



Dollars and Bytes

Communications affordability now and tomorrow

ACCAN National Conference 2015

Date: 1-2 September 2015

Time: registration from 8:30am

Venue: Aerial UTS Function Centre, Sydney

Day 1, Tuesday 1st September

Opening session

9:00-9:30am

Welcome and opening address

MC

Teresa Corbin, CEO ACCAN

Welcome to Country

Uncle Chicka Madden, Cultural Representative, Metropolitan Local Aboriginal Land Council

Welcome Address

Johanna Plante, Chairperson ACCAN Board

Opening Address

The Hon. Malcolm Turnbull MP, Minister for Communications

Keynote session

9:30-10:30am

Claire Milne

Claire Milne MBE has worked in the telecoms sector since 1975. A Maths graduate, she had a varied series of management jobs within BT, including teletraffic theory, exchange and network design, regulation, marketing strategy and mobile. Since 1989, she has been a consultant, first with Ovum and then in her own company Antelope Consulting; and since 2003 she has been a Visiting Senior Fellow at LSE. From 2008 to 2014 she chaired the Consumer Forum for Communications at Ofcom. Consultancy has taken her to scores of countries, and she contributed to CTN's *For Whom The Phone Rings* and ACCAN's *Future Consumer*.

ACCAN is very pleased to welcome Claire as the keynote speaker for the ACCAN National Conference 2015.

10:30-11:00am

Morning tea-Sponsored by National Relay Service, speech 10.30-10.32am

Session Two

11:00 -11:20am

Heron Loban, Indigenous Consumers and Communications Affordability

Insights into affordability of telecommunications products and services for Indigenous consumers.

11:20 -11:30am

Deena Shiff, Chair Regional Telecommunications Independent Review Committee

Update on Regional Telecommunications Review

Session Three

11:30-12:30pm **Mapping Affordability Research**

This session will investigate the current research landscape on the affordability of telecommunications products and services and will identify the existing research gaps. By drawing on the expertise of researchers from a wide range of disciplinary backgrounds, this session will provide insightful analysis of relevant research and consider exciting ideas for future research.

Moderator	Dr Tony Eardley , Hon. Senior Lecturer, Social Policy Research Centre, University of New South Wales
Panel Participants	Prof Julian Thomas , Director of the Swinburne Institute for Social Research Dr Greg Ogle , Senior Policy & Research Analyst, South Australian Council of Social Service Linda Caruso , Economic Advisory, Regulatory Frameworks & International Engagement, ACMA Diane Carmody , Deputy Ombudsman, Telecommunications Industry Ombudsman

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

1:30-2:00pm **Michelle Rowland MP-Shadow Minister for Citizenship & Multiculturalism. Shadow Assistant Minister for Communication. Federal Member for Greenway.**

Session Four

2:00-3:00pm **Affordability for All-The Real Experience**

This session focuses on ACCAN's basic principle that all Australians should have access to affordable telecommunications services. Participants will discuss a key issue from within the areas of small business, regional and remote consumers, low income and indigenous consumers and consumers with disability. Participants will consider if there are any common issues and discuss possible solutions. The audience will have an opportunity to contribute to the discussion during Q&A.

Facilitator	Chris Dodds , Senior Policy Officer, Energy & Water Ombudsman NSW
Panel Participants	Katie Acheson , Managing Director, Youth Action Jo Benvenuti , Consumers Federation of Australia Matthew Wight , CEO, Australian Federation of Disability Organisations Peter Strong , CEO Council of Small Businesses of Australia Roland Manderson , Deputy Director, Anglicare

3:00 – 3.30 pm **Afternoon Tea**

3:30 pm **Rod Sims, ACCC Chairperson**

Session Five

4:00-5:00pm **Will the price be right?**

This session will look at some of the instruments, market factors and consumer trends that affect prices into the future. It will examine the likely trend in product pricing (broadband, mobile and telephone services) and identify what effect this will have on affordability of products for consumers. In answering this it will develop the conversation from the previous session about what is the basic level of service that consumers will need access to in the future.

