# ACCAN Conference 2015 logo. 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, Director 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,** Executive Manager, Strategy and Research Branch, Corporate and Research Division, ACMA

**Diane Carmody**, Acting 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,** Chair**,** Consumers Federation of Australia

**Matthew Wright**, CEO, Australian Federation of Disability Organisations

**Peter Strong**, CEO Council of Small Businesses of Australia

**Roland Manderson**, Deputy Director, Anglicare Australia

***3:00 – 3.30 pm Afternoon Tea***

### 3:30-4:00 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**, Director, Economic Analysis, Bureau of Communications Research

### 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.

Presentations from **Dr** Karsten Wildberger, Group Managing Director, Telstra Consumer and **Emeritus Professor Ron McCallum AO,** University of Sydney.

## *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** **Daniel Salmon**, Researcher,Infoxchange

**Mark Feenane**, Executive Officer, Victorian Public Tenants Association

**Rodrigo Gutierrez**, Manager, Sustainable Communities & Partnerships, Hume Community Housing Association

### 10.00 am Speaker TBA

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

### Session two

**11:00-12:30pm Communications Affordability the Way Forward**

This session brings together thought-leaders and experts to propose new and innovative solutions to remove affordability barriers faced by telecommunications consumers. Responding to these and others ideas raised in the conference (including those collected from our ‘Ideas Garden’ campaign), six of Australia’s leading Telcos will have an opportunity to outline their plans for closing the affordability gap now and into the future. Conference attendees will also get their chance to question the panel and perhaps challenge some of the prevailing assumptions about what is affordable.

**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**, General Manager, 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, School of Humanities and Communication Arts, University of Western Sydney

**Paul Budde**, CEO, BuddeComm

**Dr Peter Gerrand,** Hon Professorial Fellow, Melbourne School of Engineering, University of Melbourne

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

### 1:30-2:00pm Paul Shetler, CEO, Digital Transformation Office

Session Three

**2:00-2:55pm Debate: ‘Digital disruption is in the best interest of consumers’**

Disruptive innovation has the potential to create new markets, choice, drive down prices and improve service delivery for consumers. Will the latest wave of digital disruptors liberate consumers from monopolies or shackle them to new ones? We hear from six experts debating the merits of disruption for consumers.

**Moderator Delia Rickard**, Deputy Chairperson, ACCC

**Affirmative Brad Kitsche**, Director Public Policy (Oceania), Uber

**Brendan Coady,** Maddocks Lawyers

**Daniel Duggan,** Yatango

**Negative Stilgherrian,** Journalist

**Katina Michael,** Associate Professor,Faculty of Engineering & Information Sciences, University of Wollongong

**David Vaile,** UNSW

### Closing remarks

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

**3:00pm 2016: The Year of Digital Inclusion Launch**

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

**3:15 3:45pm Afternoon tea**

**3:45 pm ACCAN AGM**