



Responsive Regulation and Policy Seminar

2-6 pm Wednesday 4th November, 2009

Oxford I&I Conference Room, Sebel Surry Hills,
28 Albion St, Surry Hills, NSW

Seminar Program

- 2:00pm Welcome to Country by Allen Madden, Metropolitan Local Aboriginal Land Council
- 2:05pm Introductory Comments by Allan Asher, Chief Executive Officer of Australian Communications Consumer Action Network
- Session 1: Understanding how regulators work**
- 2:10pm Peter Kell, Deputy Chair of the Australian Competition and Consumer Commission, responding to a series of specific questions posed by ACCAN.
- 2:20pm Delia Rickard, Australian Securities and Investments Commission, responding to a series of specific questions posed by ACCAN.
- 2:30pm Chris Chapman, Chair of the Australian Communications and Media Authority responding to a series of specific questions posed by ACCAN.
- 2:40pm Conversation with the regulators: an interactive discussion between consumers and regulators moderated by Allan Asher.
- 3:30pm Short Break- Tea and coffee provided
- Session 2: Evidence-based policy development**
- 3:45pm Introduction to Session 2 Evidence based policy development by Allan Asher
- 3:50pm Robert Fitzgerald, Productivity Commission, on evidence based policy making in light of the Productivity commission review of the Consumer Policy Framework
- 4:10pm Abul Rizvi, Deputy Secretary of the Department of Broadband, Communications and the Digital Economy, on Evidence Based Policy Making
- 4:20pm Interactive panel discussion led by moderator Allan Asher with a view to reaching a consensus on how consumer representatives can meet the threshold set by policy makers for action, featuring:
- Gerard Goggin (Professor of Digital Communication and Deputy Director of the Journalism and Media Research Centre UNSW)
- Sue Salthouse (President of Women with Disabilities, ACCAN Board)
- Mark Armstrong (Director of Network Insight Institute)
- Paul Harrison (Senior Lecturer, Deakin University)
- 5:00pm Networking drinks and refreshments
- 6:00pm End of Seminar



SPEAKER BIOGRAPHIES

RESPONSIVE REGULATION AND POLICY SEMINAR

ALLAN ASHER

Chief Executive Officer, Australian Communications Consumers Action Network

Allan Asher is Chief Executive Officer of ACCAN, Australia's peak communications consumer organisation. Allan has a career spanning more than 35 years in consumer advocacy, competition and regulation in Australia and internationally. He has been a strong advocate for consumer issues through his roles as a senior executive and board member of Choice, Deputy Chair of the ACCC, campaigns and policy head at WHICH? (CHOICE's equivalent in the UK) Consumers International and Chief Executive of Energywatch UK. Allan is a barrister and solicitor.

MARK ARMSTRONG

Director, Network Insight Institute

Mark Armstrong is the Director of the Network Insight Institute, an independent non-profit ideas centre, focused on communications. Mark was previously Infocoms Adviser at Allens Arthur Robinson, Professor of Communications Law at RMIT, Chair of the ABC Board, Professorial Fellow at the University of Melbourne, Chair of the Broadcasting Council, and a full-time member of the Broadcasting Tribunal. He has written and edited several media and communications books, including *Broadcasting Law and Policy in Australia*, *Telecommunications Law: Australian Perspectives*, and *Media Law in Australia*. He was editor and author of *Communications Law and Policy in Australia* for 10 years.

CHRIS CHAPMAN

Chairman and Chief Executive, Australian Communications and Media Authority

Chris Chapman commenced as the inaugural Chairman and CEO of the Australian Communications and Media Authority (ACMA) in February 2006. He was also appointed an Associate Member of the Australian Competition and Consumer Commission in September 2007. Chris has had an extensive career including leadership roles in the media, broadcasting and film, internet, telecommunications and internet business, sports and the infrastructure sector. Before joining ACMA, Chris held a number of senior management positions with Babcock & Brown, Optus, Stadium Australia Management and the Seven Network. Chris has also been the Chairman of Film Australia and SportsVision Australia, and a previous member of the National Film and Sound Archives' Advisory Council.

ROBERT FITZGERALD AM

Commissioner, Productivity Commission

Robert has been a full time Commissioner with the Australian Government's Productivity Commission since 2004. He is currently a Commissioner on the Inquiry into Executive and Directors Remuneration as well those on gambling and not for profit sector. He has been a Commissioner on several previous inquiries including for those into Australia's consumer policy and consumer product safety. Robert practiced as a commercial solicitor more than 20 years and served on a number of government bodies including the National Competition Council and was formerly NSW Community and Disability Services Commissioner and Deputy Ombudsman. He also more than 30 year's voluntary involvement in the community services sector including previously as President of the Australian Council of Social Services. Robert holds degrees in law and commerce from UNSW. He was made a Member of the Order of Australia in 1994. He is an Adjunct Professor at Australian Catholic University

GERARD GOGGIN

Professor Digital Communication and Deputy Director, Journalism and Media Research Centre, UNSW and ACCAN Board Member

