

Budget Estimates 2018–19

Communications and the Arts Portfolio – Wednesday 23 and Thursday 24 May 2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
1.	Program 1.1 [Minister]	Keneally	Minister's membership of the Institute of Public Affairs (IPA)	<p>Senator KENEALLY: Have you been a member of the IPA for the entire time that you have been a senator?</p> <p>Senator Fifield: That's possible.</p> <p>Senator KENEALLY: Surely you could check your declaration of interests and provide them as an answer to a question on notice.</p> <p>Senator Fifield: I could check it; that's true.</p> <p>Senator KENEALLY: So could we put that on notice?</p> <p>Senator Fifield: In the interests of endeavouring to be helpful for the committee, I'll do that.</p>	Page 4 23/05/2018
2.	Program 1.1 [Minister]	Keneally	Minister's donations to the IPA	<p>Senator KENEALLY: Have you made any private donations to the IPA?</p> <p>Senator Fifield: I don't think so.</p> <p>Senator KENEALLY: Could you take that on notice?</p> <p>Senator Fifield: I'm delighted to.</p>	Page 5 23/05/2018
3.	Program 1.1 [Minister]	Keneally	Minister's address to the Australian Adam Smith Club	<p>Senator KENEALLY: I think I'll leave that comment there. In that address, 'Fiscal Contraception: Erecting barriers to impulsive spending', did you say: 'Conservatives have often floated the prospect of privatising the ABC and Australia Post' and, 'There is merit in such proposals'?</p> <p>Senator Fifield: I'd have to check the transcript of the address because it was some time ago.</p> <p>Senator KENEALLY: Can you take that on notice, please?</p> <p>Senator Fifield: Certainly.</p>	Page 6 23/05/2018
4.	Program 1.1 [Minister]	Steele-John	Minister's website	<p>Senator STEELE-JOHN: My question to start us off will go to the minister. Minister, it has been brought to my attention by a member of the blind</p>	Page 11

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				<p>community that the contact form on your web page, mitchfifield.com, is inaccessible due to its use of capture. I have been told that this issue has been repeatedly raised with your office, to no effect. My friend in the blind community would like to know if you are relieved that blind people can't contact you to voice their frustration at your ongoing failure to deliver accessible television because of the inaccessible capture security challenge that you have on your website.</p> <p>Senator Fifield: No.</p> <p>Senator STEELE-JOHN: No, I would hope not. Have you anything more to add to the fact that this has been repeatedly raised with your office to no effect?</p> <p>Senator Fifield: I will check on that.</p> <p>Senator STEELE-JOHN: How familiar are you with your website?</p> <p>Senator Fifield: I don't visit my own website frequently.</p> <p>Senator STEELE-JOHN: Are you aware that it contains below the capture portion a reference to your accessibility policy?</p> <p>Senator Fifield: As I say, I don't visit my website frequently.</p> <p>Senator STEELE-JOHN: Are you aware of the content of that accessibility policy?</p> <p>Senator Fifield: I'll take that on notice.</p> <p>Senator STEELE-JOHN: Let me take a moment now to enlighten you as to the content of the policy on your own website. You are the minister with responsibility for the NBN; that hasn't changed since we last spoke, has it?</p> <p>Senator Fifield: I'll take that as a rhetorical question.</p> <p>Senator STEELE-JOHN: Good. I will quote directly. It reads:</p> <p style="padding-left: 20px;">We are committed to making this website fully accessible to the public, including people with disabilities. In order to achieve this we endeavour to keep the site at the Web Content Accessibility Guidelines (WCAG) 1.0 Conformance Level "A" rating for accessibility, meaning that all Priority 1 checkpoints are satisfied. Documents which are sometimes displayed on the site in PDF format alone are able to be obtained in more</p>	23/05/2018

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				<p>accessible formats by requesting these from us. Please contact us if you have problems locating suitable formats.</p> <p>Are you aware that the use of only one type of capture and generally capture as a form on its own is utterly in breach of the WCAG?</p> <p>Senator Fifield: I'll take that on notice.</p>	
5.	Program 1.1	Steele-John	National Relay Service (NRS) targets	<p>Senator STEELE-JOHN: You mentioned at the beginning of your contribution that the NRS had not been meeting certain targets which you expected.</p> <p>Ms Silleri: The outreach aspect. The NRS is comprised currently of two components—the relay service and the outreach component. With the outreach, and with the numbers of people that were being contacted via training, the sorts of activities were very much focused on past and old technologies like the TTY, which we acknowledge is still an important component for people, but we wanted to make sure that we were broadening the aspect of communications options for people with disability.</p> <p>Senator STEELE-JOHN: Can you give me some percentages around that?</p> <p>Ms Silleri: I would have to take that on notice.</p> <p>Senator STEELE-JOHN: I would like to get more of a detailed understanding of what matrix you used to come to the understanding that you needed to shift the funding in the way that it has been.</p> <p>Ms Silleri: I am happy to do that.</p>	Page 13 23/05/2018
6.	Program 1.1	Rice	Implementation of the Australian government guidelines on the recognition of sex and gender	<p>Senator RICE: This is part of the issue. I have been asking about the sex and gender guidelines of the Attorney-General's Department for the last couple of estimates; they have the processes and the skill, and they are a bit non-specific about how many departments are compliant. They are still working on collecting that information. I will ask them again this week how that's going. But it seems we've got the same situation for agencies that fall within departments—that there's no-one in fact that's tracking whether the agencies are actually compliant.</p>	Page 23 23/05/2018

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				<p>Would that be something that you feel the department should do in order to make sure that the agencies that fall within your department are compliant?</p> <p>Mr Mrdak: In my experience the agencies are compliant on all the guidelines and requirements. I'd be surprised if they're not. We can certainly ask the question as a follow-up to today and come back to you. But I would be very surprised if they also haven't met all the requirements. My general sense is that, as these guidelines change, the agencies also follow the requirements and make the necessary changes. But we can take on notice whether there is anything. We work on the basis that they are compliant.</p> <p>Senator RICE: Certainly, in the questions I have been asking so far, there is often a difference between their HR compliance—internally, departments are compliant—and in how they face outward and engage with members of the community, and information that's collected about community members is considered differently.</p> <p>Mr Mrdak: We can certainly look at that and come back to you if there is anything further we can add to that.</p>	
7.	Program 1.1 [Minister]	Keneally	Minister's complaints to the ABC	<p>Senator KENEALLY: Minister, how many times have you complained to the ABC about ABC programming over the last 12 months?</p> <p>Senator Fifield: I couldn't tell you over the last 12 months. Probably, over the 2½ years that I've been minister, it would be about half-a-dozen occasions.</p> <p>Senator KENEALLY: Can you take that on notice, please?</p> <p>Senator Fifield: Certainly.</p>	Page 23 23/05/2018
8.	Program 1.1	Keneally	Minister's complaints to the ABC - dates	<p>Senator KENEALLY: Would it be right to say that you averaged about one complaint a month this year?</p> <p>Senator Fifield: I'd have to check the dates.</p> <p>Senator KENEALLY: We've got January, the date of the Hottest 100; February, the Emma Alberici corporate tax articles; March, the sketch on the</p>	Page 24 23/05/2018

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				<p><i>Tonightly with Tom Ballard</i> show; March or April, the <i>Black Comedy</i> sketch on the ABC Indigenous Facebook page; and in May the Emma Alberici innovation story. Have I missed any?</p> <p>Senator Fifield: I'll check for you. I'll take that on notice.</p> <p>Senator KENEALLY: Did you make these complaints in writing, Minister?</p> <p>Senator Fifield: I think some were in writing and some were verbal.</p> <p>Senator KENEALLY: Would you be willing to table copies of those written complaints?</p> <p>Senator Fifield: Certainly.</p>	
9.	Program 1.1	Keneally	Minister's complaints to the ABC - ACMA	<p>Senator KENEALLY: Did you make that point in writing when you were making your complaint to ACMA? Did you acknowledge that they didn't have remit over the content you were complaining about?</p> <p>Senator Fifield: I'll have to check the correspondence.</p> <p>Senator KENEALLY: Because how else would they have known what point you were trying to make?</p> <p>Senator Fifield: I'll have to check the correspondence.</p> <p>Senator KENEALLY: Can you table copies of your complaints to ACMA?</p> <p>Senator Fifield: Certainly. I'll take on notice the request.</p> <p>Senator KENEALLY: You'll take on notice the request. What's the status of the complaints you made to ACMA about the ABC content, both the Ballard sketch and the Black Comedy sketch?</p>	Page 25 23/05/2018
10.	Program 1.1	O'Neill	Departure of Mr Bill Morrow	<p>Senator O'NEILL: If you can, that would be great. Thank you. Could I go to the matter of Mr Morrow, who announced he would be stepping down as CEO before the end of 2018. Could I just ask: when did the NBN CEO first notify the government that he intended to step down?</p> <p>Senator Fifield: We might have to take that on notice but I'm happy for officers, if they have the date to hand, to answer.</p>	Page 31–32 23/05/2018

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				<p>Senator O'NEILL: What's the pattern of informing the minister? Did they advise you as the secretary to the department first, or did they advise you first, Senator Fifield?</p> <p>Senator Fifield: I think the chair would have advised me first.</p> <p>Senator O'NEILL: When did that happen? We're talking about two separate processes here. The chair of NBN Co—</p> <p>Senator Fifield: There would be advice to Mr Mrdak as the secretary to the shareholder department and there would be advice to me as minister.</p> <p>Senator O'NEILL: And did they occur simultaneously or were they at different times in the process?</p> <p>Senator Fifield: I would have been advised, as minister, before.</p> <p>Mr Mrdak: Just on that, I think the sequence would have been the minister was advised and then there was advice to me and the secretary to the Department of Finance in the day preceding the announcement.</p> <p>Senator O'NEILL: The day preceding the announcement?</p> <p>Mr Mrdak: Yes.</p> <p>Senator O'NEILL: If you could give me the correct dates and clarify your answers, that would be helpful. I am sure it is pretty easy to do.</p> <p>Senator Fifield: We will take that on notice.</p>	
11.	Program 1.1	O'Neill	Recruitment process for new NBN Co CEO	<p>Mr Mrdak: My advice from the chair thus far is that the chair is currently seeking to engage a recruitment specialist firm to assist the board undertake a search and recruitment process for the CEO. My understanding is that the board is aiming to have that in place by the end of this month or early June. I don't have any specifics of time frame from there. That will obviously somewhat be driven by the contract and the way in which the board tasks the recruitment firm. All the advice I have at this stage is that Mr Morrow is looking to depart by the end of this year. And that timing is obviously dependent on the board's</p>	Page 33 23/05/2018