Facilitator **Alan Kirkland**, CEO, Choice

Panel Participants **Shara Evans**, CEO, Futurist, Keynote Speaker, Market Clarity

David Forman, Senior Manager, Industry & Policy, Macquarie Telecom

Nick McClintock, Bureau of Communications Research, Department of Communications

Drinks & Canapés

5:00-7:00pm **Apps For All Challenge Awards Ceremony**

Together with Telstra, ACCAN brings you the **Apps For All Challenge** - Australia's only competition for accessible mobile apps, aiming to raise awareness of the issues faced by people with disability and older Australians with using apps on smartphones and tablets. The awards will acknowledge the apps that excel at including everyone.

Day 2, Wednesday 2nd September

Session one

9:00-10:00am **Last Avenue of Digital Inclusion – Broadband & Social Housing**

This session will present the results of ACCAN and Infoxchange research investigating social housing broadband - costs, service options and barriers to broadband take up in social housing and who is responsible for what aspects of the service.

Facilitator **TBA**

Keynote **Brendan Fitzgerald**, Manager, Digital Inclusion, Infoxchange

Panel Participants **Dan Salmon**, Infoxchange

Mark Feenane, Executive Officer, Victorian Public Tenants Association

Julie Fernandez,

10:00-10:30am **Speaker TBA**

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

Session two

11:00-12:30pm **The Way Forward: the future for communications affordability**

This session brings together thought-leaders and experts to propose new ideas. Unrestrained by commercial interests, political ideology or the status-quo our presenters will propose new and innovative solutions to remove affordability barriers faced by some telecommunications consumers. Responding to these ideas as well as issues and case studies raised on day one of the conference, Australia's leading Telcos will have an opportunity to outline their plans for closing the affordability gap now and into the future.

Facilitator	Teresa Corbin , CEO, Australian Communications Consumer Action Network
Panel Participants	Robert Morsillo , Senior Advisor, Digital Inclusion Team, Chief Sustainability Office, Telstra David Epstein , Vice President, Corporate & Regulatory Affairs. Singtel Optus Matthew Lobb , General Manager, Industry Strategy & Public Policy, Vodafone Ged Mansour , Head of Corporate Affairs & Communications, amaysim Jeremy Way , CEO, Jeenee Mobile Mark Dioguardi , CTO iiNet
Speakers	Fiona Guthrie , Executive Director, Financial Counselling Australia Dr Scott Hollier , Manager, Major Projects, Media Access Australia Dr Justine Humphry , Lecturer, Cultural & Social Analysis, University of Western Sydney Paul Budde , CEO, BuddeComm Dr Peter Gerrard , Hon Professorial Fellow, Melbourne School of Engineering, University of Melbourne

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

1:30-2:00pm **Digital Transformation Office – Paul Shetler (invited)**

Session Three

2:00-2:55pm **Debate: Are new disruptive technologies good for consumers?**

This session will be a lively debate over the consumer benefits of disruptive technologies. Are consumers better off with lower costs and less protection? Will regulation of new technologies undermine consumer benefits? These and other challenging ideas will be debated in this thought provoking session.

Moderator	Delia Rickard , Deputy Chairperson, ACCC
Affirmatives	Brad Kitsche , Director Public Policy (Oceania), Uber
Invited	Daniel Duggan , Yatango Brendan Coady , Maddocks Lawyers
Negatives	Stilgherrian , Journalist Katina Michael , UOW David Vaile , UNSW

Closing remarks

2:55pm **Sum up by Teresa Corbin, ACCAN CEO**

3:00-3:15pm **2016: The Year of Digital Inclusion**

Launch of the Year of Digital Inclusion by Infoxchange CEO –David Spriggs.

3:15 3:45pm

Afternoon tea

3:45 pm

ACCAN AGM