

# SACOSS Disability & Essential Services Conference 2018 – Speaker Bios

## Thomas Banks, Centre for Access



Thomas Banks is the Managing Director at Centre for Access. Centre for Access is Australia's leading training and development business around access and inclusion. Established in February 2015 by Thomas himself who lives with mild Cerebral Palsy, Centre for Access was born to address and break down some of the barriers which still exist in our society today. We offer a competitive edge and a unique perspective which is often unheard.

With a wealth of knowledge and lived experience around disability, Thomas is a captivating and engaging presenter. He has a strong commitment to bringing a sense of fun into his business and his life. He often makes people squirm in their seats. He challenges his audience with his pure honest insights as he navigates through the world. But then the next minute, he'd crack a joke and the room would be full with laughter. He brings his big personality into his business and his life, which allows people to feel at ease with him the moment they meet him.

## Anne Gawen, Connecting Up



Anne Gawen is Chief Executive Officer at Connecting Up, providing leadership and management towards building the capacity of the not-for-profit (NFP) sector, including promoting the development of information and technology networks nationally and internationally.

Anne is a leader in the NFP sector with 20 plus years' of experience at senior management and Executive Director level in Community Service areas including Children Services, Service Provision focusing on Disability Services, and Education and Training for the NFP sector. Anne also worked as a senior management consultant providing services to the sector on best practice in the areas of: Industrial Relations, Human Resources Management, Governance, Risk Management and Strategic Planning.

Anne's vision is to lead Connecting Up to continue to deliver relevant products and services that meet the needs of the NFP sector and communities.

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## **Lisa Brown, Australian Mobile Telecommunications Association**



Lisa Brown is Manager of Policy at the Australian Mobile Telecommunications Association (AMTA). AMTA is the peak industry body representing Australia's mobile industry and its members include mobile network operators and service providers, mobile phone manufacturers, retail outlets, network equipment suppliers and other suppliers to the industry.

AMTA works with governments, regulators and the community to try and achieve regulatory settings, policy outcomes and programs that promote a mobile industry that is socially responsible and in step with community needs and expectations; as well as environmentally sustainable and economically successful.

Lisa brings over 12 years of experience in mobile telecommunications with a focus on regulatory and policy areas including radio communications spectrum, law enforcement liaison, consumer and accessibility issues.

## **Professor Cosmo Graham, University of Leicester**



Professor Cosmo Graham is a Professor of Law at the School of Law, University of Leicester and Director of the Centre for Consumers and Essential Services.

He specialises in the regulation of public utilities and is co-editor of the Utilities Law Review. Professor Graham was a member of the UK's Competition Commission (1999-2008) and the European Commission's working group on vulnerable consumers in the energy sector.

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## Wayne Hawkins, ACCAN



Wayne Hawkins joined ACCAN in 2010 as Disability Policy Advisor, and has led ACCAN's work on telecommunications access for consumers with disability, telecommunications affordability and emergency services.

Prior to joining ACCAN Wayne was National Policy officer with Blind Citizens Australia. Wayne is a doctoral candidate at Sydney University researching Australian telecommunications and disability policies.

Wayne has a Master in Public Policy from Sydney University and a Bachelors of Business Administration from City University of New York. Wayne has been blind since 2005 as a result of Retinitis Pigmentosa.

## Jackie Hayes, JFA Purple Orange



Jackie is Team Leader Policy and Projects at JFA Purple Orange, a social profit enterprise whose vision is that people living with disability are the authors of their own lives as active valued citizens. Jackie has overseen a wide range of projects including capacity building, policy submissions, commissioned reports, demonstration projects, and hosted initiatives.

A lawyer and journalist by background, Jackie is also a parent of a person living with disability and has strong experience of the issues of inclusion and ordinary life chances.

Jackie was instrumental in delivering the South Australian Consumers with a Disability Research Project to document the particular issues arising for people living with a disability in respect of the use of, cost of, quality of or access to water. The project was commissioned by the Department of Communities and Social Inclusion and involved a state wide consultation with a range of people with different disability identities. The report resulted in the formation of the Water Consumers and Disability Reference Group, of which Jackie is a member.