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				<p>recruitment of a successor. So the timetable at this stage is dependent on when the board establishes its recruitment process and undertakes that process.</p> <p>Senator O'NEILL: Did you want to add something there, Minister?</p> <p>Senator Fifield: No, thank you.</p> <p>Senator O'NEILL: Do you know who the recruitment firm is that's being engaged to take this work on?</p> <p>Mr Mrdak: No, we don't. The board, to my understanding, is currently testing the market with a number of firms and has yet to reach a position, to my knowledge, on whom they will appoint.</p> <p>Senator O'NEILL: Could you take that on notice? We would be very interested to receive that information when it's available.</p> <p>Mr Mrdak: I will certainly seek that advice from the NBN Co.</p>	
12.	Program 1.1	O'Neill	Mr Morrow's contract	<p>Senator O'NEILL: Given that the board communicates with you pretty frequently, Senator Fifield, are you aware of any non-compete clauses in Mr Morrow's contract?</p> <p>Senator Fifield: We will take that on notice.</p>	Page 34 23/05/2018
13.	Program 1.1	Moore	SDGs - consultation	<p>Senator MOORE: That will be the first time the SDGs are in there. What about this year's annual report?</p> <p>Ms Middleton: We will be looking at what we can incorporate into this year's annual report.</p> <p>Senator MOORE: The 2018 annual report might mention them?</p> <p>Ms Middleton: Yes.</p> <p>Senator MOORE: That would be good. What kind of awareness training or information assessments do you have for the wider department about the SDG agenda and the responsibilities of the department?</p> <p>Ms Middleton: We have been doing quite a lot of consultation across our department as part of bringing information forward into Australia's report to the</p>	Page 36 23/05/2018

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				<p>voluntary national report.</p> <p>Senator MOORE: Do you want to take on notice what that consultation has engaged and who has been part of that?</p> <p>Ms Middleton: Sure.</p> <p>Senator MOORE: Have you been doing community engagement as well?</p> <p>Ms Middleton: No, but we have been doing quite a bit across the department. That generally picks up engagement that the department has more broadly across the sector.</p> <p>Senator MOORE: If I can get details of what that process has engaged, that would be really good. What about in terms of information to your minister about this process? I'm trying to find out whether the information about the SDG agenda has been part of the departments' interaction with their ministers. I have been asking that of a number of departments, so I am not focusing particularly on you, Minister. In terms of the SDG, has there been interaction with the minister's office about the agenda, and what, if any, briefing notes have there been for speeches on this topic? I can put that on notice.</p> <p>Mr Eccles: We might need to take that on notice.</p>	
14.	Program 1.1	Moore	SDGs – portfolio case studies	<p>Senator MOORE: Are you aware of what the National Library is doing in this space?</p> <p>Ms Middleton: We have not done a huge amount of work with the National Library yet, but it is part of our ongoing engagement.</p> <p>Senator MOORE: It is just that the National Library is a leader in this space and the National Libraries Association are taking international engagement. I know we are not calling them for estimates, but in terms of the process, I was wondering whether you were aware of the extremely fine work that they have done.</p> <p>Ms Middleton: They have done some good work. Australia Post has some good</p>	Page 37 23/05/2018

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				<p>case studies that we will be incorporating. There's a range of them that will be put together.</p> <p>Senator MOORE: If we can get the further information on notice, that would be very helpful.</p>	
15.	Program 1.1	O'Neill	Radiocommunications Bill	<p>Mr Mrdak: I will add to that. Senator O'Neill just asked about the rad comms bill. I am advised that given the complexity of the drafting and the clearance process, it is unlikely to be until at least late July before we have a draft. We are looking at a minimum six-week consultation period. So that takes us into later in the year before we are in a position to bring that legislation forward.</p> <p>Senator O'NEILL: Would you be able to provide on notice the details of the consultation process?</p> <p>Mr Mrdak: Certainly.</p>	Page 60 23/05/2018
16.	Program 1.1	O'Neill	Letter to ACMA	<p>CHAIR: Thank you for the clarification.</p> <p>Senator O'NEILL: Minister, I think earlier you said today that you sent a letter to ACMA earlier this year on the issue of gambling ad promotion during live sport?</p> <p>Senator Fifield: Yes.</p> <p>Senator O'NEILL: Could you table that?</p> <p>Senator Fifield: Yes. We will take that on notice. It was a letter to ACMA.</p>	Page 60 23/05/2018
17.	Program 1.1	Urquhart	Spectrum auction-production of RIS	<p>Senator URQUHART: Can ACMA advise me whether they prepared a regional impact statement for cabinet to consider the spectrum auction?</p> <p>Ms O'Loughlin: I think if there were a regional impact statement, it would have been part of the RIS, which would have been prepared by the department. But I will take that on notice and come back to you in case I'm in error.</p> <p>Senator URQUHART: Mr Mrdak, do you know?</p> <p>Mr Mrdak: I'm not aware that this matter has been dealt with by cabinet at this stage.</p>	Page 69-70 23/05/2018

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				<p>Senator URQUHART: Did you prepare a regional impact statement?</p> <p>Mr Mrdak: Not to my knowledge, but I'll take that on notice.</p> <p>Ms O'Loughlin: And we'll take it on notice as well.</p> <p>Senator URQUHART: I will leave it at that. You are not able to find out during the course of the hearing today?</p> <p>Mr Mrdak: We will check that for you.</p>	
18.	Program 1.1	O'Neill	Short form RIS	<p>Senator O'NEILL: Because my understanding is that short form RIS—we haven't been able to find a publication of the RIS—is only available if there's a non-regulatory or administrative machinery change in nature or it is expected to have only minor regulatory impact on individuals, business and community organisations. So that's one. Another is that the policy is a matter of national security, public safety, a natural disaster or a pressing event. The other short form RIS that is acceptable is a RIS recently completed and signed off by OBPR and only minor modifications have been made to the original policy options under consideration. So it would be in one of those extraordinary situations that a short form RIS would be prepared. Which one is the department claiming applies?</p> <p>Mr Mrdak: I will get that advice for you. I need to get the right officers. We don't have them here at the moment. I'm sure we'll get that information up to you as quickly as possible.</p> <p>Senator O'NEILL: Is there a better time I can come back and ask that question?</p> <p>Mr Mrdak: I will get it through the course of today.</p> <p>Senator O'NEILL: Thank you. Is it common for regulators to announce new regulation without having done a regulatory impact statement assessment?</p> <p>Mr Mrdak: It very much depends on the circumstances involved as to the extent of the regulatory change involved. I think that's a rather broad question.</p> <p>Senator O'NEILL: Is it considered best practice?</p> <p>Mr Mrdak: Again, it would depend on the regulatory change involved and the</p>	Page 76 23/05/2018

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				<p>extent of change involved. You may have relatively modest changes which don't require such a process. But in terms of this process, we'll get you that information.</p> <p>Senator O'NEILL: Who prepared the short form regulatory impact statement? Was it the department, not ACMA?</p> <p>Ms O'Loughlin: It was the department.</p> <p>Mr Mrdak: And I'll get the details on that for you.</p>	
19.	Program 1.1	Urquhart	3.6 gigahertz spectrum – briefing to Regional Communications Minister	<p>Mr Mrdak: While we are changing, I will provide some answers to Senator Urquhart and Senator O'Neill.</p> <p>CHAIR: Please do.</p> <p>Mr Mrdak: While we're doing the transition.</p> <p>CHAIR: A good use of time.</p> <p>Mr Mrdak: Senator Urquhart asked if the Minister for Regional Communications was briefed on the 3.6 gigahertz spectrum option. Yes. While the matter is the responsibility of the Minister for Communications and the Arts, a briefing was provided.</p> <p>Senator URQUHART: Do you have a date for that, Mr Mrdak?</p> <p>Mr Mrdak: I don't, I'm sorry, but I will ascertain that.</p> <p>Senator URQUHART: Great. Thank you.</p>	Page 81 23/05/2018
20.	Program 1.1	O'Neill	Competitive neutrality review – discussion paper	<p>Mr Mrdak: I was simply going to add that the context of this is well set out in the discussion paper. We are happy to table a copy. All public bodies are subject, under successive governments, to competitive neutrality reviews to ensure that the principles of competitive neutrality across the public and private sectors are being met. That has been the longstanding policy of successive governments. The discussion paper, which we are happy to table, does set out some very good bases on which competitive neutrality should be judged and a series of questions seeking comment, which I think will test those principles well in relation to both</p>	Page 86 23/05/2018

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				<p>the current operations and future operations and importance of the national broadcasters.</p> <p>Senator O'NEILL: I look forward to reading that document.</p>	
21.	Program 1.1	Urquhart	<p align="center">Mobile base stations - small cell sites</p>	<p>Senator URQUHART: Can you give me some of the locations of the small cells you refer to?</p> <p>Mr Paterson: I'll have to take that on notice. With the 867 plus 200 small cell sites, I'm not an expert on each location.</p> <p>Senator URQUHART: It's a long list.</p> <p>Mr Paterson: Yes, but I can take that on notice and give you the entire list of all 183, 184 if you want. We also funded a few of those under the priority round. The small cells, the smaller base stations, are a viable, really good solution for a lot of communities because in many instances you can use satellite back calls; so they can connect back to the network using satellite. Because they are a smaller facility you can use solar power. They tend to be a bit cheaper. The transmission radius is a lot smaller, but it's ideal for things like Indigenous communities. We find that if we fund these small cells we can get a solution suited to that community at less cost to the Commonwealth, and we tend to be able to do it a lot quicker, which is why we have rolled out, say, 183 or 184 of the 200.</p> <p>Senator URQUHART: If you could provide me with that, that would be great.</p> <p>Mr Paterson: I am happy to do that.</p>	<p align="center">Page 20 24/05/2018</p>
22.	Program 1.1	Leyonhjelm	<p align="center">Interactive Gambling Amendment (Lottery Betting) Bill</p>	<p>Senator LEYONHJELM: Yes. Prior to the development of the draft bill what was the level of consultation? Who got spoken to? Whose views were sought during that process?</p> <p>Mr Eccles: I'd need to take on notice specifically whom we spoke to. But off the top of my head, it was discussions obviously within government predominantly.</p>	<p align="center">Page 22 24/05/2018</p>

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23.	Program 1.1	Urquhart	Mobile black spot funding	<p>Senator URQUHART: Do you expect the regional committee to identify specific locations for funding mobile black spots?</p> <p>Mr Paterson: I can't really prejudge where the committee may end up.</p> <p>Senator URQUHART: They haven't done that previously, have they?</p> <p>Mr Paterson: I believe a few years ago one of the committees did identify specific locations. This is going back quite a while—one of the first committees. There was a program that got generated out of that report. But those specific locations ended up not being funded on the basis that they were in locations where it was just not possible.</p> <p>Senator URQUHART: Can you get some further information around that, on notice?</p> <p>Mr Paterson: Absolutely.</p>	Page 23 24/05/2018
24.	Program 1.1	Urquhart	Mobile base stations – Commonwealth contributions	<p>Mr Paterson: You wanted the total number for the Commonwealth contribution, by state?</p> <p>Senator URQUHART: I'm happy with just the Commonwealth contribution at this stage.</p> <p>Mr Paterson: Okay. Unfortunately, I've only got a grand total number of \$212,647,000. I'll see whether I've got a breakdown by the first two rounds. I apologise; I don't have the breakdown by round with me, but that's quite an easy one to take on notice.</p> <p>...</p> <p>Senator URQUHART: Can you give the committee the average Commonwealth contribution per round?</p> <p>Mr Paterson: I can do that, but I'd have to take it on notice.</p>	Page 24–26 24/05/2018

