



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

8:55-9:10am

Welcome and opening address

MC

Teresa Corbin, CEO ACCAN

Welcome Address

Johanna Plante, Chairperson ACCAN Board

Welcome to Country

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

Opening Address

The Hon. Malcolm Turnbull MP, Minister for Communications

Keynote session

9:10-10:05am

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 British Telecom, 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.

10:05-10:30am

Paul Shetler, CEO, Digital Transformation Office

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 **Ms 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 Chairman**

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 **Dr Tessa Boyd-Caine**, Deputy CEO ACOSS
Keynote **Daniel Salmon**, Researcher, Infoxchange
 Brendan Fitzgerald, Manager, Digital Inclusion, Infoxchange
Panel Participants **Jenny Leong MLA**, Greens spokesperson on Tenancy, Rental Housing & Strata Issues
 Mark Feenane, Executive Officer, Victorian Public Tenants Association
 Rodrigo Gutierrez, Manager, Sustainable Communities & Partnerships, Hume Community
 Housing Association
 David Spriggs, CEO Infoxchange

10:00-10:30am **Gavin Williams, General Manager, Fixed Wireless & Satellite, nbn™**

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

Session two

11:00-1:00pm

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

1:00-2:00pm

Lunch

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 Kitschke , Director Public Policy (Oceania), Uber Brendan Coady , Maddocks Lawyers Daniel Duggan , Head of Mobile, Yatango
Negative	Stilgherrian , Freelance Journalist and Commentator Prof. Katina Michael , Associate Professor, Faculty of Engineering & Information Sciences, University of Wollongong David Vaile , Executive Director, Cyberspace & Policy Centre

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**