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## Greg Kileen, Spinal Cord Injuries Australia



Greg Kileen has worked for over 25 years in the disability sector and is the Senior Policy and Advocacy Officer at Spinal Cord Injuries Australia (SCIA) which has the vision “A society without barriers for people with spinal cord injuries’.

Greg works primarily on systemic advocacy to address issues adversely affecting people with spinal cord injury and similar conditions, their family, friends and carers. Greg has a professional and personal interest in systemic advocacy as he also has an acquired spinal cord injury which caused incomplete quadriplegia.

Greg’s advocacy often aims to address inequitable transport services, facilities and infrastructure as well as, point-to-point transport including taxis and ridesharing services such as Uber. And recently Greg has been advocating addressing the negative impact from some state and territory governments policy changes to taxi transport subsidy scheme eligibility, and the Mobility Allowance with the NDIS rollout.

## Pamela Kirkham OAM, Western Carers Group



Pam is a parent of a daughter who received a very severe ABI from a motor vehicle accident. She is passionate about and a strong advocate for the work of Brain Injury SA.

She is a secondary music school teacher, and has had a wide experience in developing programs and conducting trainings in a variety of educational skills.

She is particularly interested in long term rehabilitation, and was the co-founder of the Springboard Program. Her focus is centred on continuing therapy and supporting families, with the belief that those acquiring ABI can respond to the environment provided for them. Pam is a Life Member of and volunteer leader for Girl Guides Australia.



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## David Militz, Carers SA



David's experience in the not-for-profit sector spans senior management positions across homelessness, aged care, families and youth, in both regional and metropolitan regions.

David joined Carers SA in March 2014 as Executive Manager Community Services and was appointed as CEO in April 2017.

David has a Bachelor of Applied Science in Recreation, Planning and Management and is currently completing a Master in Business Administration.

## Associate Professor Jeannie Marie Paterson, University of Melbourne



Jeannie Marie Paterson teaches and researches in the areas of contracts, consumer protection and consumer credit law.

Jeannie completed her LLB (Hons) at ANU and her PhD at Monash University.

She previously lectured at the Faculty of Law at Monash University and, prior to that time, was a solicitor at Mallesons Stephen Jaques (now King & Wood Mallesons).

Jeannie's current research focuses on consumer protection for disadvantaged and marginalised consumers, the protection of consumers with disabilities in accessing essential services and the potential of new technologies in supporting clear communication on legal obligations.

## Kelly Schulz, Telstra



Kelly joined Telstra in 2007 and has worked to improve customer experience for all Telstra's customers. With five years leading Telstra's Complaint Analysis & Insights Team, she has a deep knowledge of how product, process and system design plays a significant role in the lives of consumers.

Born with a rare, genetic, eye condition, Kelly has been legally blind since birth. Now responsible for Telstra's Accessibility & Inclusion strategy, Kelly's approach focuses on building awareness, and an accessibility conscience, to foster inclusion of customers, employees and their communities living with disability.

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## Kerry Rowlands, SA Water



Kerry has more than 20 years of business experience holding senior commercial, customer interfacing positions within organisations such as Kimberly Clark Australia and Faulding Pharmaceutical before joining SA Water in 2004.

Kerry is committed to customer service excellence and driving a customer focused organisation. Kerry is currently on the Energy & Water Ombudsman SA Board, is part of the Allwater Alliance Leadership Team and is the chair of the Water Services Association of Australia's Customers and Community Network.

## Michelle Moss, Queenslanders with Disability Network (QDN)



Michelle Moss has worked in the human services sectors for the past 25 years, across disability, health, and domestic violence.

Michelle has worked in direct support work, counselling, behaviour support, consumer and community engagement, and social policy.

She has a strong commitment to the voice of people being driving and influencing public policy and the planning, design, delivery and evaluation of services.

## Michael Taggart, Department for Communities and Social Inclusion



Michael Taggart is a Chief Project Officer in the Disability Policy Unit of the SA Department for Communities and Social Inclusion. He has been seconded to this role from his usual position as the Inclusion Project Officer for the City of Salisbury where he has worked since 1997.

Mike was also an inaugural member of the NDIS Independent Advisory Council and is the Chair of the Access2Arts board, a disability led organisation. He is a member of Blind Citizens Australia and People With Disability Australia.

