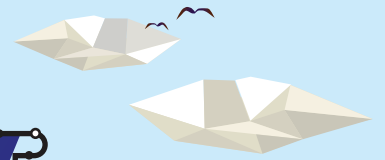


accan



ACCANECT

Equipping Consumers to Stay Connected

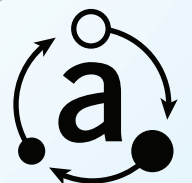
PROGRAM



#ACCANect

Wednesday 14 September –
Thursday 15 September 2016

Aerial UTS Function Centre





ABOUT ACCAN

The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communications consumer organisation representing individuals, small businesses and not-for-profit groups as consumers of communications products and services. ACCAN focuses on goods and services encompassed by the converged areas of telecommunications, broadcasting, the internet and online services, including both current and emerging technologies.

We aim to empower consumers to make good choices about products and services. As a peak body, ACCAN will represent the views of its broad and diverse membership base to policy makers, government and industry to get a better outcome for all communications consumers. Member groups include community legal centres, disability advocates, indigenous organisations, financial counsellors, regional organisations, farmers' federations, parents groups, seniors organisations and other individual members.

The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.

ACCAN administers a Grant Scheme as part of its funding agreement with the Commonwealth Department of Communications and the Arts. The aims of the Scheme are to support consumer research and representation that is aligned with ACCAN's strategic plan.

WEBSITE: www.accan.org.au

EMAIL: info@accan.org.au

TELEPHONE: 02 9288 4000

TWITTER: @ACCAN_AU

FACEBOOK: www.facebook.com/accanau

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WELCOME

Welcome to the 2016 ACCAN National Conference - ACCANect: Equipping consumers to stay connected. For our seventh National Conference, the focus will be on how to empower consumers to get and stay connected to the phone and broadband services they need. We hope that ACCANect will be an opportunity for community groups, small business owners, consumers, industry and government to come together to share ideas on what consumers need to get and stay connected to communications services.

Telecommunications services are now essential for all consumers. We use them to access employment, education and services. ACCANect will be an opportunity for attendees and speakers to get up to speed on what's available now and what's over the horizon.

We have an exciting program planned that features over 50 inspirational and informative speakers. Some of our high profile presenters include the new Telecommunications Industry Ombudsman - Judi Jones, the new Disability Commissioner - Alastair McEwin, and the new Small Business and Family Enterprise Ombudsman - Kate Carnell. We also have some exciting launches and interactive sessions where you can ask questions, raise your concerns and get involved.

We're very pleased to welcome our keynote speaker, Sue Chetwin, CEO of Consumer NZ to the Conference. Sue has extensive experience working on consumer issues in NZ. Her presentation will examine the consumer experience across the Tasman and initiatives that are being used to equip consumers with the tools they need to get and stay connected to communications services.

We also extend a warm welcome to our Day One MC, Julie McCrossin. Julie has had a distinguished career as a broadcaster with ABC Radio National, ABC TV and Network Ten. She is well known for her warmth, intelligence and commitment to social justice issues.

I'd like to take this opportunity to thank all of our speakers, panellists and delegates for taking the time to participate and attend the Conference. A special thanks goes to those who have travelled to Sydney to take part in the event.

This year's Conference would not be possible without the support of our generous sponsors: Telstra, Google, Optus, amaysim, Australian Communications Exchange, Vodafone, AusRegistry, ACMA, National Relay Service, Maddocks, Media Access Australia, Macquarie Telecom, auDA and Ericsson Broadcast and Media Services.

Accessibility services, including Auslan/English interpreters and captioning, will be in use throughout the Conference. If you are asking questions, please speak clearly and avoid the use of acronyms and technical terms where possible. Remember to use the microphone at all times as the hearing loop will be in operation. Hearing loop users can access the loop by switching their hearing aid to T switch.

I hope you enjoy your time at the 2016 ACCAN National Conference. I look forward to meeting and chatting with you over the next two days.

Teresa Corbin
Chief Executive Officer, ACCAN

Day 1, Wednesday 14th September

Registration from 8.30am

9.00-9:30am	Welcome and Opening Address MC: Julie McCrossin Welcome Address: Johanna Plante , Chairperson - ACCAN Board Welcome to Country: Uncle Chicka Madden , Cultural Representative - Metropolitan Local Aboriginal Land Council Opening Address: Senator the Hon Mitch Fifield , Minister for Communications
9.30-10.00am	Keynote address Sue Chetwin , Chief Executive Officer - Consumer NZ
10.00 - 10.10am	Q+A with Sue Chetwin Interviewer: Julie McCrossin
10.10-10.30am	Mapping Digital Inclusion - What Does the New Index Tell Us? Professor Julian Thomas - Swinburne University
10.30-10.35am	Sponsor Presentation - National Relay Service Speaker: Deborah Fullwood , Managing Director, Outreach - National Relay Service
10:35-11:00am	Morning tea
11.00-11.30am	Can't Pay, Can't Connect - Making Services Affordable Presenters: Dr Greg Ogle , Senior Policy & Research Analyst - South Australian Council of Social Service Jeremy Riddle , Policy Officer - ACCAN
11.30-12.15pm	Bridging the Divide - What's Working? Presenters: Liam Campbell , Digital Projects Coordinator - Indigenous Remote Communications Association Patrick Lesslie , System Administrator - Asylum Seekers Centre Julie Robinson , Implementation Analyst - The Smith Family Nan Bosler , President - Australian Seniors Computer Clubs Association David Spriggs , Chief Executive Officer - InfoXchange Julie Stott , Manager - Better Internet for Rural, Regional and Remote Australia
12.15-12.30pm	Connected Smart Cities - What's in it for the consumer? Presenter: Paul Budde , CEO - BuddeComm
12:30-1:30pm	Lunch
1.30-2.45pm	Digital Government - The Way Forward Facilitator: Julie McCrossin Panellists: Joseph Caputo , Chairperson - Federation of Ethnic Communities Councils of Australia John Sheridan , Australian Government Chief Technology Officer & Procurement Coordinator - Department of Finance Jacqui McKenzie , Policy & Advocacy Manager - Youth Action David Brady , Chairperson - Deafness Forum of Australia Sue McGrath , National Policy Manager - Council on the Ageing (COTA) Australia

