

○ ABOUT THE AUTHORS

PETER ADAMS

Peter Adams has lived the issues of telecommunications for the past 20 years in his professional life. He has a diverse commercial and academic background and is a Director of abmg Advisory, a specialist technology and media research consultancy firm. Parallel to this, Peter conducts research in the area of telecommunications at the Centre for Research in Complex Systems (CRiCS) at Charles Sturt University and is co-host the ABC Radio show Digital Living.

Peter has worked in a range of sectors including local government, the media, tertiary education and the airline industry. He is a foundation director of the Next Generation Technologies Lab within CRiCS. His research interests include consumer broadband adoption, the digital home and e-business strategy.

He is a long term advocate for improved telecommunications infrastructure in regional Australia and has published widely on the issues of household technology adoption. Peter is currently in the final stages of writing up his PhD on the factors affecting the adoption of broadband by Australian households.

He holds degrees of BA (Journalism/PR), GradDipMgt (TechMgt) *Deakin*, AssocDipAppSc (Comp), and MBA (InternetMkt) *Csturt*.



Peter Adams

SUSAN BANDIAS

Susan Bandias lectures in the School of Business at Charles Darwin University. She has lived in the Northern Territory (NT) since 1992. Her early experiences in remote Indigenous communities in the NT prompted her research interest in telecommunications issues. She has recently completed her PhD on *The Role of Telecommunication in the Sustainable Development of Rural and Remote Communities in the Northern Territory*. Susan also takes an active role in the Australian Computer Society and is currently the Director of the ACS Women's Board.



Susan Bandias

BELINDA BARNET

Belinda Barnett is Lecturer in Media and Communications, Swinburne University of Technology, Hawthorn. She works in association with Smart Internet CRC, and has also worked in the mobile industry and in eCommerce in Sydney. She has research interests in technical evolution and the philosophy of technology and has published widely on new media and digital content. Belinda has a PhD in Media and Communications from the University of New South Wales.



Belinda Barnett

TREVOR BARR

Trevor Barr is Professor, Media and Communications, at Swinburne University of Technology and Principal Investigator, ARC Centre of Excellence for Creative Industries and Innovation. He has been a senior adviser or consultant to a number of government and industry bodies, including the Commission for the Future, Telstra, and Ericsson Australia. He was the inaugural Director of the Australian Electronics Development Centre, an initiative of the Commonwealth and Victorian governments to develop small and medium sized companies in information based industries. He has been a regular national media commentator for a long period, notably on ABC Radio,

but also on Australia's leading news and current affairs television programs, including Four Corners, 7.30 Report, and This Week.



Trevor Barr

JOCK GIVEN

Jock Given is professor of media and communications at Swinburne University's Institute for Social Research and co-author with Marion McCutcheon of the Broadcasting Case Study for ACCAN's *Future Consumer: Emerging Consumer Issues in Telecommunications and Convergent Communications and Media* (September 2009). From 1995 to 2000 he was director of the Communications Law Centre and a member of the ACA's and Telstra's consumer consultative groups. He has been a *Policy Advisor at the Australian Film Commission and Director, Legislation and Industry Economics, Department of Transport and Communications*.



Jock Given

GERARD GOGGIN

Gerard Goggin is Professor of Digital Communication and Deputy-Director of the Journalism and Media Research Centre, University of New South Wales, Sydney, Australia. His books include *Global Mobile Media* (2010), *Mobile Technologies: From Telecommunications to Media* (with Larissa Hjorth; 2009), *Internationalising Internet Studies* (with Mark McLelland; 2009), *Mobile*

Phone Cultures (2008), Cell Phone Culture (2006), Virtual Nation: The Internet in Australia (2004), and Digital Disability (with Christopher Newell; 2003). Gerard is a founding board member of the Australian Communications Consumer Action Network (ACCAN), and from 2002–2008 was a public member and deputy chair of the Telephone Information Services Standards Council (TISSC).



Gerard Goggin

MARION MCCUTCHEON

Marion McCutcheon is a consulting economist and media policy analyst. She has worked as an adviser and researcher with the Australian Broadcasting Authority, the Department of Communications, Information Technology and the Arts and the Bureau of Transport and Communications Economics. She has recently completed her PhD dissertation ‘Is pay TV meeting its promise?’



Marion McCutcheon

CLAIRE MILNE

Claire Milne is an independent telecoms policy consultant who has worked for many years at the interface of consumer affairs with telecoms policy and regulation. Through consultancy she aims to share and help to develop best practices worldwide, with particular reference to universal service and other aspects of regulation which directly affect consumers. Since 1990 she has been

closely associated with the telecoms activities of the UK Public Utilities Access Forum, a body concerned with maintaining and improving access to essential services for low income and disadvantaged users. From 1992 to 2001 she served on the Board of ICSTIS (now PhonepayPlus), the regulator of premium rate services, and more recently has served on the board of the Internet Watch Foundation, and on the Executive Committee of the Telephone Helplines Association. She now chairs Ofcom's Consumer Forum for Communications.



Claire Milne

HOLLY RAICHE

Holly Raiche is Executive Director of the Internet Society of Australia (ISOC-AU). Prior to that, she was a Project Manager with the Communications Alliance (formerly ACIF), which included responsibility for the development of industry codes, and managing the Consumer and Disability Councils. She has been the communications advisor to the Australian Democrats and the Researcher and Policy Advisor for the Communications Law Centre, specialising in telecommunications issues. She has taught law at both undergraduate and graduate levels at UTS and UNSW Law faculties in the areas of communications law, electronic communications law and IT law.



Holly Raiche

SCOTT RICKARD

Scott Rickard is currently employed as a Senior Researcher at the Smart Services CRC, Swinburne University of Technology. She has previously held industry positions in public relations and multimedia, and academic teaching positions in media and communications.

Scott has a MA from Swinburne University of Technology, and is completing a PhD at the National Centre for Australian Studies, Monash University.

MANDY SALOMON

Mandy Salomon leads Swinburne University Smart Services CRC's social research into the disruptive aspects of virtual worlds and their application in health, commerce, industry, education and government. She is an international editor for the Journal of Virtual Worlds Research and a foundation member of the Australasian Virtual Worlds Workshop and the Australian Virtual Worlds Network for Education and Research.



Mandy Salomon

RYAN SENGARA

Ryan Sengara is an independent communications consultant specialising in research and action in the public interest. He was lead researcher of the Australian Communications Consumer Action Network's Future Consumer report. For more information, visit <http://www.ryansengara.net>.



Ryan Sengara

TONY WALKER

Tony Walker is Manager, ABC Digital Radio. He has worked in media for 30 years, having started in newspapers in the early 1970s and moved to the ABC in 1975. He has worked at Doublejay/Triplejay, Local Radio, Radio National and Radio Australia variously in news and current affairs, production, presentation and management roles. In 1992/93 Tony was seconded from the ABC to work with remote area Indigenous broadcasters. Currently he is involved in the development of new multi-platform services and production models for the digital environment, such as the ABC's new digital radio services.