JULIE McCROSSIN: I urge you to talk directly to Chris. Look, we've got a video birthday message from the Shadow Minister for Communications, Michelle Rowland. So, Rick's just getting it up and I'll tell you something interesting about the names of her children. I'd like to welcome Shadow Minister for Communications, Michelle Rowland.

MICHELLE ROWLAND: I would like to begin by acknowledging the traditional owners of the land and pay my respects to their Elders past, present and emerging. Thank you so much to the organisers of the 2019 ACCAN national conference and the fantastic CEO Teresa Corbin for extending the opportunity for me to provide a short message today. Although what I have to say will be brief, I do want to touch on some important issues that go to access, equity and safety in the communications sector. The first of these is a concern that Vision Australia will be forced to close the majority of its radio services by the end of this year. Vision Australia relies on a mixture of government funding philanthropic donations as well as volunteers to operate its services. These services include informative programs such as readings from newspapers, magazines, books and interviews. However, changes to the NDIS and rising costs mean that Vision Australia radio can no longer sustain all of its services without additional support. According to survey figures from January this year Vision Australia has an average of 700,000 listeners per month and each of these listeners tunes in for more than 10 hours per week. In July this year, Labor wrote to key government ministers and moved a motion in the Parliament calling on the government to provide urgent funding support for Vision Australia so they could continue these vital services. But it's not just radio services for the blind that are of concern in our country today. We are now in the third term of this government and successive ministers in the communications portfolio have failed to ensure the delivery of audio description for blind and low-vision Australians on free-to-air television. Australia is the only English-speaking country in the OECD yet to provide TV audio description. This is simply not good enough and this brings me to the National Relay Service. The NRS is an essential service which enables Australians who are deaf, hearing impaired or speech impaired to make and receive telephone calls, something the overwhelming majority of us take for granted. Shortly after the election, the government finalised a tender outcome for future delivery of the relay service. The tender reduced the availability funding to the NRS and as a result, made it very difficult for any provider to deliver the existing mix of services. As a result, we understand that CapTel handset services are being withdrawn and this is clearly a cause of significant anxiety for many people in our community. From everything I understand about the CapTel handset and the demographic of Australians who rely on it a forced alternative could result in a service less useable, less functional and less convenient for them. Now, the government did extend a briefing to me on this complex issue and to be frank, I was unsatisfied with many of the explanations provided. What became very clear was that there has been inadequate consultation and engagement with the NRS community itself. On these three fronts, there is an opportunity for government to deliver better outcomes and a better quality of life for Australians with a disability. This government needs to show these legitimate issues the respect, consideration and action they deserve. Lastly, I want to make some brief remarks on scams. A fortnight ago, the ACCC revealed that it expected the annual reported losses to scams to exceed half a billion dollars by the end of 2019, a staggering amount. As I have noted in recent times scammers and the human propensity to occasionally misplace trust aren't going to disappear any time soon and that's why we need to make better use of technology to combat scammers who operate at will over global communications platforms. The number of reported scams in 2014 to the ACCC scam watch was 91,000. Last year it was over 177,000. Clearly, the status quo is on an unsustainable path. So, when 7 in 10 Australians say they don't believe enough is being done to protect individuals when it comes to scam by any objective measure they're right. There's no silver bullet and it never will be possible to prevent every scam, but countries around the world are showing more can be done. We need to do better and we can do better. Thank you so much for your time. I wish you the very best for the rest of the conference.

JULIE McCROSSIN: Would you give her a clap. I was noting yesterday the significant improvement in our politicians' technique in relation to the video message. That was excellent. Did you notice she was just talking normally.? That's a key skill. What I wanted to share with her is her daughter's names are Octavia and Aurelia. I don't have time to run a competition, but Octavia was the sister of the emperor Augustus and Aurelia was the mother of Julius Caesar. I see no sign of an ancient history background. She's an excommunications lawyer with Gilbert and Tobin. I look forward to the name of her son to come should she have one!