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				<p>Senator URQUHART: Okay. Can you come back during the course of today?</p> <p>Mr Paterson: I should be able to do that, yes.</p> <p>...</p> <p>Mr Windeyer: We'd have to check the details of what the individual Commonwealth contribution was in round 3 and, even then, based on the points that the minister and Mr Paterson have already made—</p> <p>Senator URQUHART: You don't know what that contribution was?</p> <p>Mr Windeyer: As Mr Paterson said, it's a base station by base station proposition in terms of the costs. They can vary considerably depending upon the location. The minister made the observation that, as you progress through additional rounds, the commerciality of the individual location changes; therefore the size—</p> <p>Senator URQUHART: Yes, I understand what the minister was saying.</p> <p>Mr Windeyer: We can take it on notice and see whether we can come up with a sensible figure that explains what's changed between rounds 2 and 3 for the Commonwealth contribution.</p> <p>Senator URQUHART: I do understand the logic of what the minister has said about the costs.</p> <p>Mr Windeyer: Yes.</p> <p>Senator URQUHART: But don't the figures show that the average Commonwealth contribution is much higher?</p> <p>Mr Windeyer: Without a precise list of figures in front of me on how much the Commonwealth contribution has been and what proportion of the total cost is being met by the carriers, I don't want to give you an answer. We're happy to take</p>	

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				it on notice and come back.	
25.	Program 1.1	Urquhart	Mobile base stations - carrier and non-carrier contributions	<p>Senator Fifield: In previous rounds there was a combination of Commonwealth and state. That might be useful as well—the overall government contribution and how that compares to the telco contribution.</p> <p>Mr Windeyer: Yes, the ratio of telco to non-telco contribution.</p> <p>Senator Fifield: Yes, that's right.</p> <p>Mr Windeyer: We're happy to take it on notice; we just need to do a calculation.</p>	Page 26 24/05/2018
26.	Program 1.1	Urquhart	Mobile Black Spot Program - funding for backhaul	<p>Senator URQUHART: No; that's great. Does any funding from the Mobile Black Spot Program go towards the provision of backhaul?</p> <p>Mr Paterson: Yes. When you apply for funding in a base station, a large part of what you might be asking money for is to connect the base station back to the network. Fundamentally, it's a key component of the base station. If we didn't fund the backhaul, then the base station couldn't connect into the rest of the network and it would be inoperable.</p> <p>Senator URQUHART: How much funding in each round was for backhaul?</p> <p>Mr Paterson: I can take that on notice. That does involve going through a fairly detailed analysis process. We can do that for you, but that's not something we can do quickly.</p> <p>Senator URQUHART: Okay; please take that on notice.</p>	Page 28 24/05/2018
27.	Program 1.1	Urquhart	Fibre rollout – 2016 Central West telecommunications projects project	<p>Senator URQUHART: Does the fibre rollout under the 2016 Central West telecommunications project connect to the fibre that was rolled out under the Regional Backbone Blackspots Program?</p> <p>Mr Paterson: I would definitely have to take that one on notice.</p> <p>Senator URQUHART: That's fine, yes.</p>	Page 28 24/05/2018

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				Mr Paterson: I'm not even quite sure what the question is, but we'll get you an answer on that.	
28.	Program 1.1	Urquhart	List of Mobile base stations	<p>Senator URQUHART: Can you provide us with a list of the round 1 base stations that won't be completed by 30 June? You can take that on notice.</p> <p>Mr Paterson: I would like to give you that on 1 July, if possible.</p> <p>Senator URQUHART: I am sorry?</p> <p>Mr Paterson: On 1 July.</p> <p>Senator URQUHART: Instead of 30 June?</p> <p>Mr Paterson: No. I can give you the answer on 1 July.</p> <p>Mr Windeyer: In advance it's easier to give you a list of the ones we know are on air rather than a forecast, but we will see what we can do for you, Senator.</p> <p>Mr Paterson: The only base stations I am absolutely confident on—an ironclad guarantee—are the 513 that are active right now. It's always easier looking backwards than forwards, I'm afraid.</p> <p>Senator URQUHART: Whatever is easiest I am happy with.</p> <p>Mr Paterson: We can give you a complete list at that date.</p> <p>Senator URQUHART: That would be great. Have all of the rounds 1 and 2 base stations on the north-west and west coast of Tassie been switched on now?</p> <p>Mr Paterson: Again, I'd have to take that on notice. I know the rollout in Tasmania is fairly well advanced compared to some of the other states, but I would have to check those specifics for you.</p> <p>Senator URQUHART: If they haven't been, can you let me know which ones haven't been completed?</p> <p>Mr Paterson: Yes, we can do that. There is information on the carriers. They</p>	Page 29 24/05/2018

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				have rollout information. Each carrier has rollout information on their website, which is usually updated fairly frequently. We probably have information a few days in advance of that, so we'll look into that for you.	
29.	Program 1.1	Urquhart	Anglers Reach base station	<p>Senator URQUHART: Thank you. We have been contacted by the Lake Eucumbene Community Association about delays with one of the round 1 base stations at Anglers Reach. Are you aware of that?</p> <p>Mr Paterson: Let me just check if I know about that specific one.</p> <p>...</p> <p>Senator URQUHART: Do you know whether the location has changed from what was first proposed?</p> <p>Mr Paterson: I will need to check back with my team in the department, but I suspect that for this particular case we'll actually have to go to the carrier and get some information for you.</p> <p>Senator URQUHART: All right. When you get that information, if the location has changed, can you establish what the reason was for that?</p> <p>Mr Paterson: Absolutely. Fundamentally, we provide funding to the mobile carriers to target a specific black spot, so it's a very serious matter if they're not targeting that black spot. We have coverage metrics under the funding deeds which they're required to meet. If they are moving things around there would be need to be, firstly, a very good reason to do so, and they would need to seek our approval to do so as well.</p> <p>Senator URQUHART: I was just going to ask you that. You would obviously have to be kept in the loop?</p> <p>Mr Paterson: It would need to go through an approval process, yes.</p> <p>Senator URQUHART: Do you know what the date for this base station being</p>	Page 30 24/05/2018

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				operational is? Mr Paterson: Again, I will look into that one.	
30.	Program 1.1	Leyonhjelm	Telstra maintenance of pay phones	Senator LEYONHJELM: Is there any obligation on the part of Telstra to maintain a certain number of pay phones under that? Mr Mrdak: Yes, there is. I will get the officers to the table to give you more detail on that. Ms Silleri: The obligation on Telstra is, if they plan on removing any pay phones, to go through a process with the ACMA where they do a net community benefit assessment to determine whether or not the pay phone is used at a certain level and whether or not it can be removed without consumer detriment. Generally speaking, there is also a provision that says they cannot remove X number per year. I am sorry, I do not have that information to hand but I can get it for you, on notice.	Page 33 24/05/2018
31.	Program 1.1	Urquhart	Mobile base stations – Local council contributions	Senator URQUHART: Can you provide the details of the type of contribution that was made by each council contacted? I'm happy for you to take that on notice, whether it be in-kind or— Mr Paterson: I will have to go to the carriers and ask them that question. Senator URQUHART: That is fine; you can take that on notice. Did the department receive any correspondence from local councils regarding the sites chosen for mobile base stations for round 3? Mr Paterson: I don't recall anything prior to the assessment process and the announcement being made, but I would have to check. Senator URQUHART: I think the minister wrote to around 69 councils. Mr Paterson: Yes. Minister Fifield wrote to the majority of those. Others were	Page 37 24/05/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>done by the—</p> <p>Senator URQUHART: How many of those responded? Do you know, Minister?</p> <p>Senator Fifield: There was a brief time when I had direct ministerial responsibility for the black spots program, and I think it was during that time that I wrote to the councils. Either side of that I think it was former Minister Nash, and Minister McKenzie now has direct ministerial responsibility for that. Minister McKenzie would probably be in a better position to know. Mr Paterson will be able to assist. He may need to take it on notice in terms of council responses, but we are happy to do that.</p> <p>Mr Paterson: I will take that on notice. We did provide a very good list of council contacts to the carriers. We would have got that from all the councils. The majority of them would have responded. Most of them did not respond to the ministers; they would have come in to the department and said, 'Yes, here's our contact. Pass this on to the carrier.'</p> <p>Senator URQUHART: Can you provide a copy of the letter that the minister wrote to the councils about round 3?</p> <p>Mr Paterson: I will take that on notice. I think you basically stated earlier what was in the letter; so, yes.</p>	
32.	Program 1.1	Urquhart	Selection of round 3 mobile base station sites	<p>Senator URQUHART: Thank you. How were the sites for round 3 selected? Was there any consultation done with the local councils or mobile network operators regarding the exact site of the base station?</p> <p>Mr Paterson: The locations were announced by the government. The specific sites came through with the carriers as part of their application process. The carriers would have undertaken some local consultations on a number of those</p>	Page 37 24/05/2018

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				<p>sites, I would expect.</p> <p>Senator URQUHART: How would those sites have been selected?</p> <p>Mr Paterson: It is the consultation process, I suppose, that I took you through earlier, Senator. We wouldn't say, 'Go to that GPS coordinate.' We would say, 'In order to be eligible for funding within that location, you must provide coverage to a particular area.' On that information, I believe there was a question on notice that we have already responded to, but I can check that.</p>	
33.	Program 1.1	Urquhart	NBN peak funding and IRR ranges – corporate plan	<p>Senator URQUHART: So what is the department's understanding of the relationship between the ranges in peak funding and the IRR ranges contained in the corporate plan?</p> <p>Mr Windeyer: I think we might need to take on notice to come back to you with a clear answer on how that relationship works. It may be a question that could be put to the company to understand what the variables are that are moving those numbers and the relationship between them. We are happy to take that on notice and seek an explanation of the relationship, but it might also be a question worth asking of NBN.</p> <p>...</p> <p>Senator URQUHART: So what is the department's understanding of the relationship between the key sensitivities outlined in exhibit 7 of the 2018 corporate plan and internal rate of return ranges in the corporate plan?</p> <p>Mr Madsen: Broadly speaking, the sensitivities that are in the corporate plan reflect impacts that will affect the business over the life of the corporate plan—so the forward four years—whereas the internal rate of return is projected over a much longer period.</p> <p>Senator URQUHART: And that was the 20 years you talked about?</p> <p>Mr Madsen: I might have to take that on notice.</p>	Page 43 and 44 24/05/2018

