JULIE McCROSSIN: (APPLAUSE) It's my pleasure now to welcome Tanya Karliychuk from ACCAN's grant and research program. She's the manager there. She's going to share the stories of two successful grant receivers, who might be the people standing over there. Please welcome, Tanya and her new friends.

TANYA KARLIYCHUK: Not new at all. We've been working closely this year and a bit and we're pleased to have you here to talk about your projects, but I wanted to take the opportunity to tell you about two opportunities coming up. One is the grant round itself which will be open again in February. We'll have around $300,000 available to fund projects in research, education or representation. If you're interested in that certainly keep that in mind and come and talk to us. The second thing is that we are currently recruiting for two new members on our independent grants panel. These are the people who assess the projects, the applications which come in. We are particularly looking for people with strong technical backgrounds and/or with research methodology experience. Expressions of interest for that close October 8 and again if you're interested in that, please come and see anybody in ACCAN essentially. We can certainly talk to you more about that. I might hand over to Amber from QUT and she will talk to you about the work she's been doing with Far North Queensland communities.

AMBER MARSHALL: I'm currently at QUT in Brisbane, but I actually took this work as an adjunct researcher with James Cook University in Cairns and we partnered locally with an organisation called Northern Gulf Resource Management Group and they look after graziers across the whole northern gulf region. The whole northern Gulf region, which I'll pop to here. This is the region we looked at. I was a former resident of Chillagoe three hours west of Cairns and that's where I formed the interest in investigating this group and the partnerships that made it possible, but have since moved back to South East Queensland and I went back three times to talk to graziers on their properties, but also at events that northern Gulf were running and out of that, the outputs of the research were a series of reports, the third one listed there is a policy-focused report which we launched in Cairns a couple of weeks ago and that spells out pretty clear recommendations about how we think access, affordability and digital ability could be addressed in these areas and also we got an article in the conversation. From quite humble beginnings we got traction with this research and I think it feeds into the broader discussion that the RRRCC are having and broader regional, rural and remote telecommunications and Internet issues. I wanted to share just a few of the findings. So, at the community level, infrastructure and access we've heard many times over the course of this conference are still issues. We discovered one interesting phenomenon about layering up of devices and services. So, if you're on the cusp of a whole bunch of services, say, in a rural town kind of on the edge your service providers will say well, we have service here. So there might be Optus and Telstra, plus there might be a fixed wireless nbn service but you can't quite get connection anywhere. So, you're kind of standing on one leg or on the roof or one corner of your property with whatever device works at that one time to get done what you need to, so you actually end up spending a lot of money on different devices and different plans and that feeds into the whole affordability issue that we've been talking about a lot. I'll just quickly highlight something from the household level findings. We found that gender plays a role in the way that technology and digital connections are consumed and there's a paradox where in the Digital Inclusion Index women generally are said to be less digitally included than men, but I found talking to women who had been thrust into book work or maybe volunteered for it and enjoy it, but nonetheless had exposure to digital communications that perhaps their sons or husbands or fathers hadn't and so had this exposure and, therefore, opportunity to engage digitally that others in the household didn't. That had spurred them to try to start their own businesses or to communicate on social media more readily than their male counterparts. So, there's also some intergenerational things going on there, so we were interested in that kind of black box of what actually goes on in digital-excluded households in these remote regions. I'm going to hand over, because I know we don't have much time. Thank you very much. (APPLAUSE)

JAMES MEESE: Good afternoon everybody, I'm James Meese, I work here at UTS, so it's quite convenient. I only had to come up a few levels to give this talk and I was part of a team that conducted a study of data access across the Australian communications sector. It started with a very basic question, one that many of us have been asking after Cambridge Analytica or maybe just after Lauren's presentation. Companies have a lot of data about us, our question is, can we get access to it? This is a question that CBRC has been asking, but also the ACCC and the digital platforms inquiry undertook a similar sort of work. There's been similar work around data access in Europe, as well. The other kind of motivation for our study was that the consumer data right was coming out promising to revolutionise data access at least originally around banking and our question was, well, what's the current state of data access? Banking is going to be transformed presumably, but a lot of other sectors are not yet going to have the CDRs, where are we at now? To answer this question, we spent time studying privacy policies asking for our data and talking and arguing about what should be considered best practice in this space. Our other kind of motivation was really around I guess redressing this information of symmetry. There's not much we can do at this stage, but one option is, what can we get from companies? What can we understand about what they're collecting? The first thing to note was -the other thing to note is we broke down companies into telecommunications companies, social media companies and wearable technologies and we looked at the Apple watch and fit bit. Every company gave us our personal information which is what the privacy act requires, but that's a low bar. It's information about you that's personally identifiable, but obviously a range of data that's collected in Australia is not directly identifiable as you, but it may somehow be related to you. It got really interesting when we went beyond the low bar set by the Privacy Act and said, what else can we get? There's no standard amount of data provided, even in each subsection. Telcos, social media and wearables and each of those three sections, each company in those sections gave us random data beyond personal information. Some only provided personal information, some provided more. There was no rhyme nor reason. Unsurprisingly, most companies are not giving consumers all the data they collect. Digital platforms gave us a lot of information, but we obviously know they're holding on to more than what they give us. There's obviously good corporate reasons for doing so, but it kind of challenges the claims that's often proffered by companies that giving consumers access to data alone redresses this information of symmetry balance. That being said we found it was not always good to ask for more data. In some cases companies overwhelmed us with data. Twitter, for example, gave us the code of every ad that was targeted towards an individual over the course of their twitter life. Interesting, very detailed, but comprehensible to a consumer? Not really. Not much investment in data literacy, companies often handed over the data and rarely tried to make it meaningful for consumers. In order to solve this, we developed tip sheets which you can see up there. We kind of tried to read privacy policies and distil them down as best as we could in a Q&A format to give people simple easy to understand answers about what data might be collected by each company and also, how they could go about accessing that data. But we also worked with a programmer to develop a tool to visualise your Facebook data. It's a very experimental process, but if Facebook gives you a random pile of data when you ask for it and we just thought, how can we make this legible to an every day person? We've got instructions on how to download data there and it's kind of a bit silly, but these are my reactions over the life of my Facebook account. But it's something that's legible visually and at the moment these kind of simple ways of understanding personal data are not understood by most companies.

JULIE McCROSSIN: What happened when it went high?

JAMES MEESE: Those are your birthdays. Everybody comments on your birthdays and you're obligated to click "like". In the context of consumer rights, data portability was variable. Some data was not portable and the data not portable was provided in a standard format, but not legible for consumers. There's no guidance really provided on how to port data. Portability was kind of a furphy. It's a messy and complex space and none of these results welcomed the incoming data right, but we had criticism of the framework as it stands and we've listed potential areas for reform in the report, so I'll leave it there.

>> We do have more reports now, so if they're up the back. It is downloadable on-line and we promise not to take any of your data. Thank you to both of you and also to the other grantees who are in the room today. One of the aims of the grant scheme is to provide a solid evidence base for both ACCAN and others in the sector to use, so I certainly encourage you to take advantage of all the resources that we have on the ACCAN website. If you haven't already, there is a fully behaviour of everything that we've ever produced under the grant scheme. If you went to the completed grant section of the ACCAN website, you'll see all sorts of reports like this, white papers, lots of consumer targeted resources and they're available to download and use as much as you would like. There's a fine tiny slither just to give you an idea of how it looks and what's available there. Thank you to James and Amber again and certainly come and grab a copy if you'd like a copy of James's report, thanks.