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## Bob Tinker, JFA Purple Orange



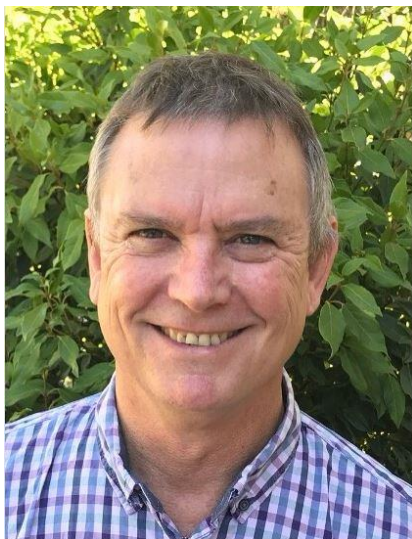
Robert (Bob) Tinker was born and raised in Sydney, New South Wales. He has worked in Western Australia, South Australia and the Northern Territory, gaining experience in manufacturing, construction, mining, tourism and public accounting practise.

Following retirement in 1992, Bob joined Wheelchair Sports SA, competing internationally and representing Australia at the 1996 Atlanta Paralympic Games. Bob served on the Sports Council of the International Paralympic Committee for 11 years, and has served on committees and boards of many local, state, national and international organisations,

particularly in the disability sector.

He was awarded an Order of Merit from International Bowls for the Disabled for service to sport in 2011; nominated for Australian of the Year in 2011; is a Rotary International Paul Harris Fellow 2012, and; a Life Member Royal Zoological Society of SA. Bob also has a Diploma in Accounting.

## Ross Womersley, South Australian Council of Social Service



Ross has had an extensive involvement in community services over many years and is driven by the idea that we live in a community in which everyone is included and has access the good things in life. He is the CEO of the South Australian Council of Social Service (SACOSS) – the peak body for the non-government community and health sector leading the fight against poverty.

Ross has filled many roles including as a manager, advocate, teacher, leader, evaluator, mentor and consultant. He has served on a range of Boards and committees, has been deeply involved in both training and the evaluation of human services, and has a formal background and qualifications in Psychology.

Ross continues to deepen and extend his understanding of many of the issues he has always been passionate about, including the social determinants of health, as he works to assist SACOSS fulfill its aspirational vision - that there is justice, opportunity and wealth for all South Australians.

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## Phillip Beddall, Enhanced Lifestyles



Phillip has a life-long experience of disability, and has been active as a human rights campaigner and disability advocate for over 30 years including extensive experience in accommodation and self-managed support models. He is interested in how policy impacts on the individuals receiving services at the grass-roots level. He provides peer support in self-directed care.

Phillip currently holds a number of positions on Boards and Committees: he is Chair of the Young People in Nursing Homes National Alliance, a member of SACOSS Policy Council, and Chair of Enhanced Lifestyles.

In 2012, Phillip completed the Australian Institute of Company Directors course for Not-for-Profit (NFP) Chairs after gaining a scholarship funded by the Perpetual Foundation through the Australian Scholarships Foundation and in 2011 he took part in the CBB (Community Business Bureau) Corporate Governance Training workshop.

Phillip has also worked in both community and commercial broadcasting for over 30 years. He is a presenter, producer and social commentator of health and disability issues and provides training, advice and support in the effective use of the media. He currently works as the SA Coordinator for the Young People In Nursing Homes National Alliance (YPINH).

## Karl Mortimer, Department of Planning, Transport and Infrastructure



Karl Mortimer is currently the Acting Manager, Regulatory Operations and has responsibility for the Accreditation and Licensing Centre, Department of Planning, Transport and Infrastructure and the South Australian Transport Subsidy Scheme and public transport concessions. Karl has held positions as Manager, Public Transport Operations and Planning and as Principal Consultant, Taxi Industry within the Department. Karl has an extensive knowledge and experience of Passenger Transport legislation and developing regulatory policy and draft legislation. Karl provided expert subject matter assistance to the Review of the Taxi and Chauffeur Vehicle Industry and played a primary role in implementing significant reforms arising from the recommendations of the Review. Karl also reviewed the South Australian Transport Subsidy Scheme

(SATSS) and contributed to major changes to the eligibility and administration of the scheme adopted and implemented by the Government in the mid 2000's. Currently Karl is involved in the



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development of new electronic systems associated with SATSS. He has been a key contributor to the tendering of the Access Taxi Service.