2.45-2.55pm	nbn™ Presenter: Peter Gurney, General Manager Community Affairs - nbn™
2.55-3.05pm	Affordable Access Project Launch Presenters: Natalie Collins , Acting Chief Executive Officer - <i>Media Access Australia</i> Dr. Scott Hollier , Specialist Advisor, Digital Accessibility - <i>Media Access Australia</i>
3:05 - 3.30 pm	Afternoon Tea
3.30-3.40pm	Connecting Small Business and Family Enterprises Presenter: Kate Carnell, Ombudsman - <i>Small Business and Family Enterprise Ombudsman</i>
3.40-3.50pm	Q+A with Kate Carnell Interviewer: Julie McCrossin
3.50-4.00pm	Judi Jones introducing the TIO's vision and strategy Judi Jones , Ombudsman - <i>Telecommunications Industry Ombudsman</i>
4.00- 5.00pm	Resolutions and Recourse - Practical Options to get Resolutions Interviewer: Julie McCrossin Panellists: Richard Bean , Acting Chairman - <i>Australian Communications and Media Authority</i> Judi Jones , Ombudsman - <i>Telecommunications Industry Ombudsman</i> Vanessa Stanford , General Manager - Complaints - <i>auDA .au Domain Administration Ltd</i> Rod Stowe , Fair Trading Commissioner - <i>NSW Fair Trading</i> Robyn Hobbs , Commissioner - <i>NSW Small Business Commissioner</i> Jodie Sangster , Chief Executive Officer - <i>Association for Data-driven Marketing and Advertising</i>
5.00-5.05pm	Improving the Communication of Privacy Information for Consumers - Report Launch
5.05-7.00pm	Drinks and Canapés

Day 2, Thursday 15th September

8:55-9:00am	Welcome back MC: Teresa Corbin, CEO - ACCAN
9:00-9.20am	Keynote address: Michelle Rowland MP, Shadow Minister for Communications
9.20- 9.30am	Mapping ADSL Availability - ACCAN Research Introduction: Rachel Thomas, Policy Officer - ACCAN Presenter: Kenneth Tsang, Director - <i>jxeeno Blog</i>
9.30-10.30am	Ask the Telcos - Practical Options to get everyone Connected Panellists: Tim O'Leary , Chief Sustainability Officer - <i>Telstra</i> David Epstein , Vice President of Corporate and Regulatory Affairs - <i>Optus</i> Dan Lloyd , Chief Strategy Officer and Corporate Affairs Director - <i>Vodafone</i> Ian Roberts , General Manager - <i>Activ8me</i> Ged Mansour , Communications Director - <i>amaysim</i>

10:30-11:00am	Morning tea
11.00-11.10am	The Consumer Knowledge Test Introduction: Una Lawrence, Director of Policy - ACCAN Presenter: Dr. Paul Harrison - <i>Deakin University</i>
11.10-12.20pm	Decide and Conquer Interviewer: Alan Kirkland, Chief Executive Officer - <i>Choice</i> Panellists: Delia Rickard , Deputy Chair - <i>Australian Competition and Consumer Commission</i> Sue Chetwin , Chief Executive Officer - <i>Consumer NZ</i> Simon Cohen , Deputy Secretary, Regulation & Director - <i>Consumer Affairs Victoria</i> Wayne Hawkins , Disability Policy Advisor - ACCAN Ian Watson , Project Manager - <i>Queensland Remote Aboriginal Media</i>
12.20- 12.30pm	eSafetyWomen - Empowering Women to Take Control Online Presenter: Andree Wright, Acting Children's eSafety Commissioner - <i>Office of the Children's eSafety Commissioner</i>
12:30-1:30pm	Lunch
1.30-2.15pm	Connecting the Future Consumer Moderator: Laurie Patton, Chief Executive Officer - <i>Internet Australia</i> Panellists: Alexander Vulkanovski - <i>2015 ACCAN - Google Intern</i> Linda Leung , Human-Centred Design Specialist and Honorary Associate - <i>UTS Business School</i> Kate Carruthers , Chief Data Officer - <i>University of New South Wales</i>
2.15 - 2.25pm	Connection as a human right Introduction: Wayne Hawkins, Disability Policy Advisor - ACCAN Presenter: Alastair McEwin, Disability Commissioner - <i>Australian Human Rights Commission</i>
2.25 -3.25pm	Hypothetical - Death and the Internet Moderator: Narelle Clark, Deputy CEO - ACCAN Participants: Brendan Coady , Sydney Partner in Charge and Sector Leader: Technology - <i>Maddocks</i> Una Lawrence , Director of Policy - ACCAN Helen Campbell , Executive Officer - <i>Women's Legal Service NSW</i> Julia Cornwell McKean , Acting Executive Manager - <i>Office of the Children's eSafety Commissioner</i> Kevin Karp , Managing Director - <i>Coherent Cloud</i> Associate Professor Michael Arnold - <i>University of Melbourne</i>
3.25pm	Sum up by Teresa Corbin, CEO - ACCAN
3.30pm	Close
3:30 - 4:00pm	Afternoon tea
4:00 pm	ACCAN AGM

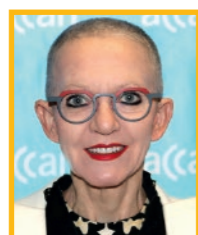
Day 1, Wednesday 14th September

9.00-9:20am Welcome and Opening Address



MC: Julie McCrossin

Julie McCrossin gets people talking and she is renowned for her warmth, humour, intelligence and commitment to social justice. After 20 years as a broadcaster with ABC Radio National, ABC TV and Network Ten, she is now a freelance journalist and facilitator. She presented the radio show Life Matters on ABC Radio National for 5 years, covering countless health, welfare and educational topics with a frequent rural focus. Julie was also a team leader on the media quiz show "Good News Week" for 5 years on Network Ten and ABC TV.



Welcome Address: Johanna Plante, Chairperson - ACCAN Board

Johanna Plante has been professionally and personally involved in telecommunications for over 35 years in a variety of board, CEO, management, facilitation and independent advisory roles including at the ACCC; Australian Communication Exchange; ACIF; ACMA; ATUG; AUSTEL; Coopers & Lybrand; Deaf Australia; KPMG; NTN; Prime Minister's Science, Engineering and Innovation Council, and Telstra. The breadth and diversity of this experience has given her

unique insights into most facets of Australia's communications environment, invaluable experience in effective corporate governance and a strong commitment to progressing the interests of both the general and disadvantaged consumer sectors.

Welcome to Country: Uncle Chicka Madden, Cultural Representative - Metropolitan Local Aboriginal Land Council

9.20-9.30am



Opening Address: Senator the Hon Mitch Fifield, Minister for Communications

Senator the Hon Mitch Fifield was sworn in as Senator for Victoria in the Australian Parliament on 1 April 2004 and re-elected at the 2007 and 2013 elections. Senator Fifield was previously the Assistant Minister for Social Services, with responsibility for disabilities and ageing. Mitch was appointed as the Minister for Communications and Minister for the Arts in the Turnbull Government. Mitch also

serves as a member of the Prime Minister's Leadership Group and the Senate leadership team, as Manager of Government Business in the Senate.

