

28th and 29th June, 2010. State Library of Victoria, Conference Centre Entry 3, La Trobe Street, Melbourne, Victoria

Conference Program - Monday 28th June, 2010

	Registration
9:45	Welcome to Country Opening Address Sue Salthouse, Chair, ACCAN; Chair, Women With Disabilities
10:00	Keynote Address - Industry Government and Consumers Changing Together Senator the Hon Stephen Conroy, Minister for Broadband, Communications and the Digital Economy
10:20	Panel Discussion - Essential Service Provision in a Digital Society Chair: Sue Salthouse, ACCAN Gerard Goggin, University of New South Wales Chris Dodds, Low Income Measures Assessment Committee Mark Needham, Regional Telecommunications Independent Review Committee
11:00	Morning tea
11:30	Panel Discussion - Essential Service Provision in a Digital Society Chair: Sue Salthouse, ACCAN; Chair, Women With Disabilities David Parker, Deaf Australia Stella Avramopoulos, Kildonan UnitingCare
12:15	NBN: Cash Cow or Essential Service? Senator Scott Ludlam
12:30	Lunch
13:30	Keynote Address - What would a more effective complaint-handling world look like? Professor Cosmo Graham, Director, Centre for Consumers and Essential Services School of Law, University of Leicester, UK
14:00	How do we get to a market that works? Chair: Michael Fraser, Communications Law Centre, UTS Jules Scarlett, Director of Customer Service & Satisfaction, Telstra Chris Chapman, Chairman, Australian Communications and Media Authority Peter Kell, Deputy Chairman, Australian Competition and Consumer Commission Kat Lane, Principal Solicitor, Consumer Credit Credit Legal Centre NSW Allan Asher, Chief Executive Officer, ACCAN Professor Cosmo Graham, Director, Centre for Consumers and Essential Services School of Law, University of Leicester, UK
15:30	Afternoon tea
16:00- 16:50	Potholes in the transition to a Digital Society Video Presentation: the Digital Divide Heron Loban, Chair, Indigenous Consumer Action Network; Director, ACCAN What Measures Address the Digital Divide?: Senator Kate Lundy
16:50- 17:00	Close of Conference and Summary of Actions Teresa Corbin, Deputy Chief Executive Officer, ACCAN
18:30- 21:30	Conference World Cafe Dinner Experimedia, State Library of Victoria via the Main Entrance 328 Swanston Street, Melbourne VIC 3000

28th and 29th June, 2010. State Library of Victoria, Conference Centre Entry 3, La Trobe Street, Melbourne, Victoria

Consumer Summit Program- Tuesday 29th June, 2010

8:30	Tea and coffee		
9:00	Acknowledgement of Country ACCAN's Role In a Changing World Kate Locke, Deputy Chair, ACCAN; Deputy Chair, Deafness Forum		
9:15	Policy Forum: Broadband + Consumers Chair: Ross Kelso, Director, ACCAN; Director of the Internet Society – Australian Chapter Panel: Paul Brooks, Communications Alliance Andrew Connor, Digital Tasmania		
10:05	Morning Tea		
10:40	Policy Forum: Breaking Through Bad Customer Service Chair: Elissa Freeman, Director Policy & Campaigns, ACCAN Panel: Loretta Kreet, Legal Aid Queensland Simon Cohen, Telecommunications Industry Ombudsman Professor Cosmo Graham, Director, Centre for Consumers and Essential Services, UK		
11:30	Policy Forum: Inclusive Communications and the National Disability Strategy Chair: Len Bytheway, Director, ACCAN Panel: Leah Hobson, Australian Federation of Disability Organisations Tracy Annear, Consultant Anne O'Rourke, Department of Families, Housing, Community Services and Indigenous Affairs		
12:20	Close and Call to Action Allan Asher, Chief Executive Officer, ACCAN		
12:30	Lunch		
Consumers Only Session			
13:30	Action! How ACCAN, Members and Consumers Will Work Together		
13:45	Workshop Streams		
	Our Broadband Future Facilitated by Elissa Freeman Director Policy and Campaigns, ACCAN	Time's Up Telcos Facilitated by Sarah Wilson Campaigns and Community Liaison, ACCAN	Inclusive Communications and the National Disability Strategy Facilitated by Teresa Corbin Deputy Chief Executive Officer, ACCAN
15:15-15:30	Close of Consumer Summit and Summary of Actions Allan Asher, Chief Executive Officer, ACCAN		