

National Consumer Congress 2010 Confirmed Speakers

The following is a list of the confirmed speakers for the National Consumer Congress 2010 – presented by Choice.



Allan Asher
CEO, Australian Communications Consumer Action Network (ACCAN)

Allan is best known as an outstanding consumer advocate and also as having been a tireless worker for the Australian Consumers Association. He was the CEO of UK Energy Watch for five years and a board member of the United Kingdom Office of Fair Trading.



Tony D'Alosio
Chairman, Australian Securities and Investments Commission

Tony D'Alosio was appointed Chairman, Australian Securities and Investments Commission on 13 May 2007. Tony was previously Chief Executive Officer at the Australian Stock Exchange and Chief Executive Partner at Mallesons Stephen Jaques. Joining Mallesons in 1977, Tony practised as a commercial lawyer. in mergers and acquisitions, taxation and restrictive trade practices and international trade and investment.



Anne Driscoll
Commissioner for Consumer Protection

Anne Driscoll was appointed as Western Australia's (WA) Commissioner for Consumer Protection in 2009 following nine years as the Director of Business Services. Anne is responsible for overseeing the operations of Consumer Protection in WA. Anne has served on a wide range of consumer and industry bodies and is currently the National Chair of the Standing Committee of Officials of Consumer Affairs (SCOCA).



Robert Fitzgerald AM
Productivity Commission

A commercial solicitor by profession Robert, has been a full time Commissioner with the Productivity Commission since 2004. He has presided on 11 Inquiries including into Australia's Consumer Policy 2008 and Consumer Product Safety 2006. He was also a Councillor on the National Competition Council. Robert has over 30 years involvement in the community sector including previously as President of Australian Council of Social Service.



David (Dave) Gravina
Principal & Creative Director, Digital Eskimo

After fifteen years in the design and digital media industries, Dave established Digital Eskimo in 2001 with the intention of creating social change using sustainability principles and the power of Design and digital technologies.



Lisa Gray, Group Executive, NAB Personal Banking

Lisa Gray leads NAB Personal Banking, an Australia-wide team of 10,000 people delivering banking products and services to more than three million retail and small business customers, as well as NAB's UBank and Advantedge subsidiaries. Previously, Lisa was also CEO of MLC Wealth Protection and CEO of Plum Financial Services.

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Dr Judy Gregory
Principal, Information Design Centre

Judy is a communication specialist who works with clients to develop clear messages for positive social change. She is a skilled plain English writer and research facilitator, with an interest in deliberative and democratic processes for engaging consumers in policy development. She has facilitated deliberative forums for the Australian Institute of Health Policy Studies and written a series of case studies about consumer engagement in health policy.



Dr Nicolas Gruen

Dr Nicolas Gruen is trained in History, Statistics, Law and Economics and has written on various economic policy issues including red tape busting and regulation review, information policy with applications in consumer policy and innovation in government.



Eleanor Hall
Presenter, ABC Radio

Eleanor Hall is the voice of ABC Radio Current Affairs at midday. With a Master's degree in Journalism from Columbia University in New York, Eleanor is a truly international journalist who has reported with intelligence and compassion from all corners of the globe.



Dr Paul Harrison
Senior Lecturer and Unit Chair in Marketing Management, MBA Program
Deakin University

Dr Paul Harrison is a founding member of Deakin University's Centre for Sustainable and Responsible Organisations. His research and writing explores the ethical and social implications of marketing, and how our biology, psychology, and the environment interact to influence the way that we consume.



Peter Kell
Deputy Chair, ACCC

Peter chairs the Adjudication Committee and is a member of the Enforcement Committee for the ACCC. He serves on the Consumer Policy Committee of the Organisation for Economic Cooperation 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. Peter has extensive experience in advancing consumer and market reform issues in Australia and

internationally.



Phil Khoury, Facilitator

A founding principal of Cameron Ralph and the Navigator Company Phil spent nine years with ASIC including Victorian Regional Commissioner and National Executive General Manager.

Cameron Ralph Pty Ltd – a governance advisory firm with clients including Westfield, Standards Australia, and Red Cross. The Navigator Company Pty Ltd – dispute resolution and regulatory consultancy. Clients from Australia, Hong Kong, New Zealand and Canada.

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Jeanette Longfield
Coordinator, Sustain

Sustain, the UK alliance for better food and farming advocates food and agriculture policies and practices that enhance health and welfare, improve the working and living environment, enrich society and culture and promote equity. After five years at the National Council for Voluntary Organisations. Jeanette campaigned at the Coronary Prevention Group. Four years on she became Co-ordinator of the National Food Alliance, now Sustain. She was awarded an MBE for services to food policy in 2007.