9.30-10.00am Keynote address



Sue Chetwin, Chief Executive Officer - Consumer NZ

ACCAN is very pleased to welcome Sue Chetwin to update us on activities and initiatives equipping consumers in New Zealand to stay connected. Sue Chetwin is the Chief Executive of Consumer NZ. At Consumer, Sue is responsible for the organisation's research, publishing, campaigning and commercial activities. In addition she is the Consumer's public spokesman on consumer issues and its representative on a number of industry and government

organisations. This vibrant, informative session will brief the audience on international programs that ensure consumers get and stay connected.

10.00 - 10.10am Q+A with Sue Chetwin Interviewer: Julie McCrossin

10.10-10.30am Mapping Digital Inclusion - What Does the New Index Tell Us?

Julie McCrossin will interview Professor Julian Thomas and delve into the joint work produced by The Swinburne Institute for Social Research, the Centre for Social Impact and Telstra which led to the creation of a new national measure of digital inclusion - the Australian Digital Inclusion Index. This three year project is developing an index to inform and promote public policy, commercial and program responses to enhance digital inclusion in Australia.



Presenter: Professor Julian Thomas - Swinburne University

Julian Thomas is Director of Swinburne University's Institute for Social Research, and also Professor of Media and Communications. His recent publications include The Informal Media Economy (2015) and Internet on the Outstation: The Digital Divide and Remote Aboriginal Communities (2016).

10.30-10.35am Sponsor Presentation - National Relay Service Speaker: Deborah Fullwood, Managing Director, Outreach - National Relay Service

10:35-11:00am Morning tea

11.00-11.30am Can't Pay, Can't Connect - Making Services Affordable

Julie McCrossin will interview presenters and delve into the meaning and action needed from research recently conducted by ACCAN and SACOSS into the poverty premium. The session will include practical and equitable approaches to connect our nation's poorest.

Presenters:



Dr Greg Ogle, Senior Policy & Research Analyst - South Australian Council of Social Service

Greg Ogle is Senior Policy and Research Analyst for the South Australian Council of Social Service and is the author of SACOSS' quarterly Cost of Living reports. Two of those reports have been on telecommunications affordability (the last in 2015), and this year Greg has overseen a major research project on barriers to affordable telecommunications for low income consumers. Greg has

a PhD in political economy from Adelaide University and over 20 years' experience in social justice and environmental advocacy organisations, including 9 years as a senior campaigner for The Wilderness Society, and 6 years at SACOSS.



Jeremy Riddle, Policy Officer - ACCAN

Jeremy joined ACCAN in December 2015 in the role of policy officer. He previously worked in older people's policy at the New Zealand Ministry of Social Development, and in reputation regulation and risk at a big 4 financial services firm. Jeremy completed a Bachelor of Laws and a Bachelor of Arts (French & International Relations) at Victoria University of Wellington and was admitted as a Barrister & Solicitor of the High Court of New Zealand in September 2014. At

ACCAN, Jeremy's work focusses on privacy, affordability, and Indigenous issues.

11.30-12.15pm Bridging the Divide - What's Working?

In this session speakers will tell you in a five-minute TED Talk style about initiatives that are equipping consumers to stay connected. We have chosen a number of inspirational people from a range of perspectives to present.

Presenters:



Liam Campbell, Digital Projects Coordinator - Indigenous Remote Communications Association

Liam has been working with remote Indigenous communities on Youth, Arts and Media projects for over 20 years. He currently works with the Indigenous Remote Communications Association, the peak body for remote Indigenous media. He has previously worked with Warlpiri Media, Warlukurlangu Artists and the Warlpiri Youth Development Aboriginal Corporation. He has experience as a writer, filmmaker, researcher, mobile app developer and holds a PhD in Australian Indigenous Studies with a focus on oral history.



Patrick Lesslie, System Administrator - Asylum Seekers Centre

Patrick Lesslie studied mathematics before moving into system administration. He specialises in using Linux and other free software to engineer robust, affordable solutions for organisations and individuals, empowering them to make the most of the digital world. He has enjoyed four years as System Administrator at the Asylum Seekers Centre in Newtown, supporting the needs of clients, staff and volunteers. The Centre runs many services, including an IT donation, refurbishment and education program distributing smart phones and laptops to families and individuals seeking asylum in NSW. These devices have become indispensable for studying, accessing agency services, finding work, and maintaining social connection.



Julie Robinson, Implementation Analyst - The Smith Family

Julie Robinson is a Social Worker with more than twenty years' experience working with disadvantaged communities. She currently works for The Smith Family as an Implementation Analyst for their Tech Pack Program. The Tech Pack Program is a digital inclusion initiative, targeting disadvantaged families and since 2007, The Smith Family has delivered over 4,500 tech packs to families across Australia. The program aims to improve participants' confidence, knowledge and skills in the use of computers and the internet by providing affordable, internet-ready computers, training and technical support to help families improve their digital literacy.



Nan Bosler, President - Australian Seniors Computer Clubs Association

Nan Bosler may be a historian but that hasn't stopped her from being at the forefront of the digital landscape. She has worked with, and for, people of all age groups and levels of ability, with particular emphasis on the needs of older people and those with a disability. She is a published author and international speaker. As the founder and President of the Australian Seniors Computer Clubs Association, Nan empowers older people to embrace emerging technology and educates them to access information, government services and support online. She is closely involved with the Federal Government's Broadband for Seniors kiosks across Australia and is a Go Digi Champion.



David Spriggs, Chief Executive Officer - InfoXchange

David Spriggs has over 20 years' experience in senior management positions in the not-for-profit and technology sectors. He is passionate about creating a more digitally inclusive society and improving the efficiency and effectiveness of the not-for-profit sector. Before joining Infoxchange in 2009, he worked for Kronos Incorporated where he led business partner operations across Asia Pacific and Europe.



Julie Stott, Manager - Better Internet for Rural, Regional and Remote Australia

Julie has been involved with Information Technology for over 40 years since leaving university, this has involved using IT, teaching IT or providing support on IT. She helped setup of the Community Technology Centre in Oberon in 2002 (Federal Government funding). The centre offers workshops on IT and helps the local community troubleshoot their problems with IT devices. The CTC also produces a monthly community newsletter. Julie has used the various types of satellite technologies available to consumers for the last 15 or so years. Recently she was able to access the local Fixed Wireless tower. Julie became involved with BIRRR after seeing the Landline story in 2015.

12.15-12.30pm Connected Smart Cities - What's in it for the consumer?

Cities around the world are evolving into *smart cities*, which in theory should create more congenial, liveable cities, but where are the traps along the way for consumers? Can cities which aren't smart enough keep pace with the tech savvy citizen? Does living in a smart city simply mean you'll get another phone bill for the car, the family dog and the power meter, as well as the kids?