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34.	Program 1.1	Urquhart	NBN market share assumptions – corporate plan	<p>Senator URQUHART: Thank you. I understand that NBN are forecasting to have 8.6 million active services in 2021. That represents a market share of around 74 per cent. If one million of those were to substitute to wireless over the next half decade, can you tell me what impact that would have on their market share?</p> <p>Mr Windeyer: We can do that calculation for you, Senator, yes, but we'll have to take it away and do it.</p> <p>Senator URQUHART: Okay. Can you please outline your understanding of NBN market share assumptions in the NBN corporate plan? What market share does it assume out to financial year 2022?</p> <p>Mr Windeyer: Again, we can take that on notice and find some figures for you.</p> <p>Senator URQUHART: Okay. So someone in the next room is hunting that out?</p> <p>Mr Windeyer: Hopefully they are watching. We will endeavour to come back. We're very happy to take it on notice. We'll endeavour to come back quickly for you.</p> <p>Senator URQUHART: Can you tell me how that assumption, then, translates over the long range forward estimates?</p> <p>Mr Windeyer: Sorry, the long range forward estimates?</p> <p>Senator URQUHART: How does this assumption translate over the long range forward estimates?</p> <p>Mr Windeyer: I'm sorry, but I'm slightly—</p> <p>Senator URQUHART: Well, it's in relation to the previous question.</p> <p>Mr Madsen: I think you are asking if there was a larger share of premises that switched across to wireless services, how that would affect the internal rate of return. I think we would have to take that on notice.</p> <p>Mr Windeyer: We would have to take that on notice.</p> <p>...</p> <p>Senator URQUHART: Is that 75 per cent take-up rate assumed in both the top</p>	Page 45–46 24/05/2018

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				<p>and bottom end ranges of the peak funding range?</p> <p>Mr Madsen: I would have to take that on notice to see whether that's one of the factors that they have adjusted to determine the top or the bottom.</p> <p>...</p> <p>Senator URQUHART: Has the department ever asked that question of NBN? I would have thought it was something that a shareholder department would want to know.</p> <p>Mr Madsen: It is something that we look at as part of the review of NBN's corporate plan—both the financial position over the four years of the corporate plan itself and the long-term forecasts that generate the internal rate of return.</p> <p>Mr Windeyer: I think, as we said earlier, we are happy to take it on notice to try to confirm or understand what long-term take-up assumption is used for the purposes of those longer term IRR calculations. We just don't have the detail here, I'm sorry.</p>	
35.	Program 1.1	Urquhart	IRR and classification of NBN	<p>Senator URQUHART: And you don't know what the internal rate would be if the NBN were no longer classed as an investment? You don't know what that is?</p> <p>Mr Windeyer: As I said, the question of the classification of NBN as an investment is a question which goes to government accounting standards issues and is one that the Department of Finance would be better placed to answer.</p> <p>Senator URQUHART: I am sure they are. I am sure that this department has given advice to the minister, given that it's part of communications.</p> <p>Mr Windeyer: And as I've said, we have certainly provided advice, canvassing a very large range of these issues. You are then trying to find out more specific issues about the relationship between the IRR and the classification of NBN as an investment. That's the piece that I'm just not in a position to give you an answer on. We can take it on notice and see what we can find for you, but it is one where I think we would be relying on advice coming from the Department of Finance.</p>	Page 46–47 24/05/2018

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36.	Program 1.1	O'Neill	NBN complaints	<p>Senator O'NEILL: Thank you. That is a lot clearer for me. I appreciate that. Who was consulted before the direction was made public on 21 December?</p> <p>Mr Windeyer: Just to be clear—I know I am being detailed, but this seemed to be a point of discussion with the ACMA yesterday—are you interested in who was consulted close to that point in time or in the lead-up to us providing—</p> <p>Senator O'NEILL: Well, I'm happy to take both answers.</p> <p>Mr Windeyer: Ms Spaseski has pointed out a number of people and agencies that were consulted and talked to in the lead-up to developing a package of consumer measures. Unless Ms Spaseski has any details, I would have to confirm who might have been consulted immediately prior to the minister actually issuing the direction.</p> <p>Ms Spaseski: We would have to take that on notice. The reason I say that is that we were heavily involved in conversations with the ACMA, the ACCC and the Telecommunication Industry Ombudsman. The complaints numbers were also pointing to the same pain points. What consultation occurred through those agencies with parts of industry and consumer groups I couldn't tell you here today. I am happy to take that on notice.</p> <p>Senator O'NEILL: That's the period in the lead-up?</p> <p>Ms Spaseski: In the lead-up; that's right.</p> <p>Senator O'NEILL: You are aware of my questions, clearly, to ACMA last night around the dates of 20 and 21 December. Could you give me a clear answer on who was consulted in that period and when they were consulted? We had some vague answers about the NBN Co getting information ahead of other stakeholders.</p> <p>Mr Windeyer: I am sorry, but I think we are going to have to take that on notice to try to work out exactly who was talked to when. I think it may be that, similar to an observation I think the ACMA made, there was notification to some</p>	Page 54–55 24/05/2018

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				industry players that there was going to be something done rather than consultation with them for the purposes of development. But we would have to take on notice who was notified of what.	
37.	Program 1.1	O'Neill	Digital television switchover and VAST	<p>Senator O'NEILL: The questions I have are about the digital television switchover. First of all, just take me through your budget expenses for outcome 1.</p> <p>Mr Mrdak: For each program?</p> <p>Senator O'NEILL: Yes, please.</p> <p>Mr Mrdak: As I said, it reflects the current spending profile of the programs. I don't know if, given the committee's time, you want us to take you through every one. Essentially, the programs are all continuing. Some of these reflect the rephasing of some funds, such as the Mobile Black Spot Program. Other than that, they largely represent a continuation of existing programs the department has had in place.</p> <p>Senator O'NEILL: Do you want to give me a bit about the rephasing?</p> <p>Mr Mrdak: It simply reflects actual spending, which is a conversation we were having this morning with Senator Urquhart around the actual spend on the Mobile Black Spot Program affecting the timing of delivery of a number of the projects. It is simply reflecting the normal movement of funds that takes place. If there are particular issues on any of those programs, I'm happy to take them on notice and come back to you in some detail.</p> <p>Senator O'NEILL: I might do that. I have a couple, if I can. Just talk me through the digital television switchover. In 2017-18, it is \$11 million. Is that correct?</p> <p>Mr Mrdak: That's correct.</p> <p>Senator O'NEILL: How do you expect this funding to be used?</p> <p>Mr Windeyer: I would have to take on notice to confirm whether it explains every dollar in those tables. But the vast bulk of that funding relates to the VAST</p>	Page 64–65 24/05/2018

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				satellite service.	
38.	Program 1.1	O'Neill	Funding for intellectual property	<p>Senator O'NEILL: There could be provisioning. What about the funding for intellectual property? Can we go to that? How do you expect this funding to be used?</p> <p>Mr Eccles: We might need to take that on notice. I'm just not exactly sure what that's for. I'll turn around and see if there's anyone here who might be able to shed light on it.</p> <p>Senator O'NEILL: Some time later today?</p> <p>Mr Mrdak: I think that's a contribution to our international obligations under intellectual property, but I'll get you a detailed answer on that.</p> <p>Senator O'NEILL: Great. I would just like to know about its success and what the funding applies to and the rationale for that sum of \$250,000.</p> <p>Mr Eccles: We'll confirm that for you.</p>	Page 65–66 24/05/2018
39.	Program 1.1	O'Neill	International organisation contributions	<p>Senator O'NEILL: I want to turn to international organisation contributions.</p> <p>Mr Mrdak: Yes.</p> <p>Senator O'NEILL: Can you please provide enough data on how you expect this funding to be used?</p> <p>Mr Windeyer: We can take it on notice to provide the precise details. A significant chunk of that would be related to the department's contribution to the International Telecommunication Union. But we can provide you a breakdown of what other international amounts there are.</p> <p>Senator O'NEILL: Great. So how the funding is applied and why it is that those amounts are required.</p> <p>Mr Windeyer: We can do that. They are associated with a formula that Australia has signed up to as a member of that treaty organisation, which sets an annual contribution rate. We can explain that to you on notice.</p>	Page 66 24/05/2018
40.	Program 1.1	O'Neill	Public interest	Senator O'NEILL: Under the special accounts line, there is a line for other	Page 67

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			services - funding	<p>public interest services. Can you provide an update on how you expect this funding to be used?</p> <p>Mr Eccles: Again, I think we'll get our CFO to do a detailed assessment of the entire table and provide that to you as soon as we can.</p> <p>Senator O'NEILL: Great. I'm interested in a few things there. Could you find out what the funding is applied to and what its purpose is? Is the full amount over four years contractually committed? Have we got somebody here who can help with that?</p> <p>Mr Eccles: On which one, sorry?</p> <p>Senator O'NEILL: The other public interest services.</p> <p>Mr Windeyer: Bear with me, Senator, and I'll see if we can get an answer to you now. I want to be clear that I'm talking about the right thing. Is it the \$4.046 million on the bottom of page 22?</p> <p>Senator O'NEILL: Other public interest services.</p> <p>Mr Windeyer: Sorry, other public interest services, which is \$57.35 million.</p> <p>Senator O'NEILL: That's it. Will you be able to give me an update on how you expect this funding to be used?</p> <p>Mr Windeyer: In the interests of just making sure we understand what is rolled up and embedded in that, we'll take it on notice and get back to you as part of the package.</p>	24/05/2018
41.	Program 1.1	O'Neill	Regional Backbone Blackspots Program - funding	<p>Senator O'NEILL: Can you please provide an update on how you expect the funding around the Regional Backbone Blackspots Program to be used?</p> <p>Mr Windeyer: Yes. We can do that for you.</p> <p>Senator O'NEILL: Is there somebody who can help with that one now?</p> <p>Mr Windeyer: I am just being told that the Regional Backbone Blackspots Program amount is an annual depreciation amount.</p> <p>Senator O'NEILL: Can we get the detail on that now? Can I have an update on</p>	Page 67–68 24/05/2018