Catriona Lowe
Co-CEO, Consumer Action Law Centre

Catriona is Co-CEO of the Consumer Action Law Centre, Chair of the Consumers' Federation of Australia and a member of the Boards of the Australian Communications Consumer Action Network and the Financial Ombudsman Service. Catriona's past roles include as a Director in the ACCC's Policy & Liaison Branch, Deputy Director at Consumer Law Centre Victoria and 5 years in private practice as a litigation lawyer.



Jenni Mack
Chair of CHOICE

Jenni is a long time consumer advocate and has special expertise in consumer policy and good governance. Among many representative and board positions, Jenni is a member of the Food Standards Australia and New Zealand Board, chairs ASIC's Consumer Advisory Panel, She is a former Executive Director of the Consumers Federation of Australia, journalist and political adviser.



Chris Meyer
Vice President External Affairs for Consumers Union (USA)

Chris Meyer works at Consumers Union, an expert, independent, non-profit organization whose mission is to work for a fair, just, and safe marketplace for consumers. Chris directs Consumers Union's advocacy and public education efforts, and manages CU's communications and development operations.



Jonathan Mintz
Commissioner of the New York City Department of Consumer Affairs

Commissioner Mintz has modernized and directed the Department's services to serve consumers and businesses in the City's diverse marketplace; forged innovative and strategic partnerships with a broad array of stakeholders in the private, public and non-profit sectors; and expanded the reach of the agency to new industries and objectives. Commissioner Mintz also founded and is Co-Chair of the Cities for Financial Empowerment (CFE), a coalition of municipal governments nationwide committed to aggressively and creatively leveraging local opportunities, resources, and powers to improve the financial health of their residents.



Dr Claire Noone
Executive Director, Consumer Affairs Victoria

Dr Noone is responsible for overseeing the operations of Consumer Affairs Victoria (CAV) as it works to protect and promote the interests of consumers, especially vulnerable and disadvantaged consumers, in the context of helping to make markets work better.

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Nicole Rich
Director - Policy & Campaigns, Consumer Action Law Centre
Board member, Choice

The Consumer Action Law Centre is an independent, not-for-profit, campaign focused, casework and policy organisation. Nicole is committed to ensuring disadvantaged or vulnerable consumers are given a voice on issues that affect them. She has produced significant reports on bank penalty fees, access to energy and water, and the cost of telecommunications. Nicole previously worked for the Victorian

Minister for Consumer Affairs and the Consumer Law Centre, Victoria.



Jules Scarlett
Director of Customer Service & Satisfaction, Telstra.

Jules has responsibility for coordinating the customer service and satisfaction initiatives across the company and ensuring they are prioritised and measured effectively. Jules is also responsible for corporate complaint management at Telstra. Jules has over 10 years in Telstra and a BA (LLB) Hons background.



Simon Sheikh
National Director, GetUp

Simon has been behind campaigns on climate change, changes to our anti-terrorism laws and GetUp's work on internet censorship. Simon has travelled widely, tackling the question of who was really behind the Obama campaign while over in the US. Unfortunately, everyone he met in the US claimed that they were a part of the victory and so he's none the wiser.



Nick Stace
CEO of CHOICE and member of the executive of Consumers International

Prior to joining CHOICE Nick worked as the British Prime Minister's Special Adviser on strategic communications and as Deputy CEO at Which?, the largest independent consumer group in Europe. Nick founded and chaired the Sheila McKechnie Foundation, a charity which encourages campaigning in Britain and beyond.



Vic Wolff
Executive Director, Marketing – ING DIRECT

Vic has a long career in banking, marketing and product development. He has worked for ING DIRECT, the world's biggest online banks for almost ten years. In this time Vic has been responsible for industry leading product development and innovative marketing at ING DIRECT in the USA and Europe. At ING DIRECT Australia he has led a team in developing and implementing Orange Everyday, a transactional account that has led the way in fee free everyday banking.

Simon Writer
Manager, Consumer Policy Framework Unit, Treasury

Simon Writer is Manager of the Consumer Policy Framework Unit in the Australian Treasury. The Unit is leading the implementation of the Australian Consumer Law, with the States and Territories, through the Ministerial Council on Consumer Affairs. Simon joined Treasury in 2006, having worked in the UK Government and as a lawyer.