Presenter: Paul Budde, CEO - BuddeComm

Paul specialises in the strategic planning of government and business innovation and transformation around the sharing and networking economy, resulting in building smart cities and smart communities (including e-health, e-education, smart grids, smart transport and digital media). He has been involved as an advisor in discussions on this national interest concept during meetings in the White House and with the FCC, the United Nations and the governments of the Netherlands, Australia, Britain, Qatar, Ireland and New Zealand. He has assisted the UN in setting up the Broadband Commission for Digital Development of which he consequently was the special advisor, he was also the lead author of a report that was presented to the UN Secretary General Ban Ki-moon. He was the founder of Smart Grid Australia, the current Executive Director of Australian Smart Communities Association and a founding board member of the Global Smart Grid Federation.

12:30-1:30pm Lunch

1.30-2.45pm Digital Government - The Way Forward

This session brings together thought-leaders to propose innovative solutions to remove barriers faced by people accessing services online. Responding will be representatives from Government agencies providing various innovative online services. Conference attendees will also get their chance to ask questions of the panel.

Facilitator: Julie McCrossin

Panellists:



Joseph Caputo, Chairperson - Federation of Ethnic Communities Councils of Australia

Joseph Caputo was elected Chairperson of the Federation of Ethnic Communities' Councils of Australia (FECCA) on 7 November 2013. Joe has been involved in advocacy for the rights of minorities, and during the 1970-80s, was involved in promoting the rights of migrant workers. From 2001-2011 Joe was a member of the Victorian Multicultural Commission. He served as Councillor and Mayor in the former City of Brunswick and as Councillor and Mayor in the City of Moreland. Joe served as Chair of the Ethnic Communities Council of Victoria (ECCV) between 2011-2013. He still serves as a member of the Executive of the ECCV in the capacity of immediate past Chair.



John Sheridan, Australian Government Chief Technology Officer & Procurement Coordinator - Department of Finance

John Sheridan joined the APS Senior Executive Service in 2002, after 22 years in the Australian Army and three in the Defence Science and Technology Organisation. In Defence, he was the lead IT architect and, later, responsible for the design and development of IT systems. In the Australian Government Information Management Office, John negotiated the Microsoft Volume Sourcing Agreement, managed major ICT budget reductions, and led whole of government matters such as australia.gov.au, data centre strategy, coordinated procurement, industry engagement, and telecommunications services. In February 2013, John became the first Australian Government Chief Technology Officer. In addition to his responsibilities for ICT, coordinated and general procurement policy and operations, John assists the business community as the Australian Government Procurement Coordinator.



Jacqui McKenzie, Policy & Advocacy Manager - Youth Action

Jacqui McKenzie is the Policy and Advocacy Manager of Youth Action, the peak body for young people and youth services in NSW. She has extensive experience in advocating for the rights of children and young people within Australia, in particular for children in out of home care and from migrant or refugee backgrounds.



David Brady, Chairperson - Deafness Forum of Australia

David was born with a profound hearing loss and wears two hearing aids. He was raised in the country town of Armidale, NSW and remains a passionate New Englander. He has a Master of Science and Graduate Diploma in Project Management. He is the chief executive of Hear For You, a not for profit national organisation in the deafness sector that provides mentoring programs for deaf teenagers. David is the organisation's 7th Chairperson, and is the national public voice for the deafness sector.



Sue McGrath, National Policy Manager - Council on the Ageing (COTA) Australia

Susan McGrath is the Canberra-based National Policy Manager for COTA Australia. Sue has worked in many professional roles in government and the community sector, and as a consultant to both. She has contributed extensively to policy development across federal government and to improving government programs and administration, and the effectiveness of a number of community organisations. Also, in over 35 years as a facilitator, she has helped to persuasively bring the views and ideas of many communities across Australia to government through consultation processes in health, communications, employment, industry development, regional development, housing and more.

2.45-2.55pm

nbn™

nbn is rolling out the largest infrastructure project Australia has seen to date. As such, it is imperative we communicate effectively with consumers, businesses and a range of key stakeholders. To do this effectively nbn uses various modes of communication, including: experiential marketing; direct mail; advertising; social media; and community events. Peter Gurney will discuss the public communications strategy implemented by one of Australia's fastest growing brands.



Presenter: Peter Gurney, General Manager Community Affairs - nbn™

Peter Gurney is the General Manager of Community Affairs for nbn™. He leads the team that is responsible for developing, maintaining and leveraging strong relationships with key community stakeholders (including LGAs, regional development groups, business stakeholder groups and community stakeholder groups) and delivering a comprehensive community engagement program to support delivery of nbn's commercial objectives. Peter started his career in Federal Government at DFAT. He held roles across policy, trade and business outreach portfolios. Following this he consulted in public policy and government relations whilst working closely with IT multinationals in the research and development space. Peter was an Adjunct Senior Lecturer at Edith Cowan University from 2011 to 2014 in the School of Computer and Security Science.

2.55-3.05pm

Affordable Access Project Launch

The purpose of the Affordable Access project is to create an online resource where people with hearing, sight, or cognitive disabilities and impairments can find information on low-cost software and devices that support their everyday needs. The content-rich website contains freely-downloadable resources specifically created for students, carers and parents, seniors, and those in the workforce. The initiative was put together by Media Access Australia with funding support provided by the Australian Communications Consumer Action Network (ACCAN).

Presenters:

Natalie Collins, Acting Chief Executive Officer - Media Access Australia
Dr. Scott Hollier, Specialist Advisor, Digital Accessibility - Media Access Australia

3:05 - 3.30 pm **Afternoon Tea**

3.30-3.40pm

Connecting Small Business and Family Enterprises

Small business and family enterprises have particular needs in getting and staying connected. In this session we will discuss the key government initiatives to connect small businesses.



Presenter: Kate Carnell, Ombudsman - Small Business and Family Enterprise Ombudsman

Kate Carnell commenced as Australian Small Business and Family Enterprise Ombudsman (ASBFEO) in March 2016. Kate brings extensive experience and knowledge to the role of Ombudsman, having run her own small businesses for 15 years before becoming ACT Chief Minister in 1995 for a five year period. Prior to her appointment as the inaugural ASBFEO, Kate held the position of CEO of the Australian Chamber of Commerce and Industry, which represents more than 300,000 businesses across Australia. She has also served two years as CEO of beyondblue, four years as CEO of the Australian Food and Grocery Council, four years as CEO of the Australian General Practice Network (AGPN) and three years as CEO of the National Association of Forest Industries (NAFI).

