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info@accan.org.au

02 9288 4000

PO Box A1158, Sydney South NSW 1235

**ACCAN 2023 Communications Consumer  
Congress Program**

**Tuesday 12th September 2023**

# **9:30am–10:30am Welcome Morning Tea**

# **10:00am–12:00pm Frontiers in Consumer Harm – Consumer Forum**

This Forum panel discussion brings together a selection of consumer champions, community advocates and researchers to set out emerging frontiers in consumer harms. The panel will outline new forms of technology-enabled consumer harm and speak to opportunities to design consumer protections that will prevent harm into the future.

Following this panel, forum attendees will be given the opportunity to provide their feedback and input on these challenges to inform ACCAN’s policy and advocacy work.

Panel: **Samuel Kininmonth** – Policy Adviser, ACCAN (Facilitator)

**Gerard Brody** – Chair, Consumers’ Federation of Australia

**Rebecca Glenn** – Founder & Chief Executive Officer, Centre for Women’s Economic Safety (CWES)

**Jasmine Opdam** – Acting Team Leader, Financial Abuse Service NSW, Redfern Legal Centre

**Dr Evana Wright** – Senior Lecturer, Director of Academic Programs, Faculty of Law University of Technology Sydney (UTS)

# **12:00pm–1:00pm Networking Lunch**

# **1:00pm–3.00pm Connectivity in the Community – Consumer Forum**

In this panel discussion, we will explore the challenges and opportunities that exist regarding improving access and affordability of communications services for people renting and living in social, affordable, and public housing, and those experiencing homelessness.

Following this panel, forum attendees will be given the opportunity to provide their feedback and input on these challenges to inform ACCAN’s policy and advocacy work.

Panel:  **Dr Amelia Radke** – Senior Policy Adviser, ACCAN (Facilitator)

**John Engeler** – Chief Executive Officer, Shelter NSW

**Ash Fowler** – Policy Officer, Combined Pensioners Superannuants Association of NSW (CPSA)

**Dr Justine Humphry** – Senior Lecturer in Digital Cultures, Digital Cultures Program, Department of Media and Communications, Faculty of Arts and Social Sciences, The University of Sydney

**Elle Morrell** – Community Development Manager, Carlton Neighbourhood Learning Centre (CNLC).

**David Spriggs** – Chief Executive Officer, Infoxchange

# **3:00pm–3:15pm Next steps – Forum wrap up**

**Dr Gareth Downing** – Deputy Chief Executive Officer, ACCAN

*Consumer Forums conclude.*

# **3:30pm–4:00pm ACCAN Grants and Research Overview**

Presenters:

**Tanya Karliychuk** – Director of Operations, ACCAN and

**Laetitia Kwan** – Grants and Research Assistant

Participants:

**Dr Justine Humphry** – Senior Lecturer in Digital Cultures, Digital Cultures Program, Department of Media and Communications, Faculty of Arts and Social Sciences, The University of Sydney

**Dr Evana Wright** – Senior Lecturer, Director of Academic Programs, Faculty of Law, University of Technology Sydney (UTS)

**Dr Genevieve Wilkinson** – Senior Lecturer, Faculty of Law, University of Technology Sydney (UTS)

**Dr Anne Wiggins** – Executive Chair, Digital Literacy Foundation

Each year, ACCAN funds a number of projects through the ACCAN Grants Program. In this session, we discuss the program, the application process and hear from past successful grantees about their experiences.

# **4:00pm – 6:00pm Congress Networking Welcome Event**

Aerial UTS Function Centre, Level 7 / 235 Jones Street, Ultimo NSW 2007

Please join us for conversation, drinks and canapes in the foyer.

**ACCAN 2023 Communications Consumer  
Congress Program**

**Wednesday 13th September 2023**

# **9:30am–10:00am Arrival morning tea**

# **10:00am–10:05am Introduction & housekeeping**

**Andrew Williams** – Chief Executive Officer, ACCAN

# **10:05am–10:10am Welcome to Country**

**Uncle Allen Madden** - Metropolitan Local Aboriginal Land Council

Uncle Allen Madden of the Metropolitan Local Aboriginal Land Council Welcomes delegates to Country to commence the congress.