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				<p>how you expect this funding to be used? Is there somebody who—</p> <p>Mr Mrdak: Well, as a depreciation payment, it reflects the Commonwealth's interests in the fibre network, which the Commonwealth is an owner of. This would be the depreciation allowance providing for that over the forward estimates. We can get you advice to explain that work.</p> <p>Senator O'NEILL: That would be good.</p> <p>Mr Mrdak: The reason it appears as expenses not requiring appropriation is that they are effectively automatic payments that are locked in either contractually or through accounting standards. They don't require an appropriation because they are effectively accounting treatments. That is all of those items that are expenses not requiring appropriation.</p> <p>Senator O'NEILL: Okay. Where have we got contractual commitments amongst them?</p> <p>Mr Mrdak: Well, they principally relate to foreign exchange movements for committed international payments. The others are—</p> <p>Senator O'NEILL: So that's the international organisation contribution?</p> <p>Mr Mrdak: That's the international organisation contribution. Then you've got the regional black spots. The broadband reflects, again, payments that ACMA will collect on behalf of the government in relation to the payments there. We can get you a detailed note on them.</p>	
42.	Program 1.1	Patrick	Travel Expenditure	<p>For FY 16/17:</p> <ol style="list-style-type: none"> 1. Please provide details of the Qantas/Virgin split for official travel in terms of: <ol style="list-style-type: none"> a. Total number of tickets b. Total value spent for official travel? 2. In the event there is a disparity of greater than 65/35 in the split (either way), 	Written 05/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>please provide a detailed reasons for the split in the context of a lowest practical fare policy.</p> <p>3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club?</p>	
43.	Program 1.1	Keneally	Institute of Public Affairs membership	<p>1. How long has Minister Fifield been a member of the Institute of Public Affairs (IPA)?</p> <p>a. Does the period include the entire duration of the Minister's time in Parliament?</p> <p>b. Did Minister Fifield attend any IPA meetings during the last 12 months?</p> <p>c. Has Minister Fifield ever made any private donations to the IPA?</p> <p>d. Is Minister Fifield a general member, or a premium member?</p> <p>e. In a 2008 address to the Australian Adam Smith Club, did Minister Fifield say "Conservatives have often floated the prospect of privatising the ABC and Australia Post, and there is merit in such proposals"?</p>	Written 05/06/2018
44.	Program 1.1	Keneally	ABC programming complaint	<p>2. How many times has the Minister made a complaint to the ABC about ABC programming over the last 12 months?</p> <p>a. What were the nature of these complaints?</p>	Written 05/06/2018

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				<p>b. How were these complaints communicated?</p> <p>c. What correspondence did the Minister receive in response to these complaints?</p> <p>d. Were any of these complaints made on behalf of other members of the Turnbull government?</p> <p>e. Were any of these complaints made on behalf of One Nation?</p> <p>f. How many of these complaints were also referred to ACMA?</p> <p>g. Can the Minister table copies of all of the complaints that he has made to the ABC and ACMA, and the relevant responses?</p>	
45.	Program 1.1	Keneally	ABC funding	<p>3. Over the last thirty years, has any Liberal government increased funding to the ABC?</p> <p>a. How much money has the Liberal Party cut from the ABC when they have been in government over the last thirty years?</p> <p>b. When was the last Liberal Party government to increase funding to the ABC?</p>	Written 05/06/2018
46.	Program 1.1	Keneally	South Australia blackouts article	<p>4. Does the Minister intend to lodge a formal complaint about an article written by Chris Uhlmann regarding blackouts in South Australia?</p>	Written 05/06/2018
47.	Program 1.1	Urquhart	Mobile Black Spot Program	<p>1. What was the highest proportion of the total cost of a mobile base station contributed by a Mobile Network Operator, in each of the three rounds of the program?</p> <p>2. What was the lowest proportion of the total cost of a mobile base station contributed by a Mobile Network Operator in each of the three rounds of the program?</p> <p>3. What was the highest proportion of the total cost of a mobile base station contributed by the Commonwealth, in each of the three rounds of the program?</p> <p>4. What was the lowest proportion of the total cost of a mobile base station contributed by the Commonwealth, in each of the three rounds of the program?</p> <p>5. What is the highest and lowest proportion of the non-carrier contribution to each individual base station, for each round of the program?</p>	Written 05/06/2018

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				<p>6. Can the department provide a list of the nominated black spots on the national database addressed by each base station funded through the Mobile Black Spot program?</p> <p>7. What is the highest number of black spots dealt with by a single mobile base station funded under the program and where was it located?</p> <p>8. What are the locations of the funded base stations under the Mobile Black Spot program in Round 1 that will not be operational as at 30 June 2018?</p> <p>9. What are the locations of the funded base stations under the Mobile Black Spot program in Round 2 that will not be operational as at 30 June 2018?</p> <p>10. What are the timeframes for construction to commence and be completed for base stations funded under Round 3?</p> <p>11. At Senate Estimates on 24 May, evidence was given that 184 small cells have been built as part of the applicant's bid under the Mobile Black Spot Program. Please provide details of which base station bid each of these small cells was contained in.</p>	
48.	Program 1.1	Urquhart	Bill Morrow comments on fixed wireless	<p>On 30 May 2017 Bill Morrow said:</p> <p>"NBN has announced this new, ultra-fast Fixed Wireless NBN 100 speed tier in response to demand in regional Australia where Fixed Wireless services are available or planned."</p> <p>"The NBN Fixed Wireless network is a genuine world leader. It's really exciting to be launching this game changing product for our Fixed Wireless customers across rural and regional Australia."</p> <p>"This is just one more example of NBN's flexibility to introduce technology advancements without slowing down the rollout. It fits neatly into the upgrade path for Fixed Wireless and ensures we meet our commitment to provide a network for the future regardless of technology."</p> <p>a) Was the Department or Minister briefed on the decision to deliver 100 mbps</p>	Written 12/06/2018

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				<p>over fixed-wireless prior to NBN going public?</p> <p>b) If yes, on what date was the briefing received? And was it a written briefing?</p> <p>c) Did either Minister in the Communications Portfolio receive a written brief from the Department on this prior to it going public?</p> <p>d) Was the Government's agreement sought in offering the promised upgrade to 100 mbps or was this solely a decision by NBN?</p> <p>e) Was any notification under the PGPA Act provided to shareholder Ministers?</p> <p>f) Did the Government receive any advice on the costs of delivering a 100 mbps upgrade path?</p>	
49.	Program 1.1	Urquhart	Dumping of promise to offer 100 mbps over fixed-wireless	<p>a) When was the Department/Minister first advised that NBN had dumped its promise to deliver 100mbps speeds over the fixed-wireless network? Please provide the date.</p> <p>b) Was this brief in writing?</p>	Written 12/06/2018
50.	Program 1.1	Urquhart	Complaints about infrastructure installations	<p>a) If a cable is not installed at a height that complies with infrastructure deployment regulations (such as an overhead HFC lead-in cable) what is the process for consumers making a complaint? What is the role of the ACMA? The TIO? And the carrier?</p> <p>b) If a mobile base station has been deployed without correct consultation how does a consumer raise a complaint? What is the role of the ACMA? The carrier?</p> <p>c) If a mobile base station code has been breached how does a consumer complain? Does their matter have to be investigated? Or is it discretionary?</p>	Written 12/06/2018
51.	Program 1.1	Urquhart	Regulation Impact Statement – NBN Rules	<p>With regards to this announcement: https://www.acma.gov.au/theACMA/acma-imposes-new-rules-to-better-protect-consumers-migrating-to-the-national-broadband-network</p> <p>a) When did the Department first submit a short-form RIS, presumably relating to the contents of the Ministerial direction, to the OBPR? Please provide the date.</p> <p>b) On what date did the OPBR agree that only a short-form RIS would be</p>	Written 12/06/2018

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				required? c) Please table any letters which went to OBPR certifying the RIS and representations made about its impact on the industry.	
52.	Program 1.1	Urquhart	Tasmanian rollout	a) How many premises in the electorate of Braddon on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBN Co to dump the promised fixed-wireless upgrade? b) How many premises in the electorate of Lyons on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBNC Co to dump the promised fixed-wireless upgrade? c) How many premises in the electorate of Bass on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBNC Co to dump the promised fixed-wireless upgrade? d) How many premises in the electorate of Franklin on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBNC Co to dump the promised fixed-wireless upgrade? e) How many premises in the electorate of Clark (Denison) on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBNC Co to dump the promised fixed-wireless upgrade?	Written 12/06/2018
53.	Program 1.1	Urquhart	Take-up Rates	What are NBN Fixed Line take-up rates as of May 2018 (or latest data) for the following areas: a) Cooloongup, WA b) Spring Farm, NSW c) Hendra, QLD d) Appin, NSW e) Rowville, VIC	Written 12/06/2018
54.	Program 1.1	Urquhart	NBN peak funding	a) Is it the understanding of the Department that NBNC Co cannot deliver its promised upgrade to offer 100 mbps over fixed-wireless within its \$49b peak	Written 12/06/2018

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				funding limit?	
55.	Program 1.1 [Minister]	Urquhart	Content Review – delay in response	1. Does the Minister accept that delay in announcing a response to the Content Review is creating uncertainty in the industry and affecting business confidence? 2. When will the Government announce its content policy?	Written 26/06/2018
56.	Program 1.1	Urquhart	Emergency Broadcasting – Department	<ol style="list-style-type: none"> 1. What, if any, risk assessments have been undertaken by the Department to determine the impact of the shift to the NBN on emergency broadcasting in Australia? <ol style="list-style-type: none"> a. What type of risk assessment has been undertaken, by whom and when? b. Has any risk assessment been communicated to the Minister, ACMA and/or NBNC0? c. Has any risk assessment been undertaken in conjunction with the ACMA and/or NBNC0? d. Is any such risk assessment available to industry or the public? 2. What redundancy is there in broadcasting services to accommodate emergencies? <ol style="list-style-type: none"> a. Has the Government required an appropriate level of redundancy in broadcast services? b. What power back-up is there, and what does it support? 3. What redundancy is there in NBN services to accommodate emergencies? <ol style="list-style-type: none"> a. Has the Government required an appropriate level of redundancy in the NBN access network and points of interconnect? 	Written 26/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<ul style="list-style-type: none"> b. What power back-up is there in the NBN access network and points of interconnect and where are they? 4. In relation to emergency broadcasting, what plans are in place for emergencies in regional areas if communications are down and broadcasters have no means of communicating with emergency service coordinators to obtain information in real time for the purposes of providing appropriate warnings via broadcasting? <ul style="list-style-type: none"> a. What plans or contingencies are in place to deal with potential mobile network congestion? b. What plans or contingencies are in place to deal with potential downing of mobile network towers? c. What plans or contingencies are in place to deal with potential NBN outages? 	
57.	Screen Australia	Bilyk	Australian children's content	<p>Senator BILYK: So it ends up in that arts sphere. That's great. Can you tell me also about what you do to try to maintain and increase Australian content for children? What sort of issues do you come across with regard to Australian made children's content?</p> <p>Mr G Mason: As you are probably aware, we operate in all types of screen content. We have a particular focus and regard for children. At this point, we do have several children's or family feature films filming. We have expended a significant sum in children's television drama this year.</p> <p>Senator BILYK: Can you tell me how much that is?</p> <p>Mr G Mason: I could take that on notice. I would suggest this year we have committed \$9 million. Obviously those projects are eligible for the offsets, which we also administer on behalf of the government or the people of Australia. In</p>	Page 71 24/05/2018