3.40-3.50pm **Q+A with Kate Carnell**
Interviewer: Julie McCrossin

3.50-4.00pm **Judi Jones introducing the TIO's vision and strategy**
Newly appointed Telecommunications Industry Ombudsman, Judi Jones, will share with us her vision for the TIO, the new TIO strategy and the revised Financial Hardship principles and practices document.



Presenter: Judi Jones, Ombudsman - Telecommunications Industry Ombudsman

Judi Jones was appointed Telecommunications Industry Ombudsman in March 2016. She has extensive experience in alternative dispute resolution, management and the law; and holds a law degree and Master of Business Studies with Distinction, in dispute resolution. Judi is Chair of Australia and New Zealand Ombudsman Association (ANZOA) and was Electricity and Gas Complaints Commissioner in New Zealand from 2002 to 2016. In New Zealand she has also been a member of the Security and Reliability Council for the electricity industry, Chair of the Advertising Standards Complaints Appeal Board, Chair of the Consumers' Institute and served on the electricity industry's Grid Security Committee.

4.00 - 5.00pm **Resolutions and Recourse - Practical Options to get Resolutions**
This session will bring together representatives from key agencies dealing with communications complaints once they get escalated. It will look at who is complaining on what, and how we can equip consumers better so they don't need to complain in the first place. It will also explore ways to ensure best practice in complaint management.
Interviewer: Julie McCrossin

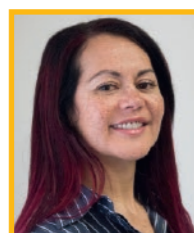
Panellists:



Richard Bean, Acting Chairman - Australian Communications and Media Authority

Richard Bean was appointed Deputy Chairman of the ACMA in 2010 for a five year term. In 2015 his appointment was extended for a further two years to October 2017. He has been Acting Chairman since 27 February 2016. Before joining the ACMA he was general counsel and company secretary at wireless broadband infrastructure and ISP owner Unwired Group Limited, subsequently acquired by Optus. He had previously held positions responsible for the legal and business affairs side of Australian commercial free to air television network Network Ten's programming activities, and practised as a commercial, media and litigation lawyer at national commercial law firm Blake Dawson Waldron (now Ashurst). Richard holds a BA (Hons) from the University of Sydney and a law degree from the University of New South Wales.

Judi Jones, Ombudsman - Telecommunications Industry Ombudsman
Refer to bio above.



Vanessa Stanford, General Manager - Complaints - auDA .au Domain Administration Ltd

Vanessa Stanford is auDA's General Manager - Complaints. She has been with auDA for seven years and has been responsible for managing policy compliance issues about .au domain name registrations. Vanessa's role includes .au policy training for Registrars. Prior to auDA, Vanessa worked at a large telecommunications company managing a team that investigated high level complaints, including matters from the Telecommunications Industry Ombudsman. Vanessa holds a Diploma of Management from Swinburne University.



Rod Stowe, Fair Trading Commissioner - NSW Fair Trading

Rod Stowe was appointed as Commissioner for Fair Trading in July 2011. Rod has worked in the Fair Trading portfolio for 27 years, where he has had a variety of roles including Policy Advisor, Director of Customer Services, Assistant Commissioner for Policy and Strategy and Deputy Commissioner. In a public sector career spanning 39 years, Rod has gained wide experience in government following previous postings in portfolios covering environmental protection, education, local government and state superannuation. In May 2011, Rod was awarded the Public Service Medal for outstanding public service in the provision of consumer protection to the community of New South Wales. Last year Rod was recognised by the Society of Consumer Affairs Professionals (SOCAP) for his contribution to consumer affairs by receiving the 2015 Lifetime Achievement Award.



Robyn Hobbs, Commissioner - NSW Small Business Commissioner

In February 2014 the NSW Government announced the appointment of Ms Robyn Hobbs OAM as the new NSW Small Business Commissioner for a five year term. Robyn has worked in a diverse range of sectors including the arts, business, community services, social welfare, media and government. Robyn founded Carols in the Domain in 1983 and held senior executive positions with the State Chamber of Commerce, Sydney Opera House, the City of Sydney and the City of Parramatta. Robyn has run several small businesses and believes they are critically important to the economy. Robyn is aware of the stresses that small business operators face and knows how isolating it can be to run a business. Robyn sees the role of the Office of the Small Business Commissioner as supporting small businesses by providing them with the tools they need and by making sure their voices are heard within government.



Jodie Sangster, Chief Executive Officer - Association for Data-driven Marketing and Advertising

Jodie Sangster is the CEO of the Association for Data-driven Marketing and Advertising (ADMA), the Institute for Analytics Professionals of Australia (IAPA) and The Digital Industry Association of Australia (AIMIA). Her extensive experience in the fields of global data-driven marketing and advertising spans over 18 years and includes experience throughout the US, Europe and the Asia-Pacific region. Jodie began her career as a marketing and advertising lawyer in London, specialising in data. She moved to Australia in 2001 to run ADMA's Legal and Regulatory Affairs division, playing a significant role in shaping the digital and data-driven marketing landscape.

5.00-5.05pm **Improving the Communication of Privacy Information for Consumers - Report Launch**

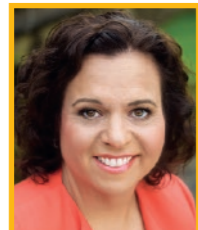
The report *Improving the Communication of Privacy Information for Consumers*, prepared by the Communications Law Centre under the ACCAN Grants Scheme, brings together extensive legal research examining the problem of obtaining informed consent from consumers for privacy policies within consumer contracts. It focused on four communications industries in order to provide a broad picture of concerns with privacy and consumer fairness. This research provides real insight into ways to improve approaches to privacy by software service providers.

5.05-7.00pm **Drinks and Canapés**

Day 2, Thursday 15th September

8:55-9:00am **Welcome back**
MC: Teresa Corbin, CEO - ACCAN

9:00-9.20am **Keynote address**



Presenter: Michelle Rowland MP, Shadow Minister for Communications

Michelle lives in Glenwood with her husband and daughter. Michelle was elected to the House of Representatives in 2010 as the member for Greenway and re-elected in 2013. Prior to entering politics she was a senior lawyer, specialising in competition and regulation in the telecommunications, media and technology sectors. In October 2015, Michelle was elevated to the Shadow Cabinet and appointed the Shadow Minister for Small Business and Shadow Minister for Citizenship and Multiculturalism. After being re-elected at the July 2016 election, Michelle was made Shadow Minister for Communications. Michelle is passionate about affording everyone, regardless of background, equality of opportunity.

9.20- 9.30am **Mapping ADSL Availability - ACCAN Research**

Australia has a nation building program to connect all households and businesses with the nbn. Some premises, however, will remain unconnected and underserved for some time due to shortages and delays in new service availability. We will look at what options these consumers might have to get connected sooner.



