JULIE McCROSSIN: Thank you so much, and look, I will just say this, when we're all speaking and asking questions, always unpack your acronyms, because there are always a lot. I'm now going to invite Neidra Motha to head towards the chat pit of fun on the stage. She's engagement manager with Standards Australia with a focus on consumer products, safety and services. So, take it away. Please would you make her welcome, thank you. (APPLAUSE)

NEIDRA MOTHA: Good afternoon, everyone. I had a very elaborate presentation planned, but in the interests of time and because I don't want to be faced with hangry questions which is angry questions from hungry people, I will limit my presentation to 5 minutes, but keep it sharp, short and very direct. My name is Neidra Motha. I am a stakeholder engagement manager at Standards Australia. I look after the consumer product services and safety sector, among other sectors. I'd like to congratulate ACCAN on their 10-year anniversary. I think it is a huge milestone. Congratulations to Teresa and her team for the wonderful work they do. The world is changing as we know it and listening to all these very informative panellists, we live in a world where our devices control our lives. We allow gadgets to tell us when to wake up, how long to run, where to run, where to stop and we have come from, or we've evolved into a world where I remember my mother used to tell me, "Do not talk to strangers or get into a car with strangers" to me summoning a stranger, getting into his car to get somewhere called Uber.

I think what our consumers, as easy as we are trying to make the world for consumers we have to be very mindful about, are we protecting consumers in the event of technology, telecommunications and in our attempt to make the world a smaller world, we are also walking a very fine line with consumer protection. Consumers in today's world get their information from all sorts of sources. So, if my child coughs, I Google it. If a bathroom clogs, we Google. If we want to shop somewhere, we go on-line, we sign up for every possible discount providing very personal information and we have no problem doing it. Where Standards play a role -and we've heard so many of our panellists talk about standards, codes -so we are Australia's national standards body. We develop standards. We represent Australia at the ISO... I'll be very careful because mum's going to yell at me for not unpacking acronyms, the International Organisation for Standardisation. We also represent Australia at the IEC, the International Electrotechnology Commission and we develop standards that are internationally aligned as well as national standards in areas where there are gaps. Not just for products, but for services, as well. Most of the speakers on the panel ACMA... do I need to unpack if they already said it? ACMA, the ACCC, ACCAN, there was someone here from the CFA who is the consumers federation, they are all friends of Standards Australia and sit on various technical committees as we call them. So, despite being the national standards body, Standards Australia does not decide what standards need to be developed. We depend on project proposals that come in from industry, from government, from consumers, specifying the need for the development of a standard. At the moment, we are working very closely with Teresa who chairs the COPOLCO Mirror Committee. The Consumer Policy Committee, it is the ISO's consumer policy committee and basically what they do is identify consumer issues, develop policies around it which then leads to the development of standards. We are working closely with Teresa on a standard hopefully for digital legacies. So, in a world where we put everything on-line, what happens after that? What happens with that information? Are we protecting the consumers who provide all of that information? There needs to be a standard, which I like to refer to as "one hymn sheet that everyone's singing off". We identify opportunities along with, as I mentioned, various stakeholder interest groups and unlike industry standards, the standards that we develop are national standards and are developed by industry, government, so all of our technical committees have a balanced representation from across stakeholder interest groups, which means that it is a standard being developed that can be used by everyone instead of various standards or various codes being developed by different stakeholder groups. In conclusion and in the interests of time, I'd like to say that we depend on feedback from stakeholders for the development of standards that are good for consumers, that protect consumers and that are developed in the interest of consumers. Feel free to come have a chat with me during lunch and I'll be able to unpack the rest of my presentation. But have a good afternoon, and congratulations to ACCAN, once again.

JULIE McCROSSIN: We do have time for a question. Has anyone got a question or a comment other than giving this delightful young woman a big round of (APPLAUSE). Do that straight away, if you would. (APPLAUSE) Because there's 2 minutes left, I will give you a quick Standards Australia anecdote. This goes back 15 years, I once MCed the annual awards, but I want to tell you about what a boy did there. On our table was a little box, it was a design awards connected to Standards Australia and people were designing highly technical equipment, but this boy had done something so brilliant they couldn't give him a prize, but they gave one to every person at the dinner. Inside the little box was a little chocolate model of the titanic. That is a ship famous for going down. And, when you put it in your coffee which we were encouraged to do, it floated. The chocolate melted, it sank and then two marshmallows came up. The icebergs. I don't know what happened to that boy, but one day we'll hear his name again. Thank you so much. Would you give her another round of (APPLAUSE)? (APPLAUSE) So, please enjoy your lunch and we'll start back in here promptly at 2 o'clock. Thank you.

(Lunch break)