TERESA CORBIN: Our final session of the day, before we get to the birthday part of things. If I can get Deidre O'Donnell our ACCAN chairperson to come down and Chris Dodds, our deputy chairperson, because they're going to lead this part of the day. Basically, I think there will be more people arriving as we're speaking I think because there's a lot of people who have just let us know they're coming just for this part of the event, so there might be a bit of movement at the back but that will be fine. Handing over to you.

DEIDRE O'DONNELL: Am I doing the right thing by Julie? Can you hear me okay? On behalf of the ACCAN board and the ACCAN organisation, I want to thank you all for joining us for this really special event and it's just terrific to see so many familiar faces in the room. It's a big party, guys. In celebration of ACCAN's 10-year anniversary we wanted to take the opportunity to look back at some of the milestones that the organisation has achieved and the people who helped make these positive changes happen. And we also wanted to make special mention of some people who are no longer with us who played a very important role in ACCAN's creation. Christopher Newell and Ms Maureen LeBlanc. Always in our hearts. And we'd also like to acknowledge Keith Besgrove, who is another integral part in the early days of ACCAN.

CHRIS DODDS: When ACCAN was established in 2009, it was out of a real clear need for a united consumer voice in telecommunications, brought together three organisations that we felt at the time could cover the diverse views of telco consumers to work alongside Government and industry to implement real change. Ten years later and ACCAN has proven itself more than up for the challenge. We have had over 280 organisational and individual members during our time representing all corners of the country and a great many sectors from disability organisations to culturally and linguistically diverse groups to regional remote rural and remote network and beyond.

DEIDRE O'DONNELL: We have hosted over 50 events with more than 4500 participants, we've held over 60 consultations with consumer groups and we've represented telco consumers on more than 100 committees. That deserves an award in itself. This ongoing engagement with our community has been one of ACCAN's greatest strengths in our advocacy efforts and this work together with the more than $1 million that ACCAN has invested into targeted research has helped to build a library of evidence that empowers us to be the consumer voice in our engagement with the industry and with Government.

>> In that engagement with industry and Government ACCAN has drafted over 370 participations and painted in 50 reviews of standard industry reviews and guidelines and while that's quite an achievement, we know that there's even more because all these reviews and guidelines need to be updated at a faster and faster pace because of the change in technology.

DEIDRE O'DONNELL: These achievements are more than just numbers; they represent hours upon hours of hard work and dedication from ACCAN team members past and present. As well as the valued contributions of our board members and the wider industry and our members themselves. So, this evening is a special inundate for us to recognise the impact that some of the championships have had not just upon ACCAN but the wider telco landscape. So many of our champions have dedicated decades to this industry and so we're very excited to shine a spotlight on their achievements tonight. So, we have both consumer and industry champions to acknowledge here this evening, so we're going to get started with our ACCAN consumer champions.

>> The ACCAN Consumer Champion Awards recognise individuals who have made a considerable contribution to the organisation and helped us further our commission of improving telecommunications for consumers our consumer champions are also nominated for life membership of ACCAN and there will be a vote on that tomorrow at our AGM.

CHRIS DODDS: It gives me great pleasure to announce the first consumer champion, Sue Salthouse. (APPLAUSE) If Sue could come forward, we'll have little presentation. Sue became chair of ACCAN following it first AGM in 2009. She was also on the telecommunications consumer representation working group which developed the ACCAN proposal, coordinated women with disabilities Australia telecommunications working group and was chair of the communications alliance disability council. She's made major contributions to improving the accessibility of telecommunications with people for people with disabilities in Australia and has been and continues to provide a wealth of nom to assist ACCAN's policy work. Thank you so much for the work you have done, Sue. (APPLAUSE)

>> We might just get a quick photo up the front here.

SUE SALTHOUSE: Am I allowed to say anything? Just that it has been hard to sit through today without thinking of those Christopher Newell that were so pivotal, but particularly Christopher in setting up of ACCAN, but also as I've tweeted today, ACCAN has been doing accessibility for a decade. Down to the lunch tables at a level I could reach that we have got accessibility happening, we have got a ramp and that these things don't happen universally and yet ACCAN has been practising and modelling inclusion in every event for a decade. It's really something. (APPLAUSE)

CHRIS DODDS: You can see why they're our champion. It's my pleasure now to talk about Ian Binnie. Ian has been an individual member of ACCAN since its inception and exception. He's an engineer who has always been helpful for other ACCAN members and staff by demystifying telecommunications technical matters especially about mobile networks. So, Ian always attendings ACCAN events in Sydney. Never misses an AGM and he's a great supporter of consumer representation activities in if telecommunications industry and we are very proud to announce him as an ACCAN consumer champion, congratulations Ian. (APPLAUSE)

TERESA CORBIN: No, I'm not going every photo! Congratulations Ian.

IAN BINNIE: I'm very honoured to receive this award. When I was working as telecommunications planner I worked with people from ACE and CTN and when I retired Helen Campbell suggested I join CTN. I had to correct one thing -I haven't been to every AGM. In 2013 I had a cardiac arrest and I wasn't here for that but I'd like to recognise my wife who did CPR on me for 15 minutes and I also would like to take this opportunity to recommend that every the do a first aid course and learn to do CPR. (APPLAUSE)

TERESA CORBIN: You're here in spirit!