Introduction: Rachel Thomas, Policy Officer - ACCAN

Rachel started with ACCAN in November 2014 in the role of Policy Officer. Since then she has worked on a diverse range of areas including the universal service obligation, broadband policy and issues related to the National Broadband Network. Additionally she produces consumer education material. She previously worked as an Economic Administrative Officer with the Irish Government, in the Economic Evaluation Unit. She has a Masters in Applied Economics, a Degree in Economics and Mathematics and a Graduate Diploma in Management.



Presenter: Kenneth Tsang, Director - jxeeno Blog

At 19 years of age, Kenneth is one of the younger faces in the Australian telco industry. Over the past few years, he's developed a strong interest in the rollout of the National Broadband Network. His blog, 'jxeeno blog', features numerous analytical pieces including the impact that on-board Wi-Fi may have on NBN satellites to deliver broadband to regional Australia. Kenneth worked together with ACCAN to help identify shortfalls in existing broadband infrastructure as the NBN continues to rollout. He currently specialises in developing geospatial applications for analysis and is studying Geospatial Engineering at UNSW.

9.30-10.30am **Ask the Telcos - Practical Options to get everyone Connected**

In this session the major telecommunications service providers will tell you how their companies are getting people connected and equipping them to stay connected. Panellists will give a three minute introductory comment each and then take questions from the floor.

Panellists:



Tim O'Leary, Chief Sustainability Officer - Telstra

Tim O'Leary joined Telstra in 2011 as Chief Sustainability Officer. In this role he has executive responsibility for strategic community and reputational initiatives, corporate responsibility, Telstra's environment strategy and employee sustainability. He is a Board Member of the Telstra Foundation and The Telstra Philippines Foundation. Prior to joining Telstra, Tim spent twenty years in senior Corporate Affairs, HR and Sustainability roles at the National Australia Bank (NAB) and Mobil Oil Australia. Tim holds an Honours Degree in Arts and a postgraduate degree in Philosophy from the University of Melbourne. He is a member of Council at Newman College (University of Melbourne), on the Board of the National Centre for Indigenous Excellence (Redfern, Sydney) and a former Chairman of Emotion21, a small arts organisation catering for the needs of young people with Down Syndrome.



David Epstein, Vice President of Corporate and Regulatory Affairs - Optus

David Epstein is Vice-President, Corporate Affairs and Regulatory Affairs for Singtel Optus. Educated at The ANU and Wharton (UPenn), David is an experienced corporate affairs executive with a background in regulatory and public affairs, internationally and in Australia. His career spans public and private sectors, including BHP Billiton, Qantas and as a senior ministerial adviser to three Prime Ministers, culminating as Chief of Staff to the Prime Minister. He is a board director of Opera Australia, TIO Limited, the European Australian Business Council and The Asia Society Australia, as well as a Councillor of Creative Partnerships Australia.



Dan Lloyd, Chief Strategy Officer and Corporate Affairs Director - Vodafone

Dan Lloyd has been Vodafone Australia's Chief Strategy Officer and Corporate Affairs Director since February 2014. Prior to joining Vodafone Australia, Dan served in a number of global leadership roles with the Vodafone Group including Director of Public Policy for Africa, the Middle East and Asia-Pacific, Vodafone India's Head of Regulatory, and a range of strategy, business development and governance roles. Prior to joining Vodafone, Dan was a Senior Associate at leading Sydney commercial law firm Gilbert & Tobin, advising a range of fixed and mobile operators and governments across the globe. Dan has Honours degrees in Law and Arts from the University of Sydney, and has lived, worked or studied in 11 countries including the UK, India, Indonesia, Iraq, the USA and the Philippines.



Ian Roberts, General Manager - Activ8me

Currently GM Marketing at Activ8me. Ian is a professional with 28 years' experience in marketing management and consulting roles. Ian has worked with some of Australia's largest and most prestigious organisations, and leading e-businesses in Australia and the US including DBM Consultants, Telstra, Australia Post and Activ8me. Ian has 16 years of experience in digital being there from the start of the original dot.com boom in 2000 with freeonline.com.au and Sharinga Networks in the US. At Activ8me, Ian is addressing the challenge of providing Internet services to under serviced areas and the marketing and support complications that result in servicing Remote Australia.



Ged Mansour, Communications Director - amaysim

As amaysim's Communications Director, Ged is responsible for external and internal communications carried out by Australia's fourth largest mobile services provider. In this role he looks to ensure the business strategy of amaysim aligns with its customer promise of being the no worries telco as the company grows. Ged brings a voice of customer sentiment and social opinion into the daily working life of amaysim as it looks to take the hassles out of mobile services and prepares to launch a broadband offering.

10:30-11:00am Morning tea

11.00-11.10am The Consumer Knowledge Test

The information given to consumers when purchasing telecommunications products is subject to regulation, but how much do consumers actually take in when purchasing these products? What works? ACCAN will be releasing ground-breaking research on this topic at the ACCAN National Conference 2016.



Introduction: Una Lawrence, Director of Policy - ACCAN

Una joined ACCAN in June 2012 acting in the role of Director of Policy and Campaigns, and is now ACCAN's Director of Policy. Una is responsible for managing the policy team at ACCAN, and has background knowledge of self-regulation, complaints handling and code development in telecommunications as the former arbitrator with the Telephone Information Services Standards Council. Una has an honours degree in Philosophy from the University of

Newcastle upon Tyne, UK, has studied social work at Sydney University and law through the NSW Legal Profession Admission Board.



Presenter: Dr Paul Harrison - Deakin University

Dr Paul Harrison teaches MBA students at the Deakin Business School, and is the co-director of The Centre for Consumer and Organisational Wellbeing in the Faculty of Business and Law. He researches, consults and advises government, industry and NGOs predominantly in the field of consumer behaviour and communication theory. He pioneered the technique of video auto-ethnography as a means of understanding the complexity of consumer decision-making *in situ*, which he has used in multiple projects including in his work with Yale University in the area of healthy eating, and his examination of the journey that consumers follow when purchasing a smart phone. He has advised or consulted to organisations such as Nestle, the Therapeutic Goods Administration (TGA), the Australian Competition and Consumer Commission, and eBay on issues related to the consumer behaviour. In addition to his academic work at Deakin University, Paul is a director of the Telecommunications Industry Ombudsman, former chair of the Asylum Seeker Resource Centre, and a member of the Consumer Insights Panel at the Essential Services Commission and VicHealth's Expert Panel in Social Marketing. Paul is also co-host of ABC Radio National's consumer behaviour program, Talking Shop, and appears on, and advises the ABC1 program, The Checkout, on consumer affairs issues.