# **10:10am–10:15am ACCAN Chairperson’s welcome**

**Prof Julian Thomas** – ACCAN Chairperson

ACCAN Chairperson, Prof Julian Thomas, provides introductory remarks and welcomes delegates to the conference. Julian reflects on the changes at ACCAN over the past year and speaks to the organisation’s role in representing consumer interests to industry, government, and regulators.

# **10.15am–10.30am Minister for Communications (pre-recorded) address** –

**The Hon Michelle Rowland MP**, Federal Member for Greenway

ACCAN is very pleased to welcome the Hon. Michelle Rowland MP, Minister for Communications and Federal Member for Greenway, to deliver a pre-recorded address to open the conference.

# **10.30am–11.00am Keynote speech** – **Gerard Brody**

Chair, Consumers’ Federation of Australia

Gerard Brody, Chair of Consumers’ Federation of Australia, and champion of the consumer movement will open the conference with his keynote address on consumer protections.

The keynote will focus on opportunities to strengthen protections for communications consumers, including through the establishment of an unfair trading prohibition.

# **11:00am–12.00pm Consumer protection and enforcement panel**

**Nerida O'Loughlin PSM** – Chair and Agency Head, Australian Communications and Media Authority (ACMA)

**Catriona Lowe** – Deputy Chair, Australian Competition & Consumer Commission (ACCC)

**Cynthia Gebert** – Telecommunications Industry Ombudsman (TIO)

In this panel discussion about contemporary issues in consumer protection, key leaders from the enforcement and dispute resolution space will speak to what their organisations are doing to support and advance the interests of consumers.

# **12:00pm–12.30pm Keynote speech** – **Angelene Falk**

Australian Information Commissioner and Privacy Commissioner

Commissioner Falk will speak about the OAIC’s recent research on community attitudes to privacy, the OAIC’s privacy priorities, and set out opportunities to strengthen privacy protections through reform of Australia’s privacy laws.

# **12:30pm–1:30pm Networking lunch**

**1:30pm–1:40pm Shadow Minister for Communications (pre-recorded) message** –

**The Hon. David Coleman**, Federal Member for Banks

ACCAN is very pleased to welcome the Hon. David Coleman MP, Shadow Minister for Communications and Federal Member for Banks, to deliver a pre-recorded message.

# **1:40pm–2:30pm Risk and resilience in communications panel**

**Gareth Downing** – Deputy Chief Executive Officer, ACCAN

**Dr Huon Curtis** – Tech Policy Design Centre, Australian National University (ANU)

**Cameron Scott** – National Network Emergency Manager, nbn Co.

**David Haig** – Head of Field Operations, Optus

**Sanjay Rai** – Technology Risk Product Owner, Telstra

**Luke Coleman** – Head of Government and Corporate Affairs, Vocus

In this panel discussion about telecommunications risk and resilience, key experts from academia, industry and the consumer sector will consider the issues telcos are experiencing and the actions they are taking to advance the resilience of their infrastructure, products and services.

# **2:30pm–2:45pm Accessible Telecoms presentation**

Presented by the Accessible Telecoms Team

**Dr Wayne Hawkins** – Director of Inclusion

**Elise Ackland** – Accessible Telecoms Project Lead

ACCAN’s Director of Inclusion Wayne Hawkins leads a demonstration of the Accessible Telecoms project. This ground-breaking resource is a nation-wide telecommunications information service which provides information on the accessibility of mainstream and specialised telecoms equipment.

# **2.45pm–3.00pm Afternoon tea break**

# **3:00pm–3:50pm The future of regional communications (Universal Service Obligation – USO) – The age of LEOS**

**Prof. Julian Thomas** – ARC Centre of Excellence for Automated Decision-Making and Society (ADM+S Centre)

**Sally Brindal** – Federal Communications Portfolio Leader, Isolated Children's Parents' Association (ICPA)

**Chris Young** – General Manager Rural Affairs, National Farmers Federation

**Jennifer Medway** – Manager, Regional Tech Hub

This panel discussion will highlight the opportunities and risks of emerging technologies to deliver connectivity for rural, regional, and remote communities.

The panel will traverse the economic opportunities, educational, health, entertainment and community services that may be able to be delivered and enhanced via low-earth orbit satellites.

# **3:50pm–3.55pm Closing remarks**

**Andrew Williams** – Chief Executive Officer, ACCAN