



ACMA & Communications Alliance

invite you to the

2008 Communications Consumer Dialogue

Customs House, Sydney

Tuesday, 22nd July 2008

PROGRAM

Dialogue Moderator: Dr Karl Kruszelnicki

- 9.30am Registration - Tea and Coffee
- 10.00am Welcome | *Anne Hurley, CEO, Communications Alliance; Chris Chapman, Chairman, Australian Communications and Media Authority*
- 10.05am How technology is impacting on human behaviour | *Dr Andrew Campbell, Lecturer, Psychology, The University of Sydney*
What is the impact of technology on us? Dr Andrew Campbell will discuss how virtual worlds, communications and the internet are changing the ways consumers behave.
- 10.45am Building communities through partnerships | *Prof. Daniela Stehlik, Stronger Communities, Curtin University of Technology*
What are the essential ingredients of nurturing communities and how do partnerships assist in building community capabilities? Professor Daniela Stehlik will explain how being a "good neighbour" is at the heart of community.
- 11.15am The Accessible future - challenges and strategies to get there | *Graeme Innes AM, Human Rights Commissioner*
Accessibility is really a way of thinking about the world. Graeme Innes will outline how Accessibility will be achieved in the future.
- 11.45am Senator the Hon Stephen Conroy - Minister for Broadband, Communications and the Digital Economy
- 12.15pm Consumer Representation | *Keith Besgrove, First Assistant Secretary, Department of Broadband, Communications and the Digital Economy*
- 12.25pm Remembering Christopher Newell
A tribute to the late Dr Christopher Newell, Associate Professor, School of Medicine, University of Tasmania
- 1.00pm Lunch
- 1.45pm Perspectives on future models for empowering and protecting consumers | *Jenni Mack, Chair, CHOICE Board*
In an ever-changing world, what strategies are available for consumer care? Calling on her experience across industries, Jenni Mack will provide some insights on what the future consumer can expect.
- 2.15pm The power of technology | *Jack Heath, Founder, Inspire Foundation; Kylie Little, Founder, Essential Baby*
Our panel speakers will each share their experiences of how they have built communities using technology, and its ability to change and transform lives. Discussion will follow on what tactics and tools best help educate, inform and assist.
- 3.00pm Achieving equitable access | *Tim Noonan, Company Director & Principal Consultant, Tim Noonan Consulting; Deirdre O'Donnell, Telecommunications Industry Ombudsman; Teresa Corbin, CEO, Consumers' Telecommunications Network*
Dr Karl, drawing on our expert panellists and today's speakers, will facilitate discussion from the floor on some of the possible strategies the Communications Industry could adopt to gain equity for all consumers, and the opportunities which future technologies present.
- 4.00pm Close - Drinks and Networking

Please note the Program is subject to change.

RSVP via phone 1300 651 485 or fax 1300 651 486 or online at: www.slatteryit.com.au/dialogue2008

RSVP

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