11.10-12.20pm

Decide and Conquer

The telecommunications market is complex and confusing. In this session a range of consumer representatives will tell you in a short, sharp and informative presentation about how consumers choose to get connected. A range of key questions will be answered; what do consumers need? What tools do they have? What should they have? We have chosen six experts to present.



Interviewer: Alan Kirkland, Chief Executive Officer - Choice

Alan Kirkland is CEO of CHOICE, Australia's largest consumer organisation. Alan's work in social movements stretches back to his school days, where he organised protests against cuts to public education. His working life has spanned roles in homelessness, social security, disability services and law reform, with the common thread being an interest in redressing disadvantage. He developed a passion for consumer affairs while working as CEO of Legal Aid NSW during the global financial crisis, which exposed him to the human effects of poor lending practices. This interest ultimately led him to CHOICE, where he has been CEO since 2012.

Panellists:



Delia Rickard, Deputy Chair - Australian Competition and Consumer Commission

Delia Rickard was appointed Deputy Chair of the ACCC in June 2012. Delia takes a particular interest in the ACCC's consumer protection work including compliance and enforcement, product safety and scams disruption. She is a member of the Commission's Communications Committee. Prior to her appointment to the ACCC, Delia held a range of senior positions at the Australian

Securities and Investments Commission. Delia is also a former head of the ACCC's then Consumer Protection Branch. On Australia Day 2011, Delia was awarded the Public Service medal for her contribution to Consumer Protection and Financial Services.

Sue Chetwin, Chief Executive Officer - Consumer NZ

Refer to bio on page 8.



Simon Cohen, Deputy Secretary, Regulation & Director - Consumer Affairs Victoria

Prior to his commencement as Deputy Secretary, Regulation and Director, Consumer Affairs at the Department of Justice and Regulation in Victoria, Simon Cohen was the national Telecommunications Industry Ombudsman from 2010 to 2015. Simon has worked in senior dispute resolution and regulation roles for more than a decade, and has 20 plus years' experience in

complaints investigation and dispute resolution. His previous roles include: Victorian Public Transport Ombudsman, Assistant Ombudsman (Police) and lawyer at the NSW Ombudsman, Conference Registrar at the Commonwealth Administrative Appeals Tribunal, Investigation Team Manager and lawyer at the NSW Health Care Complaints Commission. Simon has a First Class Honours degree in Law from the University of Queensland.



Wayne Hawkins, Disability Policy Advisor - ACCAN

Wayne joined ACCAN as Disability Policy Advisor in June 2010. Prior to working at ACCAN, Wayne was National Policy Officer with Blind Citizens Australia where he worked on systemic advocacy campaigns such as accessible, secret and verifiable voting for Australians who are blind or vision impaired in the Federal and State elections. Wayne is currently studying for a Doctor of Arts in Australian Telecommunications and Disability Policies at Sydney University. He holds a Master of Public Policy from Sydney University and a Bachelor of Business Administration from the City University of New York. Wayne has a long history of social justice volunteer work in the LGBT community during the many years he lived in NYC.



Ian Watson, Project Manager - Queensland Remote Aboriginal Media

Ian Watson has over 20 years of experience in managing major communications projects. In recent years, he has focused strongly on communicating with Indigenous communities and people in rural and remote areas of Australia, with his recent work including a number of projects addressing tobacco use among Aboriginal and Torres Strait Islander people(s). His work in this area has been recognised through winning a Queensland Media Award and a The MHS Mental Health Media Award, and being nominated as a finalist in the United Nations Media Peace Awards and Older People Speak Out Media Awards. Ian is also a leading researcher in the area of Indigenous media and communications, a contributor to a range of international communications books and peer reviewed journals, and an invited presenter at conferences such as the International Indigenous Communications Symposium in Mexico and the 2015 International Association for Media and Communication Research conference in Montreal.

12.20- 12.30pm eSafetyWomen - Empowering Women to Take Control Online

All Australians deserve to be safe online. However, one in four Australian women has experienced emotional abuse from a current or former partner, and one in six Australian women has experienced violence from a current or former partner. In most cases this abuse and violence includes the use of technology to abuse, control and stalk. In this session, delegates will hear how safe access to crucial technology can be facilitated for women so they can stay connected to their family and friends, engage with the world, and get information and support.



Presenter: Andree Wright, Acting Children's eSafety Commissioner - Office of the Children's eSafety Commissioner

Andree Wright is currently the acting Children's eSafety Commissioner. As the Executive Manager of Office of the Children's eSafety Commissioner and a senior executive at the Australian Communications and Media Authority, Andree has had primary carriage of issues relating to online safety at the Australian Communications and Media Authority for over sixteen years. Under her leadership, the Cybersmart brand developed its international reputation and its online safety resources have received 14 major national and international awards since 2012. Andree has provided expert witness and advice to numerous Australian and international fora including to the USA Children Online Protection Act Commission; the Council of Europe Steering Committee on Mass Media; UNESCO Symposium on Freedom of Expression in the Information Society; the Bertelsmann Foundation Internet Experts Network; & the European Union's INSAFE & INHOPE initiatives.

12:30-1:30pm Lunch

1.30-2.15pm Connecting the Future Consumer

In this session speakers will give you a vision of the future and how consumers will be equipped to stay connected in the future. Each has ten minutes to update you on the latest and greatest and where it's all heading.



Moderator: Laurie Patton, Chief Executive Officer - Internet Australia

Laurie Patton is CEO of Internet Australia, the NFP peak body representing Internet users and a chapter of the influential global Internet Society. An Internet evangelist, Laurie believes in the need to build our economic and social future around a connected world where everyone has access to the Internet and the skills required to use it. He is a @GoDigiAustralia 'champion' for 2016 the National Year of Digital Inclusion. Laurie's career spans politics, journalism and senior management and non-executive directorships in media, IT and the events industry.

Panellists:



Alexander Vulkanovski, 2015 ACCAN - Google Intern

Alexander Vulkanovski is a policy analyst at nbn and a recent graduate of a B.Laws (Hons 1) from University of Wollongong. Preceding this role, Alexander was the Google-ACCAN intern for 2015, and produced one of the first reports on Internet of Things in Australia, titled "Home, Tweet Home: Implications of the Connected Home, Human and Habitat on Australian Consumers". Alexander has been an active participant in the Australian public policy landscape for several years, particularly around privacy, copyright, telecommunications, mandatory data retention, and digital rights. He is a long-time volunteer of Electronic Frontiers Australia, and has liaised with other policy groups on a number of projects, including IoT Alliance, Internet Australia, Australian Digital Alliance and International Association of Privacy Professionals (ANZ).



