# ACCANect 2018

**Session 1: 8:55 – 9:20am**

**Welcome**

**MC: Julie McCrossin**

**Welcome address: Deirdre O’Donnell, Chairperson, ACCAN Board**

**Welcome to country: Uncle Ray Davison, Cultural Representative, Metropolitan Local Aboriginal Land Council**

JULIE McCROSSIN: Ladies and gentlemen, if I could ask you to look in my direction, I'd like to wish you a very warm good morning and a welcome to the 2018 ACCANect National Conference. Would you mind clapping and stamping your feet? You're on time people and physically present and that's encouraging for me. Just before we go into the normal minor housekeeping and then I will have great pleasure in asking Uncle Ray to welcome us to country. Because this is a connection technology conference, I think I should give you the Wii-Fii details first. I'm just enjoying contact with you while I've got it. Now the network is UTS - FunctionCentre and the password is Aug18-event

Have you got that in some other format? No, you haven't. Now I want you to Twitter insanely throughout the process and you've got it on the front of your program, but it's #ACCNect and that's up there, so please start now. If you haven't already twitted you're

already ancient history! So ladies and gentlemen, welcome again to Confidence in the Connected World. I'll ask you to constantly use your mobiles, but keep them silent if you could throughout our session. The bathrooms are straight out and to the right and you'll

see them just down there behind, effectively behind where I'm standing now and if we need to evacuate staff will explain to us how to do it. I'm also pleased to say we're fully accessible with Auslan interpreters, live captioning and hearing loop and if you need any

information, please ask the friendly staff at registration. I move quickly to two critical factors, if you respond to the bells when I get you in. We have an incredibly interesting program with a lot of 10-minute and 20-minute presentations. There's a certain amount of time precision today, but that's good. You won't get bored and it will be constantly stimulating. In order for you to get you to the 5 pm network drinks early which is my performance indicator as an MC, you need to respond to the bells. Because I believe in positive behaviour management, I'll make sure before the end of morning tea you've all got a lucky number and at the starting time of each session I pull a number out of here and if your number comes up you get a $50 shopping voucher. What happens? Redraw, second chance at life. It's a behaviour management program and I know you will respond accordingly. If you don't have a number, I'll make sure you get one during morning tea. It's my great pleasure to invite Uncle Ray Davison from the Metropolitan Local Aboriginal Land Council to come down and just as he comes forward, I just want to say it's been my honour to introduce Uncle Ray on a number of occasions. He's a man of tremendous dignity and we're very fortunate to have him here today. Please give him a round of applause. (APPLAUSE)

UNCLE RAY DAVISON: Thank you so much, always a wonderful reception, my name is Uncle Ray Davison. Can I start by saying it's a really great pleasure to be here this morning and have the opportunity to welcome people to country. Once again my name is Uncle Ray Davison, I'm here today on behalf of the Metropolitan Local Aboriginal Land Council, the lands council has been custodian of the land groups of the Eora Nation give me permission to come along and welcome people to country. I'm here as a traditional man on behalf of the Gadigal people. I love expressing to the people I'm talking to the performance of Welcome to Country and what it means to us. I love passing on to people regardless of whether I do Welcome to Country once a year or 100 times a year, each and every time, I have opportunity to give Welcome to Country I look upon it as a first time, because I'm always of the thought that there has to be somebody hearing Welcome to Country for the first time, or maybe hearing me for the first time. I like to make it special. I don't have a set speech or talk, I have a yarn and within that yarn

I deliver the protocols of Welcome to Country and naturally it will be no different this morning. Welcome to Country you all understand that Welcome to Country has been around for thousands and thousands of years and we've always had Welcome to Country and when we have big celebrations and big corroborees and celebrated by song and dance. I'm doing it orally, but it's no less significant and holds the same importance. Welcome to Country encompasses all Australians, I love when I'm giving Welcome to Country just to remind us that we all have one mother, that's Mother Earth and Mother Earth knows each and every one of us and loves us all equally. It doesn't matter who we are, we're all of the same. Regardless of if we've been here for 10,000 years, one year or a new child born today if you're born on country you're part of country and belong to country. I love once again, expressing that to people, that this is a Corroboree here today, a gathering. We're continuing that tradition that's been going on for thousands of years, because Welcome to Country doesn't see Aboriginal or non-Aboriginal or our ethnicity, it just sees us. So each and every time I have an opportunity to give Welcome to Country naturally people are looking at me, most people's ancestral line is from overseas. That's wonderful, you own it and it owns you, but if you're born on country here, you're part of a country and belong to country. Within Aboriginal culture and it should be within all cultures, that you don't own country, country owns you. So once again, each and every opportunity I have when giving Welcome to Country sometimes I get a bit monotonous I suppose, because I'm passing on this information to people and in a way, I'm educating people to our culture which encompasses all Australians. Once again it's wonderful to be here this morning. In keeping with the Aboriginal custom or protocol I'd like to pay respect to Elders past and present of the Gadigal, the people of the Eora and thank them for the caring of the waterways and the lands and extend that welcome and gratitude to each and every one of you today and pay respects to your elders and descendants past and present as well and I give a reminder when we pay respect to Elders past and present we then remember they aren't just a date or a name from the past, but real people that had real lives and really sadness and happiness the same as all of us today and once again without those people none of us would be here. When I'm giving Welcome to Country as well a lot of time it's within a time frame, so I have to do the time frame. When I come along to a function like this morning where the time frame is not so rigid it's lovely I can have a little bit of a yarn and not be watching that time frame every second, so it's really lovely to come here. I've been here before to the Aerial Function Centre and it's lovely. I love expressing and passing on to people we all belong to country, but I was born at La Perouse and my clan runs from Circular Quay. My people, the Gadigal, have had

the longest association since the settlement of Australia, but me personally being born out there and growing up in this beautiful city of ours and seeing changes from 1950 right up until today and having the wonderful opportunity in my younger years from 15 to

