout is progressing.

**11:10 – 11:15am**                      **Q&A**

## Session 6

### **11:15 – 11:25am**      **Can You Hear Me? – ACCAN Research Project**

Presenter:                    Isabel Durie, ACCAN Policy Officer

ACCAN has recently conducted research to find out what telco customers are saying about customer service. In this session, Isabel Durie will highlight some of the important findings and next steps for a better, future consumer experience.

## Session 7

### **11:25am – 12:25pm**      **Ask the telcos: Consumer confidence, the way forward**

Panellists:                    David Joss, Managing Director, Southern Phone  
Cindy Nedobity, Executive General Manager Customer Experience, nbn™  
Michael Ackland, Head of Sales and Service, Telstra  
Mark Baylis, Vice President, Service for Digital Service and Customer Engagement, Optus  
Dan Lloyd, Chief Strategy Officer and Corporate Affairs Director, Vodafone

In this session telco representatives will tell you how their organisations are planning for better consumer outcomes that will bring greater confidence in the services they provide. Teresa Corbin will introduce each panellist and ask for their responses on several current consumer issues.

## Session 8

### **12:25 – 12:35pm**      **Designing Responsive Regulation: Consumer and public participation in converged communications industry rule-making - Grants Project**

Presenters:                    Dr Derek Wilding, Co-Director, Centre for Media Transition, Faculty of Law, UTS  
Dr Karen Lee, Lecturer, University of New England

This session will be presented by current ACCAN Grants Scheme recipients about a converged regulatory framework for the communications industry. To date, research into consumer and public interest participation in industry rule-making has been limited, and there is no analysis of how such participation can best be deployed to ensure self and co-regulation within the converged sector is responsive and effective. This project commences that analysis with reference to frameworks governing telecommunications, media and online services.

## Session 9

### **12:35 – 12:45pm**      **ACCAN Grants Program**

Presenter:                    Tanya Karliychuk, ACCAN Grants & Research Officer

The ACCAN Grants Program is administered as part of our funding agreement with the Department of Communications and the Arts. It funds projects that help achieve our vision with a focus on consumer outcomes. Tanya will provide a brief overview of the upcoming round and introduce a few of the current grantees.

*Vox Pops from other Grants Program recipients*

**12:45 – 1:30pm**            **Lunch**

## Session 10

### **1:30 – 1:40pm**      **Affordability – barriers and enablers**

Presenter: Gareth Downing, ACCAN Senior Policy Analyst

This session will provide an insight into the barriers and enablers in relation to affordable access to telecommunication services for all consumers.

## Session 11

### **1:40 – 2:15pm**      **Affordability – Where are we now?**

Introduction: Teresa Corbin, ACCAN CEO

Panellists: Professor Julian Thomas, RMIT

Dr Heron Loban, Senior Lecturer in Law, Griffith University

Chris Dodds, Chair of the Low Income Measures Assessment Committee

Greg Ogle, South Australian Council of Social Service

Sue McGrath, Senior Policy Advisor, Older Australians, Benevolent Society

In this session, the panel revisit our 2015 Conference theme, 'affordability now and tomorrow'. Participants will discuss a key issue from within their area of expertise. Has any progress been made and are there any new common barriers that consumers face with staying connected in 2018 and into the future? The audience will have an opportunity to contribute to the discussion during Q&A.

### **2:15 – 2:25pm**      **Q&A**

## Session 12

### **2:25 – 3:25pm**      **The Great Debate: 'Always on' broadband is essential**

Adjudicator: Delia Rickard, Deputy Chair of the Australian Competition and Consumer Commission

Affirmative team: Wayne Hawkins, Director of Inclusion, ACCAN

Peter Strong, CEO, Council of Small Business Organisations of Australia

Wendy Hick, Federal President, Isolated Children's and Parents' Association

Negative team: Dr Heron Loban, Senior Lecturer, Griffith Law School, Griffith University

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

Helen Campbell, Executive Officer, Women's Legal Service NSW

'Always on' broadband is here for many Australian consumers but why is this an essential service and what might be some of the exceptions to the rule? We hear from six experts debating the merits of 24/7 broadband access.

### **3:25 – 3:30pm**      **Closing remarks**

Presenter: Teresa Corbin, CEO, ACCAN

### **3:30pm**      **Conference close**

### **3:30 – 4:00pm**      **Afternoon tea**

4:00pm

ACCAN AGM