Linda Leung, Human-Centred Design Specialist and Honorary Associate - UTS Business School

Dr Linda Leung is a consultant in human-centred service design, digital user experience and customer ethnography, having worked on projects across media, telecommunications, not-for-profit and government sectors. As a senior user researcher and technology professional with 20 years' experience straddling the ICT industry and academia in Australia, the US and UK, she has lead research teams, services and projects that inform the design of customer experiences. She is an Honorary Associate of the UTS Business School and former Associate Professor in Arts, Cultural & Digital Creative Industries.



Kate Carruthers, Chief Data Officer - University of New South Wales

Kate Carruthers is Chief Data Officer for UNSW Australia, and an Adjunct Senior Lecturer in the School of Computer Science & Engineering. Kate has extensive experience in senior executive roles for diverse organisations such as GE, AMP, Westfield and State Government. She has also lectured in postgraduate business and accounting at Macquarie University and taught TAFE level courses in business and management. Kate is co-founder of several startups including Social Innovation Sydney, and she is a long-standing member of the Institute of Electrical & Electronics Engineers and is a member of the Telstra Industry Advisory Board and the NSW Government Data Analytics Centre Advisory Board.

2.15 - 2.25pm

Connection as a human right

In this session the newly appointed Disability Commissioner from the Australian Human Rights Commission will highlight how accessibility enables communications.

Introduction: Wayne Hawkins, Disability Policy Advisor - ACCAN

Refer to bio on page 20.



Presenter: Alastair McEwin, Disability Commissioner - Australian Human Rights Commission

Alastair's background is in arts, law and business administration. He is currently the Executive Director of Community Legal Centres NSW, the peak body for 39 Community Legal Centres in NSW. Previous roles include CEO of People with Disability Australia and Manager of the Australian Centre for Disability Law. Other current roles include President of the Deaf Society of NSW and Chairperson of the NSW Disability Council, the official advisory board to the NSW Government on disability issues. Alastair's other appointments include Chairperson, Australian Theatre of the Deaf and interim coordinator of the World Federation of the Deaf Expert Group on Human Rights. He is an adjunct lecturer for the Masters of Community Management degree at the University of Technology Sydney. Alastair grew up in Adelaide, South Australia. Following his undergraduate studies, he lived in Vancouver, Canada, for two years before moving to Sydney 17 years ago.

2.25 - 3.25pm

Hypothetical - Death and the Internet

Increasingly we are living our lives online. In so doing, many of us are creating a vast trove of material that our unwitting friends and family will have to unravel when eventually the inevitable happens to us! What are the legal and ethical challenges? Is there a way we can simplify our digital legacy and so ensure our family stay connected with valuable digital assets and memories? Using the entertaining 'hypothetical' role play format a series of dilemmas will be explored.



Moderator: Narelle Clark, Deputy CEO - ACCAN

Narelle is a highly regarded Internet and telecoms systems strategist with over 20 years' experience in network engineering, research and management having held positions at CSIRO, Optus, Vodafone and universities as well as consulting with state and federal governments, overseas telcos and aid agencies prior to joining ACCAN. Now responsible for operation of the ACCAN Grants Scheme, Narelle finds the projects just as fascinating as those from her time leading the research team in networking technologies at CSIRO. She is the former President of the Australian Chapter of the Internet Society and holds a seat on its global Board of Trustees. She is the immediate past President of the Australian Chapter of the Internet Society and has recently completed a term on its global Board of Trustees. Narelle has a Bachelor of Applied Science in Physics, a Masters in Engineering and a Postgraduate Diploma in Management.

Participants:



Brendan Coady, Sydney Partner in Charge and Sector Leader: Technology - Maddocks

Brendan is a partner at leading law firm Maddocks. He is the partner in charge of Maddocks Sydney office and leads Maddocks' national Technology Group. Brendan has more than 20 years' experience as a commercial lawyer with a particular focus on technology, telecommunications and intellectual property. He advises telecom companies, technology developers, communications infrastructure companies and government agencies on a wide variety of commercial and regulatory matters. Brendan was the winner of the Telecommunications Award for Australia at the International Law Office (ILO) Client Choice Awards for 2015, 2013 and 2012. He is also recognised as a leading lawyer in the areas of TMT and IP by legal directories, including Asia Pacific Legal 500, Chambers Global and Best Lawyers.

Una Lawrence, Director of Policy - ACCAN

Refer to bio on page 18.



Helen Campbell, Executive Officer - Women's Legal Service NSW

Helen Campbell is the Executive Officer of Women's Legal Services NSW, a statewide specialist community legal centre for women. She is a lawyer with over 20 years' experience in the community and public sectors. In addition to her legal qualifications she is a Master of Women's Studies and holds a Diploma in Frontline Management. Previously Helen managed Redfern Legal Centre, and has also held a wide range of voluntary appointments including Chair of Community Legal Centres NSW, Director of NCOSS and consumer representative on the Council of the Energy and Water Ombudsman.



Julia Cornwell McKean, Acting Executive Manager - Office of the Children's eSafety Commissioner

Dr Julia Cornwell McKean joined the Office of the Children's eSafety Commissioner in July 2015 to manage the cyberbullying complaint regime, the first of its kind globally. Through this scheme, Julia and her team work collaboratively with children, parents, schools and social media services to assist both in having cyberbullying material removed and in making cyberbullying stop. Since the Office opened, Julia has also taken on leadership of the Office's certification scheme for online safety program providers. Prior to joining the Office, Julia managed investigations of the Spam and Do Not Call Register Acts for the Australian Communications and Media Authority. Julia holds an Honours degree of the Bachelor of Arts, a Master of Arts and PhD from Monash University and has chaired a number of international committees, including for the United Nations Internet Governance Forum.



Kevin Karp, Managing Director - Coherent Cloud

Kevin Karp, B.E.(Hons), B.Sc, GradDipSIA, has over 35 years of experience in board-level commercial management of ICT and fintech enterprises. He is the founder and Managing Director of Coherent Cloud(CoClo) - Australia's largest domestic Identity Provider. Kevin drives the growth of CoClo's Cloudwork achieving 50% CAGR over 7 years. Over 10% of Australian private school students sign in through Cloudwork. Kevin has served on the boards of both the Internet Industry Association and Internet Australia. He is a founding member of Internet Australia, Senior Member of the Association for Computing Machinery and Fellow of the Financial Services Institute of Australasia.



Associate Professor Michael Arnold - University of Melbourne

Michael is Associate Professor and Head of Discipline (The University of Melbourne) in the History and Philosophy of Science Programme. His on-going research activities involve studies of contemporary technologies and daily life and include topics such as technology and death, community informatics, domestic technologies, and communications technologies in society generally.

3.25pm **Sum up by Teresa Corbin, CEO - ACCAN**

3.30pm **Close**

3:30 - 4:00pm **Afternoon tea**

4:00 pm **ACCAN AGM**

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