JULIE McCROSSIN: Good morning, ladies and gentlemen. We're going to start at five-past. We've just got a few people parking. Has anyone not got a lucky-door prize number? This is crucial, for your chance to win Bluetooth speakers. I'll come 'round.

Ladies and gentlemen, if you could take your seats, we're going to kick off our conference. Perhaps I could ask for help from the staff to just close the side doors and leave the rear door open, if that would be OK. Most welcome to come forward if you're happy to - the audience participation will be across the room. Ladies and gentlemen, good morning. My name's Julie McCrossin. It's indeed my pleasure to welcome you to the 2017 ACCAN national conference. Would you begin by clapping, stamping and cheering?

(CHEERING AND APPLAUSE)

Excellent. Our purpose is to give you sophisticated updates which are surprisingly comprehensible to a curious Year 12 student on everything that's happening with digital technology affecting consumers. I guess our focus is very much on the rapid pace of change and what we can do to assist consumers to flourish and adapt in an amazingly changing environment. Our formats are incredibly varied - we've got panels, speakers, videos, debates, TED Talks, and there'll be lots of Q-and-A when I whiz amongst you with my microphone and give you the opportunity to make comments or ask questions. I just have a few quick housekeeping things before we begin with Uncle Madden. First of all, could you put your mobiles onto a function that doesn't make noise but does everything else you could imagine? Our Twitter handle is #ACCANect. It's on the cover of your program. I'm hoping you've already started tweeting and - and go mad, as much as you can, throughout. The bathrooms are out the doors and just down there. So it's out the doors and to the right. We're aiming to make this accessible for everybody, and so I'm told to speak clearly and slowly for the Auslan interpreters. I am a nightmare at that, but you will tell me to slow down if I don't do the right thing. And of course, we have live captioning as well, which is fun - supercalifragilisticexpialidocious... Ahh! That's amazing... Obviously we need to always use the microphone, because we're connecting to a hearing loop which is functioning for people who use hearing aids, for whom that's helpful. If we need to evacuate, Aerial UTS staff will come and carry us all out. You've got lucky numbers, and this is a behaviour management program. I know if you're parents, you'll understand - essentially at the beginning of every session, at exactly the scheduled time, I will put out a lucky number. And if you're here, you'll win one of these fantastic Bluetooth speakers... Oh, which I'm just breaking. Don't worry, I'm sure the technology company prepared the packaging for that moment. If you're not here, it's redrawn. So you get the general thrust. When the bell rings, we'd be grateful if you'd come in. I'll keep it exactly to time, and I promise you that I will finish early. That is my commitment to you, if you work with me. We've got an incredibly special competition which I'm going to announce just before the minister speaks. I think that's my duties done on housekeeping. I ask you now to welcome Uncle Allen Madden, Gadigal elder and a member of the Metropolitan Aboriginal Land Council. Please make him welcome.

(APPLAUSE)

ALLEN MADDEN: Thank you. Once again, my name is Allen Madden, Gadigal elder. Minister, distinguished guests, ladies and gentlemen - for my first song...

(LAUGHTER)

Nah, only kidding. Just seeing if you fellas were awake here! First and foremost, I'd like to acknowledge our Aboriginal elders - all elders, past and present. And pay my respects to all our Aboriginal and Torres Strait Islander brothers and sisters, from whatever Aboriginal or island nation you may have come from - welcome to Gadigal. And to all our non-indigenous brothers and sisters here today, a very warm and sincere welcome to you to Gadigal. No matter where you've come from, whether it be across the seas, across the state, or across town, once again, a very warm and sincere welcome to you to Gadigal. As I've mentioned many times before - was, is, and always will be Aboriginal land. Only three things surer than that - coming, taxation, and going. It is an honour and a pleasure to be here today to welcome one and all to Gadigal. Gadigal is one of 29 clans of the Eora nation. The Eora nation is bounded by nature's own - the Hawkesbury River to the north. In between the three mighty rivers is the Eora nation. In that nation, there are 29 clans. On behalf of the Metropolitan Local Aboriginal Land Council, and of the Gadigal mob, once again, a very warm and sincere welcome to you. There's an old saying out there I think is very appropriate for you mob here today - you've probably heard it a thousand times before. They say where there's a will, there's relatives. Once again, on behalf of land council and of the Gadigal mob, welcome, welcome, welcome.

JULIE McCROSSIN: The way you give your welcome, when you mention the boundaries of the rivers, it means more to me now when you walk on the land yourself, rather than whizzing about in cars. Thank you very much for that welcome.

JULIE McCROSSIN: Please make Johanna Plante welcome.

(APPLAUSE)