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				<p>direct investment, I believe we've allocated some \$9 million, but I can confirm the exact amount for you.</p> <p>Senator BILYK: Did you say that that was into television?</p> <p>Mr G Mason: Television and children's drama and children's content. We also, as I say, have family or children's feature films filming as well.</p> <p>Senator BILYK: Do you know how many?</p> <p>Mr G Mason: I could check that for you, and we can confirm the exact numbers.</p> <p>Senator BILYK: If you could take that on notice that would be good.</p>	
58.	Creative Partnerships Australia	Bilyk	Office/Staffing costs	<p>Ms Menzies: Yes. Our head office is in Melbourne. We have one staff member based in each of Sydney, Brisbane, Darwin and Perth.</p> <p>Senator BILYK: One staff member in each?</p> <p>Ms Menzies: Yes.</p> <p>Senator BILYK: Are you able to tell me the costs of running those offices for one staff member?</p> <p>Ms Menzies: Not directly, but I'll take that on notice and get that to you.</p> <p>Senator BILYK: So they are all rented accommodation, I presume, are they?</p> <p>Ms Menzies: In some states, we pay very little rent. In some, it's free. In others, we pay commercial rent.</p> <p>Senator BILYK: Take that on notice and get me that information.</p> <p>Ms Menzies: Sure.</p> <p>Senator BILYK: And the staffing costs as well.</p> <p>Ms Menzies: Sure.</p> <p>Senator BILYK: The specific costs that we require for how much those staff are earning, on-costs and the whole kit and caboodle.</p> <p>Ms Menzies: No problem.</p>	Page 73 24/05/2018
59.	Creative	Bilyk	Coaching and	Ms Menzies: We run a mentorship program, which is one on one, where we	Page 74

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	Partnerships Australia		mentoring program - Tasmania	<p>match experienced fundraisers with up-and-coming fundraisers. We do some group work with them as well, which we have overwhelmingly positive feedback on.</p> <p>Senator BILYK: So as a senator for Tasmania, how do up-and-coming Tasmanian artists access these facilities? I presume you don't go to Tasmania?</p> <p>Ms Menzies: We do. We have a Victorian and Tasmanian manager. Every state is covered by a state manager. So our Perth based person covers WA and South Australia. Our Victorian state manager covers Tasmania. Our Sydney based person covers the ACT. So every state has access to one of our state managers and they travel there regularly. In fact, our Tasmanian manager was down there this week. He's down there probably at least once a month, I would say.</p> <p>Senator BILYK: I want to get a breakdown of when they've actually been in Tasmania, what they've been doing, the costs of the programs they've been running and the number of participants.</p> <p>Ms Menzies: Sure.</p>	24/05/2018 .
60.	Australia Council	Bilyk	Staffing	<p>Senator BILYK: Sure. You might need to take this on notice. Are you able to give me a breakdown of staff into different sections? How many people work on grants? How many people work on events? How many people work in communications? How many people work in strategy? If you have it now, that would be great. I presume you may not.</p> <p>Mr Grybowski: I will take that on notice.</p>	Page 75 24/05/2018
61.	Program 2.1	Hanson- Young	250th anniversary of James Cook's first voyage to Australia -	<p>Senator HANSON-YOUNG: Is that the Indigenous nation's name?</p> <p>Senator Fifield: This portfolio doesn't have carriage of that particular project.</p> <p>Senator HANSON-YOUNG: But we're funding it. It could possibly be funded out of the cuts from the ABC, obviously?</p>	Page 21 23/05/2018

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			Indigenous consultation	<p>Senator Fifield: That funding is being provided to the department of the environment.</p> <p>Mr Mrdak: It is part of the Kamay Botany Bay National Park master plan, which has been developed by the New South Wales government. They have developed a meeting place-precinct at Kurnell. This has been developed following wide community consultation with Indigenous and other community—</p> <p>Senator HANSON-YOUNG: But you can't tell me the name of the indigenous nation. We're spending \$15 million on a statue commemorating Captain Cook and you can't tell me the name of the Indigenous nation on whose land the statue is going to be placed?</p> <p>Mr Mrdak: It's not a statue in that sense. It's a master plan for a precinct in that Kurnell area, which includes a visitor centre, walking tracks and intensive rejuvenation of natural vegetation. I will happily take on notice the Indigenous groups that have been involved, but it is more than just one. It is a series of Indigenous groups in that Kurnell, La Perouse, Botany Bay precinct.</p>	
62.	Program 2.1	Hanson-Young	Content Review – report and findings	<p>Senator HANSON-YOUNG: Has the minister received the report from the content review?</p> <p>Senator Fifield: The review is a process, and that process is continuing.</p> <p>Senator HANSON-YOUNG: Have you got a report, Minister?</p> <p>Senator Fifield: Yes; iterations have come to me, but it's not a concluded work.</p> <p>Senator HANSON-YOUNG: There's no final report?</p> <p>Mr Eccles: Yes, our findings of the report were provided in late December 2017.</p> <p>Senator HANSON-YOUNG: So there are some findings from a report?</p> <p>Mr Eccles: From a process.</p> <p>Senator HANSON-YOUNG: From a process. It's starting to sound like a Utopia moment here. There are some findings from a report, from a process. Minister, when will they be released publicly and when will the government</p>	Page 27 23/05/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>respond?</p> <p>Senator Fifield: That work is an input to government. It's not a definitive piece of work; it's an input. What I will be doing, and have started to do, is to engage in some close consultations with stakeholders before any substantive proposition is formally considered by government.</p> <p>Senator HANSON-YOUNG: Will you release that report and the findings at any point?</p> <p>Senator Fifield: I'll take that on notice.</p> <p>Senator HANSON-YOUNG: So you don't have a position on whether that report will ever be released publicly?</p> <p>Senator Fifield: I'll have to check with the form of it, if it has been prepared as a format for public release or—</p> <p>Senator HANSON-YOUNG: You've had this report since December.</p> <p>Senator Fifield: Yes.</p>	
63.	Program 2.1	Bilyk	Australia Council budget	<p>Senator BILYK: I want to ask a couple of questions about the Australia Council. Are you able to tell me what changes to the budgets the Australia Council has had from 2013-14 through to 2018-19?</p> <p>Dr Arnott: I don't have that detail with me, I'm afraid, but I can certainly take it on notice too.</p> <p>...</p> <p>Dr Arnott: Total government funding to the Australia Council in 2015-16 was \$193.176 million. In 2016-17, it was \$196.424 million. In 2017-18, it's \$209.393 million. In 2018-19, this coming financial year, it is \$208.186 million.</p> <p>Senator BILYK: Okay. But the critical years you haven't got there are 2013-14 and 2014-15.</p> <p>Dr Arnott: Yes. I will have to provide those to you on notice.</p>	Page 78–79 24/05/2018
64.	Program 2.1	Siewert	250th Anniversary	1. When was the decision made to contribute funding to the 250th Anniversary of	Written

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			of Captain Cook's voyage to Australia	<p>Captain Cook's first voyage to Australia?</p> <p>2. Please provide details of each item of expenditure of the \$48.7m committed by the Federal Government. Please outline the cost of each component, the details of the component and which agency is responsible.</p> <p>3. Where did the idea originate?</p> <p>4. Were any Aboriginal or Torres Strait Islander peoples consulted prior to the decision to commit resources to the anniversary? If so, please outline details of the consultation.</p> <p>5. Please explain what is intended to be achieved in the specialised training for Indigenous cultural heritage professionals in regional areas program outlined in Budget Paper 2.</p>	04/06/2018
65.	Program 2.1	Urquhart	Cultural Agencies	<p>a) It has been reported that the National Library and National Archives will lose 12 and 10 staff respectively with the budget cuts handed down in the latest budget. Can this be confirmed?</p> <p>b) If so, where are the reallocated funds to go to?</p>	Written 12/06/2018
66.	Program 2.1	Urquhart	SongMakers	<p>c) With funding ending in December 2017, can the Department speak to what steps are being taken to renew funding for the SongMakers program in high schools?</p> <p>d) How will the Department ensure that this program of getting award winning musicians into schools to mentor thousands of students continues and expands its reach to the schools and regions crying out for the program?</p>	Written 12/6/2018
67.	Program 2.1	Urquhart	Content Review	<p>a) What is the status of the Australian and Children's Screen Content Review?</p> <p>b) What is the Department doing to increase Australian content on TV, including but not limited to:</p> <p style="padding-left: 20px;">a. Pay services such as Netflix</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>b. Public broadcast content.</p> <p>c) Has the Department met with stakeholders and producers such as Netflix and Amazon?</p> <p>d) Is the Government considering partnerships and subsidies with production companies to incentivise more Australian-produced content?</p> <p>e) Has the Department sought and/or obtained advice on the impact of the Australia-US Free Trade Agreement or the Trans-Pacific Partnership in relation to the Content Review?</p> <p>f) In view of the US-Australia Free Trade Agreement, is it an option for Australia to impose Australian content obligations on US-based over-the-top content providers, such as Amazon Netflix?</p> <p>a. If no, why?</p> <p>b. If yes, under what conditions?</p> <p>g) On 7 December 2017, the House of Representatives Standing Committee on Communications and the Arts released its Report on the inquiry into the Australian film and television industry (the Report). The Report made 13 recommendations.</p> <p>As per the Resolution of the House, the Australian Government is required to respond to a House of Representatives Committee report addressing each recommendation, within six months of the report being tabled.</p> <p>When and how will the response be available?</p>	
68.	NBN Co	Steele-John	Completion of remediation work	<p>Senator STEELE-JOHN: Do you have a fixed timeline for the completion of the remediation work?</p> <p>Mr Morrow: Yes, we do.</p> <p>Senator STEELE-JOHN: What is that end date?</p> <p>Mr Morrow: That is an average six- to nine-month delay in terms of when</p>	Page 81–82 24/05/2018

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				<p>people would have the ability to order their broadband experience over the NBN controlled portion of the network.</p> <p>Senator STEELE-JOHN: All right. Can you provide me with some updated figures on the cost assessment, fixed and deployed, of the HFC network?</p> <p>Mr Rue: I think you asked me this last time I was here.</p> <p>Senator STEELE-JOHN: Yes.</p> <p>Mr Rue: I replied at the time. I'm afraid I'm going to give you the same answer. We're working through our corporate plan at the moment. It's a long process we go through. We go through it with all our teams in the business. They go through each area. In this specific case, they look at remediation needed in each area. As Mr Morrow said, it is an average of six to nine months and area by area when it comes back. That process is still in place. If you could hold that question until the corporate plan is released, I would be very happy to talk you through it.</p> <p>Senator STEELE-JOHN: Do you have a cost to date of how much that process has cost the corporation?</p> <p>Mr Rue: No. I don't have that with me.</p> <p>Senator STEELE-JOHN: Could you take that on notice?</p> <p>Mr Rue: I'm happy to take that on notice. Once again, as I said, a more fulsome answer I'll be able to give you once we've completed our plan. I'm very happy to talk you through that.</p>	
69.	NBN Co	O'Neill	4G evolution path	<p>Senator O'NEILL: Is there any point within the 4G evolution path where the modem is not capable of leveraging the full benefit of the technology upgrades that are made to the tower?</p> <p>Mr Morrow: Typically not. I would have to confirm, though. Typically not. Again, when you're talking about down-tilting the antenna or putting in an</p>	Page 87 24/05/2018