As a member of the International Association of Transport Regulators (IATR), Karl presented at panel sessions on wheelchair accessible taxi services and on international model legislation for accessible taxis at the 2014 IATR Conference in New Orleans.

Prior to joining taxi and passenger transport regulation in 2000, Karl had 10 years' experience in executive and senior roles pertaining to disability funding, program administration as well as policy and legislative development and implementation.

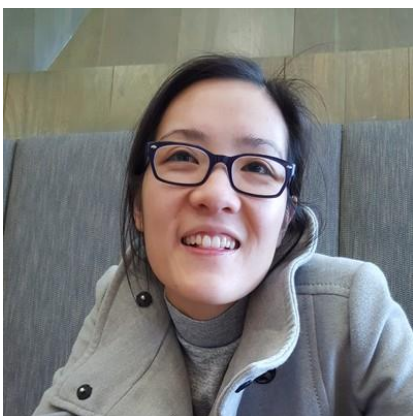
He was Chair of the Brain Injury Network SA Board from 2000-2010 and a board member from 2012-17.

### Jo De Silva, South Australian Council of Social Service



Jo is a member of the leadership team at the South Australian Council of Social Service and directs the organisation's energy, water and climate program. Jo was an inaugural Member of the Consumer Challenge Panel and continued on the Panel in its second iteration. Jo is currently the Convenor of the National Consumer Roundtable on Energy, Member of the Australian Gas Networks Reference Committee, ElectraNet Consumer Panel, AGL Customer Council and SA Power Networks Customer Reference Group. Jo has an extensive national and international network spanning a wide variety of sectors. Jo's previous work experience includes Economics and Social Justice Adviser to Australian Greens Senator Bob Brown and Tasmanian Regional Activism Coordinator of Amnesty International.

### Rebecca Law, South Australian Council of Social Service



Rebecca is a Policy Officer at the South Australian Council of Social Service (SACOSS), working in the Energy and Water Policy team. SACOSS engages in policy development, research and consumer advocacy to ensure that all South Australians, particularly the most vulnerable, have access to affordable and reliable essential services such as energy and water.

Rebecca has a research and policy background working in the tertiary sector, specialising in areas such as data analytics,

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higher education funding policy, research ethics, and research training.

In her spare time, Rebecca is a passionate cricketer, serving on the Adelaide University Cricket Club (AUCC) committee as Women's Coordinator.

### Jala Burton, Julia Farr Youth



My name is Jala and I am 30 years old. I live with Cerebral Palsy, which affects the muscle tone and motor coordination in all four of my limbs and core. This makes my balance very unsteady and I require custom-made aids for mobility. These physical impairments have meant navigating a large majority of everyday living tasks does not come without complications. At the same time however, I feel my disability has also made me a stronger advocator and negotiator for myself, as well as others. Above all, it has improved my creative problem-solving skills, not only for navigating the disability system but life generally also. My volunteering began during childhood. For the best part of a decade, I worked as an ambassador for Novita Children's Services and the Variety Club of South Australia. At fundraising events, I spoke about the ways their work had helped my life.

This was a wonderful platform for giving back, "paying it forward" as a voice for other young children also living with disability and in doing so, interacting with some highly inspiring families and professionals.

At present, I am a Director on the main social policy Board and two sub-committees of JFA Purple Orange, the social policy division of the Julia Farr Group. I also study an Undergraduate Bachelor of Social Work part-time at Flinders University. The University's reasonable adjustments have heled make my success possible. So much so that at the conclusion of the first year of my studies, I was honoured to be granted membership into the Golden Key International Honour Society. I have successfully completed three quarters of my course's theory, together with my first Field Placement. Most importantly though, the true meaning of success for me will be, when I can become someone, who in both my personal and professional identities, is able to combine my lived experience of disability with Social Work values. The opportunity to make a positive difference in the lives of others is something that would mean a great deal to me and I would find very rewarding.