JOHANNA PLANTE: Good morning to you all. I'd like to firstly acknowledge the traditional owners land on which we meet, the Gadigal people, and the elders past and present. Over the course of the conference, we'll also hear from the shadow ministers for communications and regional communications, and we have an apology from the Minister for Regional Communications. 2015/17 has been an outstanding year for ACCAN, culminating in a new 5-year funding contract to ensure we continue as the voice for communications consumers well into the future. The awarding of a funding contract followed a wide-ranging review of consumer representation in the telecommunications industry by the Department of Communications and the Arts. This provided an invaluable opportunity for us to reflect on our achievements and be scrutinised by our stakeholders. And we were delighted with the widespread support shown for the existence of ACCAN, with many submissions highlighting the impact and huge value of our work. The outcome was also testimony to the strength of our relationships with all stakeholders. Another great outcome of the review was the strong support demonstrated for the ACCAN Grants Scheme, and some very positive recommendations for its future operation, including a lifting of the cap on individual project funding, the possibility of multiyear grants, and a more strategic approach to scheme topics. As some of you would be aware, the 2017/18 Grants Scheme, under the new guidelines, opened earlier this year, and the projects for this round have now been chosen, with grants awarded to the Hutt Street Centre, the Queensland University of Technology's School of Justice, the Broadband for the Bush Alliance, the University of Technology Sydney Faculty of Law, the Jade's Cook University Cairns Institute, the University of Technology Sydney's School of Communication, the University of Melbourne's Social Equity Institute, the Deakin University Institute for Citizenship and Globalisation, and the Curtin University Department of Internet Studies. During the year, ACCAN's track record of significant consumer wins continued across diverse areas. For example, the telecommunications reform package legislation that will soon be considered by parliament now contains guarantees that all Australian premises must be able to access a network capable of delivering peak speeds of 25 megabits per second download and 5 megabits per second upload. We also strongly supported the ACCC in securing funding for a broadband performance monitoring program to give consumers hard data on which to base their choice of broadband plan. Increased data allowances for Sky Muster plans, and more comprehensive information for consumers about the nbn rollout were also very positive developments for consumers. And we were pleased to see that the ACCC's draft decision on domestic mobile roaming reflected many of the issues raised by ACCAN. However, the environment continues to be challenging for consumers, with complaints to the TIO again on the rise. There's obviously still lots of confusion out there about the nbn, and while many people are satisfied with their nbn services, it's clear that there's still a lot of work to do to further improve consumer nbn experiences. And lots of people are working on that. ACCAN is also playing its part in this through ongoing research and education materials that will help consumers understand the changes the nbn inevitably brings - including - and here I have it ready - a new brochure titled 5 Things You Need To Know About nbn In Our Tip-Tops Pack... I always want to say that. No, a Top Tips Pack. Was Tip-Tops only available in Western Australia? Everywhere? OK. Don't forget to pick up your brochures in the foyer. In concluding - that wonderful word that audiences always love to hear - I want to highlight that this conference wouldn't be happening here today without the amazing contributions of two groups of people. First and foremost, I'd like to applaud our generous sponsors - Telstra, Google, AusRegistry, nbn, Optus, ACMA, Maddocks, Vodafone, amaysim, auDA, and Ericsson Broadcast and Media Services. I smiled when I said "ACMA", because I was told in the past it had to be "the Australian Communications Media Authority", so I love saying "ACMA" now.

(LAUGHTER)

The second group of key contributors who undoubtedly deserve a huge public acknowledgement are the ACCAN staff who've worked so hard to make this event happen. While an event of this magnitude requires everyone to be actively involved and doing their bit, I'd like to especially highlight the outstanding contributions of Yuriko, Kate and Kelly, in turning the concept of this conference into a reality. Finally - another very popular word with audiences! - thank you all for supporting ACCANect 2017. I'm confident you'll find the next two days insightful, stimulating, thought-provoking and thoroughly enjoyable. Thank you.

(APPLAUSE)

JULIE McCROSSIN: Johanna, I speak for all to say, any word that you say with your warmth and personality, we want to listen to every word! Would you agree? It's as simple as that. Thank you very much. Minister, before I bring you up, I've got a competition. I'd like to see it, if your staff want to enter on your behalf, that's OK too. Ladies and gentlemen, everything we're doing is about supporting consumers to flourish and adapt in an incredibly fast-changing world. I'm 62 - I am one of those consumers - I need you. In order to help me and all the others, you need to have some prediction, some anticipation, of what might be coming so you're ready to help me. But how can we predict the future

>> We're going to begin by showing you something. Please, Wayne, bring it on...

(VIDEO PLAYING)

(THE JETSONS' THEME MUSIC PLAYING)

# Meet George Jetson

# His boy Elroy

# Daughter Judy...

# Jane, his wife ..

>> Help, change this crazy thing...!

JULIE McCROSSIN: Guys, that's a clap! Seriously, I'd like to thank Richard van der Draay from ACCAN for getting that together at incredibly short notice. And, would you agree, going above and beyond with that amazing example? Basically, this is it - we've got a small drone, and we are going to give them - that's what we call in the conference game a decent prize, OK? - we're giving that to the person who has either the most thought-provoking or intriguing or fun prediction in relation to technology and communication about what may happen. Now, I'd like to introduce you to my colleague Rachel. Wayne, I think we've got an example. In this case, Rachel is the dog. Some of you will remember Peabody. Don't you note as striking physical resemblance? Those of you too young to know Peabody and Sherman, Peabody was the dog, the brains - therefore, Rachel. Sherman is the human - it was called My Boy Sherman. I'm Sherman, totally controlled by Rachel. You can submit, in your prediction to Rachel, in writing, by email or orally, and she'll take notes. She is a fully accessible humanoid. All of that is written on the whiteboard at the back, so it can explain your entry. I'll give you her email later. Email us or write them down, and if there's pictures, if there's wit, that's helpful. If you're on the spectrum and you've just got a genuine prediction, go for it. You could win. And Peabody and myself will judge it, and we will hand out the - help me, what do they call those flying things? - the drone, at the end of tomorrow. If you need to leave the conference, don't worry - if you win, we'll get that drone to you. We're looking - this is a total meritocracy, so minister, I'm hoping you'll enter.

(LAUGHTER)