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				overlay sector, it's not changing the protocol. The protocol is the issue that talks to the modem. That shouldn't be the case. I can't imagine that there would be, but I'm happy to take that on notice, if you would like confirmation of that.	
70.	NBN Co	O'Neill	Wireless frequency bands	<p>Senator O'NEILL: Is there a range of wireless frequencies which the external antenna installed on fixed wireless premises can typically support?</p> <p>Mr Morrow: Yes.</p> <p>Senator O'NEILL: What is that?</p> <p>Mr Morrow: The frequency bands themselves?</p> <p>Senator O'NEILL: Yes.</p> <p>Mr Morrow: I don't know. I'd have to take that on notice.</p>	Page 89 24/05/2018
71.	NBN Co	Keneally	"Bring it on" trademark	<p>Senator KENEALLY: I'll ask some questions that I believe don't go into the territory of things you've discussed with Mitch, so we can talk about medical alarm trials, please.</p> <p>Mr Rue: Before you do that, perhaps I could deal with two very small issues. You asked about the cost of 'Bring it on'—the trademark. We haven't been able to get that for you, so we'll have to take that on notice. I apologise. It didn't work this time—the iPhone. The other thing is: Senator O'Neill, you asked me what the infrastructure costs were, and I said they were in the plan. To be clear, they're in the 2016 plan. It's on page 67, if you want to refer to it.</p>	Page 113 24/05/2018
72.	NBN Co	O'Neill	10 cheapest fibre-to-the-premises plans	<p>Senator O'NEILL: But you did a lot of analysis for the minister, and he just ignored you. I'm asking you for the 10 cheapest houses in Australia. My question isn't anywhere near as difficult as what you put to the minister, and he said, 'Forget it; I'm not even taking your advice.' I'm asking you to give us 10 of the cheapest with fibre to the premises.</p> <p>...</p> <p>Senator O'NEILL: Thanks very much for that. I look forward to the Senate</p>	Page 117 and 118 24/05/2018

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				<p>receiving the details of the 10 cheapest plans. I don't think it's too much to ask of a company that's spending \$51 billion.</p> <p>Mr Morrow: How about I make this commitment to you. I'll look at how much effort is required within it. If it is not much effort, if it is easy to do, we will provide that; if it is not easy, then I'm sorry.</p> <p>Senator O'NEILL: I think you should have more respect for the Senate than that.</p> <p>Mr Morrow: You know I have huge respect for the Senate.</p> <p>Senator KENEALLY: How about this. If you come to a decision that it is too difficult to do it, too costly, at least provide us with some information as to why you think that is the case.</p> <p>Mr Morrow: Okay.</p> <p>Senator KENEALLY: Thank you.</p>	
73.	NBN Co	Keneally	"Bring It On" trademark – cost and usage	<ol style="list-style-type: none"> 1. Did NBN Co trademark the phrase “Bring It On”? <ol style="list-style-type: none"> a. How much did the trademark cost? b. How is NBN Co using this trademark? 	Written 05/06/2018
74.	NBN Co	Griff	Public Non-Financial Company status	<ol style="list-style-type: none"> 1. It has been reported that charging "economically significant prices" is a factor in determining eligibility for PNFC status. Does that place nbn co in a conflict? Does this in any way dis-incentivise nbn co, or prevent it from lowering wholesale charges? 2. How often and when has nbn Co’s PNFC status been reviewed? 3. What criteria are nbn co required to meet to claim PNFC status? 	Written 05/06/2018
75.	NBN Co	Urquhart	Fixed Wireless	<ol style="list-style-type: none"> 1. At Senate Estimates on 24 May regarding Fixed Wireless [page 110, extract below], Mr Morrow said that the plan to rollout 100 Mbps was going through all the stages of product development but then the usage pattern of people changed. What was the changed “usage pattern” that Mr Morrow reported to 	Written 05/06/2018

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				<p>the board?</p> <p>Mr Morrow: This is right. It's very different. If I can explain that: we looked at the feasibility of actually introducing the 100 meg product. The technology could do it. Why not introduce it? We took it to the board. The board liked it and said, 'Yep, go for it.' We informed the government that we have this technology that can do this, and we're going to be introducing that. We're going to through all the stages of product development, consultation, pricing and all that stuff that goes on with that. That was working its way down the path as we saw the usage behaviour of people change, and understanding the limitations and the cost to be able to expand the capacity, that's when we said, 'No, we need to pull it.' I went back to the board and said, 'For these reasons, we need to pull this.' I informed the government that we're pulling this product out from consideration.</p> <ol style="list-style-type: none"> 2. When was this changed usage pattern for Fixed Wireless first identified? 3. What usage pattern assumptions did NBN make for Fixed Wireless prior to the announcement of the 100 Mbps product for Fixed Wireless in March 2017? 4. What is the location of Fixed Wireless towers that have a take up rate of more than 50% and more than 80% ? 5. How many Fixed Wireless towers have a take up rate of more than 50% and 80% ? 6. What technology is used for backhaul for Fixed Wireless towers? 7. What percentage of Fixed Wireless towers have fibre backhaul? 8. How many customers does NBN provision for each Fixed Wireless tower? 9. Does NBN still offer a wholesale Fixed Wireless package of 50 Mbps? If not, when did NBN stop offering this package? 10. How many customers are on a Fixed Wireless package of 50Mbps? 	
76.	NBN Co	Urquhart	Area Switch Program	<ol style="list-style-type: none"> 1. How many applications has NBN received for Area Switch in the last financial year [2017-18]? How many in the previous financial year [2016-17]? 2. Please provide a list of organisations that have applied for Area Switch and the locations of the proposed areas. 3. For each of the Area Switch applications, please provide a list of the existing 	Written 05/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>technology and the technology sought for each.</p> <p>4. What was the highest cost per premises for Area Switch quoted by NBN and what was the location of the proposal? What factors affected the cost of this quote?</p> <p>5. What was the lowest cost per premises for Area Switch quoted by NBN and what was the location of the proposal? What factors affected the cost of this quote?</p>	
77.	NBN Co	Urquhart	Dunmore NSW NBN Technology	<p>6. What is the NBN technology available to residents in Dunmore NSW?</p> <p>7. Does NBN have a plan for Fixed Wireless technology to be rolled out in Dunmore? If not, why not. If yes, when?</p> <p>8. If Dunmore residents take up satellite NBN that is available now, will they be able to switch to Fixed Wireless technology if and when that becomes available?</p> <p>9. What is the rationale for providing satellite NBN to Dunmore NSW when a nearby location of Jamberoo, with similar population density, will be provided with Fixed Wireless technology?</p>	Written 05/06/2018
78.	NBN Co	Urquhart	Question on Notice 125	<p>Could you please complete the answer to Question on Notice 125, Question 12-14 from 2018 Additional Estimates by providing the suburb for each Technology Choice application that proceeded?</p>	Written 05/06/2018
79.	NBN Co	Ketter	FTTP lowest rate State	<p>1. Which State is projected to receive the lowest rate of fibre-to-the-premises once the network is fully rolled out?</p>	Written 05/06/2018
80.	NBN Co	Ketter	NBN rollout and small businesses	<p>2. In response to feedback I receive regularly from small businesses that flaws in the NBN rollout are significantly impacting their earning capacity, I ask what steps NBN Co has taken or is taking to engage with small businesses in order to educate owners about –</p> <p>a) What the rollout means for their business;</p> <p>b) What rectification rights small business owners are entitled to if and when the NBN technology fails to perform as promised; and</p>	Written 05/06/2018

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				<p>c) Where can small business owners / managers go for help to resolve disputes in a time critical matter, recognising technology failures can equate to lost profits?</p> <p>Background to part c: Currently it appears as though small businesses are directed to the TIO where they might spend weeks or months in a queue before even having their complaint investigated (according to an independent review of the TIO released in August 2017).</p>	
81.	NBN Co	Ketter	Multicultural communities and businesses	<p>3. Further, I ask what steps NBN Co has taken or is taking to engage with multicultural communities and businesses – particularly those with poorer English literacy skills – to educate them about the rollout, and in particular about forced switchovers?</p>	Written 05/06/2018
82.	NBN Co	Ketter	Faulty batteries	<p>4. What is the NBN Co protocol with regard to faulty batteries that are the property of NBN Co and still under warranty?</p> <p>Background to question 4: I am advised of a case where an Internode customer was asked by the provider to open NBN equipment, remove the faulty battery, drive himself to a battery store and pay for repairs or a new battery, on the promise of reimbursement via credit to his account. This raises serious questions about safety and suitability of handling a faulty battery situation.</p>	Written 05/06/2018
83.	NBN Co	Ketter	Multi-technology mix	<p>5. Does NBN Co support telecommunications providers telling customers that they should buy a mobile phone because of the risk of home phone outages under the new NBN multi-technology mix?</p>	Written 05/06/2018
84.	NBN Co	Ketter	Mobile phone ownership	<p>6. Does NBN Co acknowledge that a number of people do not wish to own mobile phones? Was this fact acknowledged in the planning stages of the NBN multi-technology mix rollout?</p>	Written 05/06/2018
85.	NBN Co	Urquhart	Increasing the number of customers on fixed	<p>In the 2018 Corporate Plan (page 56) NBN Co makes the following statement:</p> <p><i>Fixed Wireless As at June 2017, the CPP was \$3,569. The weighted average CPP</i></p>	Written 12/06/2018

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			wireless towers	<p><i>is forecast to increase to \$4,300 due to challenging build requirements as nbn progresses further into the construction phase of the rollout. This has reduced from the Corporate Plan 2017 CPP due to initiatives that have increased, on average, the number of premises covered by each tower.</i></p> <p>a) What are these initiatives? b) Why has NBN been increasing the number of premises covered by each fixed-wireless tower? c) Aren't these initiatives to increase the number of premises covered by each tower bound to increase congestion on the fixed wireless network?</p>	
86.	NBN Co	Urquhart	Cumulative CAPEX – Fixed wireless and satellite	<p>a) What was the cumulative CAPEX for the fixed-wireless network as of Q3 FY18? b) What was the cumulative CAPEX for the fixed-wireless network as of Q3 FY18?</p>	Written 12/06/2018
87.	NBN Co	Urquhart	QON 143 – Fault rates measurement	With respect to the non-response to QON134 from Additional Estimates:	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<div data-bbox="974 496 1877 970" style="border: 2px solid black; padding: 5px;"> <p>Status Answered</p> <p>Hearing Date 27/02/2018</p> <p>Overdue No</p> <p>Asked Of NBN Co Limited</p> <p>Proof Hansard Page/Written Written</p> <p>Portfolio Question Number 134</p> <p>Question</p> <p>a) What standardized measurements does management use to track and/or report internally on fault-rates and technician bookings across the network and its different access technologies?</p> <p>b) Please provide a breakdown of fault-rates across each access technology in FY17 to date, consistent with the standardized measure that is used internally.</p> <p>Answer</p> <p>nbn now publishes information relating to fault rates on our website at www1.nbnco.com.au/corporate-information/about-nbn-co/updates/dashboardfebruary.html</p> <p><small>Download question with answer.</small></p> </div> <p>a) Please answer the questions asked in the original QON.</p> <p>The fault rates published on the dashboard do not provide the quantum (number of faults), nor do they provide a breakdown by access technology.</p> <p>b) What is NBN Co seeking to hide by consistently not answering this question? If NBN Co has nothing to hide, this data should be supplied.</p>	
88.	NBN Co	Urquhart	QON 152 – Service	With regards to the non-responses to QON152 and QON208 from Additional	Written