CHRIS DODDS: It gives me extreme pleasure to announce the third ACCAN consumer champion, Nan Bosler. I first met Nan when representing across, I went on to a Telstra board and over the years I've come across her in many role and I'll talk about those to do with communications but I will say where we live both live on the northern beaches and she's in every community organisation there is up there as well as all this work I'm just about to read out. She's been a dynamic advocate or she came across from the CTN board so she was on that board and came across as a founding member of the ACCAN board, been a dynamic advocate in telecommunications policy arena for seniors, for low income consumers, rural and regional consumers and for people culturally and linguistically diverse backgrounds through her work of President of ASCA she has ensured that digital literacy has been high on the list of priorities for all levels of Government and the private sector, please give her a big ground of (APPLAUSE) for Nan. (APPLAUSE)

NAN BOSLER: Thank you very much indeed. It's been a journey, a long journey, a wonderful journey where I've learnt so much from those I've been working with, this very much to ACCAN, congratulations for your ten years, you're going to do even more things in the next ten years, thank you. The thanks Nan.

TERESA CORBIN: I just have to say for our next lot of award we won't take comments because we only have -we want to finish right on 5. But it was really great to hear from the consumer champions.

DEIDRE O'DONNELL: I'm just going to recognise two of our consumer champions who weren't able to be here tonight. Does everyone has the photos? We have Gerard Goggin, an inaugural ACCAN board member appointed in 2018. Since then he's been a member of the grants panel which assesses applications for our grants program a role he only recently stepped away from. Gerard has also provided ongoing advice to ACCAN about multiple research projects and assisted with publications he has continued to provide leadership on many communication consumer issues including universal service, accessibility issues and mobile telephony. Well deserving, the life membership and the last member is Johanna Plante, very dear to us all at ACCAN. She joined the board in 2010, she was elected chairperson in 2011 and held that role for six years before her term finished in 2017. During her time as chair, ACCAN's profile grew and industry engagement increased. Johanna's worked tirelessly to improve outcomes for consumers with disabilities, particularly for deaf and hard of hearing consumers and she was recently on the ministerial appointed regional telecommunications independent review committee and she worked hard to ensure the invitations of rural, regional and remote consumers were heard.

TERESA CORBIN: So, both of them sent their apology for coming and they're very pleased to be receiving the awards and obviously we'll send their award in the mail. Please give a round of (APPLAUSE) for those consumer champions. Next we have a very important award, it's the ACCAN consumer champion in industry award and this award recognises an individual in the telco industry who has made a significant contribution to bettering outcomes for consumers. This is a tough job but it's an essential one in so many ways.

CHRIS DODDS: I've had the privilege of working with this person for many years and I'm really pleased to announce the winner this morning is Robert Morcillo, of Telstra. Robert's been working at Telstra for nearly 25 years on community engage. Consumer affairs and programs for low income and disadvantaged customers drawing on his previous experience as a financial counsellor Robert is the go-to person for financial counsellors and consumer verdicts when seeking assistance on behalf of their Telstra customers he's also someone that policy workers and people like myself test their ideas against about whether they have legs or not. As a driving force behind many of the Telstra initiatives, such as in contact, access for everyone, the Christopher Newell essay writing conversation and the Australian digital inclusion index ACCAN would like to highlight Robert's work in the areas of reducing harm due to financial hardship and in particular reducing harm due to family violence. Please thank us, join us sorry in thanking Robert for his really significant contribution as consumer champion in industry. (APPLAUSE)

TERESA CORBIN: Congratulations Robert.

>> I'd really like to act knowledge those who have taught me really, people like Graham ward, Ted Benjamin, Margaret Portelli Sue and people who are with me now and all of them have become lifelong friends and mean and who I hope will continue to be lifelong friends of mine and Abby Brighton here today.

DEIDRE O'DONNELL: Congratulations Robert. A wonderful award, isn't it? So finally, we recognise that some of our most important partners in making positive changes for consumers are those within the industry itself. So like all good relationships we have our ups and downs but we would like to take this opportunity to commend the positive steps that some of the telco centre players have made in bettering telecommunications for Australian consumers so while some of these recipients receive their awards earlier today we'd still like to acknowledge their efforts this evening.

CHRIS DODDS: First up our community engagement champion, has community engagement champion NBN Co has demonstrated meaningful engagement with Australia's diverse communities. From the furthest reaches of the reams to the sprawling cities and everywhere in between. The specialised team at NBN Local has shown a desire to listen and advocate for the needs of communities in an effort to build digital capability for all Australians. We would like to particularly like the positive relationship that NBN Local have fostered with the regional, rural and remote Coalition and the tangible successes that these relationships can herald for consumers such as the creation of Sky Muster Plus. Congratulations.

TERESA CORBIN: Just in the interests of time our next award does go to Vodafone but in the booklets, you can see the full reasons why Vodafone got that award, but they were given it today. I am just going to short cut if that's OK. So, we can go down to... The same with Optus, so that will take us down to our next consumer champion. Who we will present the award to tomorrow, but we can announce it now?