Gerard Goggin is Professor of Digital Communication and Deputy-Director of the Journalism and Media Research

Centre, University of New South Wales. His current research includes projects on: global mobile media; youth and mobile media in Australia; internet histories. Gerard's books include *Global Mobile Media*, *Internationalizing Internet Studies*, *Mobile Technologies: From Telecommunications to Media*, *Cell Phone Culture and Virtual Nation*:

The Internet in Australia, and *Reforming Universal Service in Australian Telecommunications* with Ian Wilson and with Christopher Newell he wrote *Digital Disability* and *Disability in Australia*, receiving the Human Rights Arts Non-

Fiction Award for the latter. Gerard is a founding board member of ACCAN, and previously served as deputy chair

of the Telephone Services Industry Standards Council. Gerard worked as Policy Advisor from 1992-1997, at the Consumers Telecommunications Network.

PETER KELL

Deputy Chair, Australian Competition and Consumer Commission

Peter Kell was appointed a deputy chair of the ACCC in July 2008 for a five-year term. Peter chairs the Adjudication

Committee and is a member of the Enforcement Committee. He serves on the Consumer Policy Committee of the Organisation for Economic Co-operation and Development and the International Consumer Protection and Enforcement Network. He is also a member of the Advisory Board of the federal government's Financial Literacy Foundation. Before joining the ACCC, Peter was chief executive of CHOICE and a board member of the global consumer organisation Consumers International. He has extensive experience in advancing consumer and market reform issues in Australia and internationally. Peter previously worked at the Australian Securities and Investments Commission. He served as ASIC's Executive Director of Consumer Protection and as its NSW Regional Commissioner until 2004. Earlier in his career Peter was a policy adviser in the federal Department of Finance. Peter holds a BA with Honours in Economics from the University of Sydney.

DELIA RICKARD

ACT Regional Commissioner, Australian Securities and Investment Commission

Delia Rickard is ASIC's Senior Executive Leader for Financial Literacy, Consumers and Retail Investors and its ACT Regional Commissioner. She has been involved in the consumer protection field for nearly two decades. First working for two successive Commonwealth Consumer Affairs Ministers, then running the ACCC's Consumer Protection Branch for five years and, for the last decade, holding a variety of senior roles at ASIC all focused upon

consumer protection. Amongst other things she currently manages ASIC's external dispute resolution scheme responsibilities; its work on consumer codes, its financial literacy work and ASIC's relationship with consumer and

retail investor groups. She has a long standing commitment to helping regulators, consumer groups and industry work productively together.

ABUL RIZVI

Deputy Secretary, Department of Broadband, Communications and the Digital Economy

Abul Rizvi is Deputy Secretary responsible for the policy and programs in a number of the areas including, consumer issues, cyber-safety and E-security, regional and indigenous telecommunications and the digital economy. He was previously Deputy Secretary in the Department of Immigration and Citizenship responsible for policy development and implementation in the areas of migration and temporary entry, refugees, settlement, citizenship and multicultural affairs. In that position he had responsibilities for Australia's migration and humanitarian programs, including programs that attract business investment to Australia, as well as those that support key export industries such as tourism and international education. In 2004, Abul was awarded the Public Service Medal for outstanding public service in the development and implementation of Australia's immigration policy. In 2001 he was also awarded the Centenary of Federation Medal for services to immigration policy and programs.

SUE SALTHOUSE

President, Women with Disabilities Australia and ACCAN Board Member

Sue has worked in systemic advocacy for women with disabilities for the past 10 years, and has been involved in action research for women with disabilities in the areas of telecommunications and sport and recreation facilities. She has served on advisory boards for a number of projects including those for sports and recreation and improving

access to domestic violence crisis services in the ACT. She is currently advising on the establishment of a peer education project on respectful relationships for people with intellectual disabilities, and gender mainstreaming projects including one in Cambodia. Sue is on the board of a number of organisations including Women with Disability

ACT, Women in Adult and Vocational Education and Advance Personnel (a Disability Employment Network). Sue holds a Bachelor Agriculture Science, Diploma in Education, and Diploma in Teaching Italian as a Foreign Language.

DR PAUL HARRISON

Senior Lecturer, Deakin University

Dr Paul Harrison is a senior lecturer in consumer behaviour and marketing in the MBA program at Deakin University. He has a PhD in consumer behaviour, is a Certified Practising Marketer, and a member of the Academy

of Marketing (UK), Australian Marketing Institute, American Marketing Academy and the European Institute for Advanced Studies in Management. He conducts research into the way that marketing interacts with the rest of the world, and the effect of marketing and advertising on consumer behaviour. His work has been published in the *Journal of Product and Brand Management*, *Consumption, Markets and Culture*, *Marketing Science*, and the *Journal of Nonprofit and Voluntary Sector Marketing*. Paul is also the Chair of the Asylum Seeker Resource Centre, and on the advisory boards of a range of nonprofit organisations.