30 before I went back to school and got an education and worked in health for 27 years that time frame from 15-year-old leaving school until I was 30 worked a myriad of occupations so all those occupations that I worked gave me a greater - I didn't know it at

the time we were all living our lives - gave me a greater understanding of what it means to stand on traditional land and be the representative of your people. All those people that came in and out of my life enriched it and gave me a greater understanding. Believe me, standing before you today it's a wonderful opportunity. It's always not just from that traditional perspective, but from an urban Australian perspective of having that opportunity to stand on country. So to each and every one of you once again, welcome and just in closing, I might say, may the spirits of my ancestors work beside you and protect you whilst you're on Gadigal land on the Eora Nation. I love expressing the importance of Welcome to Country and it does encompass all Australians. Once again,

welcome, thank you. (APPLAUSE)

JULIE McCROSSIN: Thank you so much, and on behalf of everyone, I thank Uncle Ray and the generosity of Aboriginal people never ceases to amaze me and I thank you for that very inclusive welcome and I also love the fact I've tweeted him on modern technology. An ancient culture and you're being twitted across the world as we speak. Ladies and gentlemen it gives me pleasure to welcome the chair of the ACCAN Board Deidre O'Donnell. Please make her welcome. (APPLAUSE)

DEIRDRE O'DONNELL: So good morning, everybody. What a wonderful welcome we've just experienced. Uncle Ray thank you so much for showing how we're all connected and for your wisdom and I'm delighted to be here today as the new ACCAN chairperson

to see so many friends from my past and hopefully new friends for the future. So I too would like to start this morning by acknowledging the traditional owners of the land on which we meet, the Gadigal people of the Eora Nation and their elders past and present. I'd also like to formally acknowledge our distinguished guests here today, so that's apart from everyone else who's here, particularly the Regional Telecommunications Independent Review Committee members including the chair Sean Edwards, the deputy chair, our beloved Johanna Plante, Wendy Duncan, Paul Weller and Robbie Sefton. We've Kiwi representatives and I wanted to give them a special shoutout, even though we wish we could beat you at rugby! All right, now the Minister for Communications and the Arts, the Senator, the Honourable Mitch Fifield and the Shadow Minister for Communications the Member for Greenway the Honourable Michelle Rowland have send apologies, due to the parliamentary schedule they will be joining us virtually through video messages, so we'll have a message from them shortly. On behalf of ACCAN, I want to welcome all of you to our ninth annual conference, ACCANect in 2018. We are increasingly living our lives online as Julie so eloquently showed at the start of the proceedings, whether we're shopping online, connecting to distance connection or accessing government services, consumers across Australia are more engaged with Internet and telecommunications services than ever before. This increased connectivity was the inspiration for this year's ACCANect theme, Confidence in the Connected World. So over the next two days, we will examine the important issues affecting consumer confidence in our connected world. Our presenters will both inform you and equip you to address some of the key issues that we face with today's telecommunication's products and services. This ACCAN event gives consumers a chance to voice their concerns with decision-makers and gives representatives from government, telcos, regulators and content producers the chance to hear consumer experiences first-hand. ACCAN conferences are all about connection and provide an opportunity for everyone to come together and discuss ideas in an open forum. I look forward to some fascinating and probably even surprising sessions in the next few days. So this year marks my first ACCANect conference as the ACCAN chairperson, so I especially wanted to take this opportunity to share our new ACCAN strategic

plan. You all have copies on your chairs, because we've spent the past 12 months consulting with our members, board directors and staff to develop a plan for the next three years and so if you'd like to learn more, please have a look at the one on your chair or at the front desk and we've got accessible versions on our website and it's great to be able to air this with you today and we would welcome feedback or commentary. At the heart of this plan is our vision for communication services that are trusted, inclusive and available for all. So we've crafted four strategic pillars with this goal in mind and these will provide our roadmap to guide us towards our vision. The strategic pillars are providing leadership and expertise within the Telecom sector, demonstrating impact for influence when engaging with stakeholders, delivering outcomes for consumers and ensuring our organisation is sustainable. So over the next three years, we will work to ensure our expertise is recognised and trusted in the arena of communications policy, research and information. We will also continue to demonstrate advocacy to represent communications consumers in policy making and all relevant forums. So we've set strategic outcomes that we will be aiming to deliver and we look forward to working with all our stakeholders, with all of you to achieve these. Ultimately, we're striving for a future that sees consumers, government and industry members more confident in the connected world. Now I'd like to now thank our sponsors Telstra, NBN Co, the ACMA, Google, Optus, Vodafone, Maddocks Lawyers and Infoxchange for their support of ACCANect. Without our sponsors, this conference would not be possible. I'm going to sneak in a distinguished guest, I've just seen Judy Jones, welcome Judy, it's lovely to have you here, as well. Thank you all for your ongoing support, welcome to ACCANect 2018, I hope you enjoy the sessions, and networking in the breaks over the next two days. Thank you. (APPLAUSE)

JULIE McCROSSIN: Can I just say, this is a tremendously warm woman. Connecting digitally, but did you feel a certain human nuance reaching down? On top of that, this is what I call a very good strategic plan. Are you aware this is not even A4, it's A5! It's

visual and it's clear. Another round of applause for ACCAN, it's getting tremendously exciting. (APPLAUSE)