DEIDRE O'DONNELL: This evening we're also recognising our digital inclusion champion and that's Telstra. So as digital inclusion champion, Telstra's demonstrated their actively undertaking work to understand and address digital equality in Australia, Telstra's digital inclusion index has been instrumental in building a comprehensive understanding of the issue of digital inclusion and providing evidence into how policies and programs can be introduced to bring these gaps and we'd also like to recognise the many community based digital inclusion programs that Telstra is involved in, including inDigMOB and Tech Savvy Seniors.

TERESA CORBIN: There they are, they're standing up. Please, guys, do engage and maybe at the end we can come forward and have a photo with the team but we're going to give the award to Andy Penn tomorrow.

CHRIS DODDS: We'd also like to recognise Jeenee Mobile's Accessibilty (NDIS). It has demonstrated their dedication to providing people with disabilities access to innovative handsets and customer service. Jeenee Mobile's accessibility (NDIS) plans a strong example of the company's dedication to improve their lives.

TERESA CORBIN: A big (APPLAUSE) for Jeenee Mobile. They couldn't make it this evening but, they're going to be on a panel tomorrow.

DEIDRE O'DONNELL: Next up the people's champion, Better Life Mobile. Better Life Mobile has demonstrated a commitment to keeping socioeconomically disadvantaged Australians connected. Through creating low cost mobile phone plans with no contracts, no late fees and fixed prices, Better Life Mobile has helped to ensure more Australians can access affordable mobile plans. This is increasingly important as we become more and more reliant on our mobile phones in our daily lives. We would particularly like to highlight the positive work that Better Life Mobile undertakes through their community partnerships and efforts to give back to initiatives that support homeless and disadvantaged Australians. Congratulations. (APPLAUSE)

TERESA CORBIN: We'll hear more from Better Life Mobile tomorrow, so you'll hear more about what they're doing and the amazing work that they're making contribution that they're making. Congratulations. Just need to check -is someone from Activ8Me here? Keep going!

CHRIS DODDS: The remote communities champion is Activ8Me. As Remote Communities Champion Activ8Me has demonstrated a community focussed approach to helping remote Australians get connected. ACCAN would like to acknowledge Activ8Me and its dedication to developing and installing and maintaining innovative community phones and public wi-fi access across vast distances in over 300 very remote indigenous communities under this Australian Government's remote Australia strategies program. These bespoke communities’ solutions play an important role in helping address the digital divide across the nation, congratulations to Activ8Me. (APPLAUSE)

TERESA CORBIN: Congratulations.

DEIDRE O'DONNELL: Well done. So many good news stories. Next up we have the regional championship, Southern Phone. Southern Phone has demonstrated meaningful efforts to produce products that meet the specialised needs of Australia's regional communities while in the past many regional areas were limited to a single telco Southern Phone has helped to build competition in these markets which benefitted consumers. And we would marly like to highlight the positive innovation of Southern Phone's next home phone product. Congratulations. (APPLAUSE)

TERESA CORBIN: These awards are terrible for photographers. Our next two couldn't be present but we will let you know what they are.

CHRIS DODDS: We'd like to acknowledge our mobile virtual network operator, Amaysim, who positively disrupted. That's an interesting term isn't it. Disruption has become positive these days rather than its normal negative connotation, but they positively disrupted the Australian telco market when they launched in 2010 by introducing transparent month to month simple prepaid plans. With a self-service sign-up system. Amaysim brought a model previously available only in Europe to the Australian market and changed the Australian market by doing so.

DEIDRE O'DONNELL: We also want to recognise our rural champion who couldn't be with us this evening. The Wireless ISP Association and as rural champion Wireless ISP Association has demonstrated meaningful engagement with Australia's rural communities, the specialised telco needs of these consumers can present real challenges to Internet service providers, however, the Wireless ISP Association of Australia has shown that they are dedicated to providing innovative industry-wide solutions to those who call rural Australia home. So that's the end of our industry champions award and now I'm going to sneak in an ACCAN champion award to an outstanding champion of our own, Mr Dean Barton Smith. A member of the ACCAN board, surprised. Come on up Dean. Dean has been a member of our board for two years, Dean is an Australian champion as an Olympian, Dean is an outstanding champion as a board member, Dean I understand you won't be here tomorrow, is that correct? You have to fly out. We wanted tonight to thank you on behalf of the ACCAN board and members for being an extraordinarily challenging important strategic intelligent and superbly contribute or person, just made that word up to our governance processes, to our strategic direction and to the life of ACCAN, so Dean please accept our warmest thanks and sincere congratulations for everything you've done for us on the board.

TERESA CORBIN: Sensational. You have to have a photo! Fantastic. So, this concludes the formalities for this evening. We do want to do a few more photographs so if there are ACCAN past board member and past staff members, if they could come to the front, because we would like to do a photograph, of people together but otherwise, please join us for a drink and a further catch-up and a snack, out in the foyer so thank you very much everyone and congratulations to all the recipients. (APPLAUSE)

(End of transcript)