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
			faults	<p>Estimates:</p> <div data-bbox="974 560 1720 1257" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right;">Question No: 208</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: QON152 – Non answer about service fault figures Senator Anne Urquhart asked: With reference to the question below:</p> <div data-bbox="1048 794 1447 1007" style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">Question No: 152</p> <p>NBN Co Limited Hansard Ref: Written, 13/03/2018</p> <p>Topic: Service tickets lodged for 2017-18 Senator Anne Urquhart asked: a) How many service tickets have been lodged with NBN by RSPs in FY17-18 to date? b) Please break down by access technology.</p> <p>Answer: nbn now reports monthly on faults and this is available at www2.nbnco.com.au/corporate-information/about-nbn-co/updates/dashboard-february.html</p> </div> <div data-bbox="996 1015 1682 1094" style="border: 1px solid red; padding: 5px;"> <p>a) Please provide <u>the number</u> of service faults lodged with NBN in FY17-18. As you will note the NBN Dashboard on the referenced website does not provide the information requested.</p> <p>b) Please break down the number of service faults by each access technology.</p> </div> <div data-bbox="996 1102 1682 1241" style="border: 1px solid red; padding: 5px;"> <p>Answer: nbn reports a common industry metric of the number of faults on the nbn access network per 100 premises per month. This measure tracks individual service faults, not network related faults which are tracked separately. It excludes faults not related to the nbn access network. <u>The referenced website does allow for a good approximation of the number requested.</u></p> </div> </div> <p>a) Please respond to the questions in QON208. b) Given NBN has the data needed to respond to the question, what is NBNC Co seeking to hide by consistently not answering this question?</p>	12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>c) NBN has noted it has published data that aligns with a common industry metric. The Senate has sought a different representation of that data. If NBNC Co will not provide the information – which NBNC Co holds internally and readily reports – please provide a clear explanation of the public interest immunity grounds NBN is seeking to use.</p> <p>d) NBN has noted “the referenced website does allow for a good approximation of the number requested”. Please advise why the Senate should undertake an “approximation” when NBN holds and readily reports on the requested figures internally, and at regular intervals? If NBNC Co will not provide the information – which NBN holds internally and readily reports – please provide a clear explanation of the public interest immunity grounds NBNC Co is seeking to use.</p> <p>If NBNC Co has nothing to hide, this data should be supplied.</p>	
89.	NBN Co	Urquhart	Peak funding	a) Is it the position of NBNC Co that there will not be sufficient funding available, within its peak funding limit of \$49 billion, to deliver the previously promised upgrade of fixed-wireless to offer 100 mbps speeds which the company has now dumped?	Written 12/06/2018
90.	NBN Co	Urquhart	Decision to dump promised 100 mbps upgrade path for fixed wireless	<p>a) Was it a decision of the NBNC Co Board, or management, to dump the promised 100 megabit per second upgrade path for fixed wireless?</p> <p>b) Please provide the date on which the decision was formally made.</p> <p>c) Was the Department or Government briefed in writing of this decision? If yes, on what date?</p> <p>d) Was the Department or Government briefed in writing on the initial decision to announce NBN would deliver a 100 mbps upgrade? If yes, on what date was the Department/Government briefed?</p>	Written 12/06/2018
91.	NBN Co	Urquhart	Fixed wireless usage	<p>a) What was the average fixed-wireless consumer downloading in August 2017?</p> <p>b) What was the average fixed-wireless consumer downloading in May 2018?</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				c) What was take-up (%) of fixed wireless in August 2017? d) What was take-up (%) of fixed wireless in May 2018?	
92.	NBN Co	Urquhart	Bill Morrow comments on Fixed Wireless – NBN	<p>On 30 May 2017 Bill Morrow said: "NBN has announced this new, ultra-fast Fixed Wireless NBN 100 speed tier in response to demand in regional Australia where Fixed Wireless services are available or planned." "The NBN Fixed Wireless network is a genuine world leader. It's really exciting to be launching this game changing product for our Fixed Wireless customers across rural and regional Australia." "This is just one more example of NBN's flexibility to introduce technology advancements without slowing down the rollout. <u>It fits neatly into the upgrade path</u> for Fixed Wireless and ensures we meet our commitment to provide a network for the future regardless of technology." a) Why does the promised upgrade to 100 mbps no longer 'fit neatly' into the upgrade path? b) Does demand for 100 mbps in the fixed-wireless footprint continue to exist? c) On what basis does the CEO now claim the upgrade would cost "billions and billions" given his statement that the upgrade path was an example of NBN's flexibility, and that it fitted neatly into the upgrade path?</p>	Written 12/06/2018
93.	NBN Co	Urquhart	Technician appointments	<p>a) How many technician appointments have been scheduled so far in FY18? Please break down by month if possible. b) How many of those appointments were completed in FY18? Please break down by month.</p>	Written 12/06/2018
94.	NBN Co	Urquhart	FTTP cheapest installations for each state	<p>a) Please provide a list of the 10 cheapest activation costs for an FTTP connection in each state and territory in the following format:</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question					Proof Hansard Page & Hearing Date or In Writing
				Suburb	State	Technology	Activation Cost (\$)	Property type	
						FTTP			
95.	NBN Co	Urquhart	QON 217 – Custom remediation solutions	<p>With regards to QON217 from Additional Estimates:</p> <div style="border: 2px solid black; padding: 10px;"> <p style="text-align: center;">Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Additional Estimates Spill-over April 2018 Communications Portfolio NBN Co Limited</p> <p style="text-align: right;">Question No: 217</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: Custom Remediation Solution Senator Anne Urquhart asked:</p> <p>a) How many custom remediation solutions has NBN performed? b) How many remediation cases does NBN currently have open?</p> <p>Answer: There are 52 custom remediation cases open.</p> </div>					Written 12/06/2018
				a) How many customer remediation solutions has NBN performed? The					

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				response in QON217 does not make that clear.	
96.	NBN Co	Urquhart	Benefits of broadband to Australian economy	<p>On 17 March 2017 the head of NBN Corporate affairs tweeted an endorsement of editorial commentary that declared the Fibre to the Premises NBN was one of the “two worst two decisions <i>ever made</i> by an Australian Government”.</p> 	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>a) Does the research undertaken by NBNC Co about the social and economic benefits of broadband support the proposition by the Head of Corporate Affairs that a fibre-to-the- premises NBN to 93 per cent of the population was one of the <u>two worst decisions ever made by an Australian Government</u>? Or does the NBN research show a net economic benefit?</p> <p>b) Has the head of Corporate Affairs been briefed on the findings of NBNC Co's own research?</p>	
97.	NBN Co	Urquhart	Product roadmap	a) Please table a copy of the two most recent NBN product roadmaps published on the website, prior to the roadmap that is currently listed.	Written 12/06/2018
98.	NBN Co	Urquhart	Executive bonuses linked to FY revenue targets	<p>a) How many executive bonuses (or sub-portion of an executive bonus) inside NBNC Co are linked to achievement of the FY18 revenue target in the Corporate Plan?</p> <p>b) Which members of the NBNC Co executive committee (listed on the link below) have a component of their bonus linked to the FY18 revenue target? https://www.nbnco.com.au/corporate-information/about-nbn-co/our-people/executive-biographies.html</p> <p>c) Can NBNC Co confirm that 10 per cent of KPI weighting is typically for total revenue earned in the financial year?</p>	Written 12/06/2018
99.	NBN Co	Urquhart	Total bonuses paid in FY16-17	<p>a) Can NBNC Co please confirm the total amount of short-term incentives paid to NBNC Co staff and executives in FY16-17?</p> <p>b) Can NBNC Co please confirm the total amount of long-term incentives paid to NBNC Co staff and executives in FY16-17?</p> <p>c) Can NBNC Co please confirm whether it paid out \$66 million in short-term bonuses in FY16-17?</p> <p>a. What proportion of the \$66m went to management and executives?</p> <p>b. What proportion went to employees that are not at management or executive level?</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing										
100.	NBN Co	Urquhart	Fixed wireless congestion	<p>a) Please complete the following table:</p> <table border="1"> <thead> <tr> <th>Average busy hour speed</th> <th>% of total cells</th> </tr> </thead> <tbody> <tr> <td><3mbps</td> <td></td> </tr> <tr> <td>3-6 mbps</td> <td></td> </tr> <tr> <td>6~12mbps</td> <td></td> </tr> <tr> <td>12~25mbps</td> <td></td> </tr> </tbody> </table> <p>a) Please list all cells with average busy hour speed below 3mbps. b) Please list call cells with average busy hour speed between 3 and 6 mbps.</p>	Average busy hour speed	% of total cells	<3mbps		3-6 mbps		6~12mbps		12~25mbps		Written 12/06/2018
Average busy hour speed	% of total cells														
<3mbps															
3-6 mbps															
6~12mbps															
12~25mbps															
101.	NBN Co	Urquhart	FTTC/B	<p>a) Have any existing premises that were planned or due to receive FTTB been recategorised as FTTC? b) What definition does NBNC Co use to describe an FTTB service?</p>	Written 12/06/2018										
102.	NBN Co	Urquhart	Premises outside of metropolitan Australia	<p>a) How many premises does NBN expect will be RFS outside of metropolitan Australia by the end of the rollout?</p>	Written 12/06/2018										
103.	NBN Co	Urquhart	QON140 – service class zero – multiple-non responses	<p>With regards to the non-responses in QON140 and QON209 from Additional Estimates:</p>	Written 12/06/2018										

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing												
				<p style="text-align: right;">Question No: 209</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: QON140 – Incomplete answer about service class zero figures Senator Anne Urquhart asked: With reference to the question below:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: right;">Question No: 140</p> <p>NBN Co Limited Hansard Ref: Written, 13/03/2018</p> <p>Topic: Service class zero Senator Anne Urquhart asked: Please provide a breakdown of current SCO premises by technology type. Answer: Please note for context that the unserviceable figure has improved significantly since five years ago when more than 30 per cent of premises were unserviceable. The HFC figure is also temporarily inflated during the period of the activations pause and will be progressively addressed from April 2017 when activations resume. As of 2 March 2018:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Technology</th> <th style="text-align: right;">%UNS of Tech RFS</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td style="text-align: right;">0.4%</td> </tr> <tr> <td>FTTN</td> <td style="text-align: right;">1.8%</td> </tr> <tr> <td>FTTB</td> <td style="text-align: right;">8.7%</td> </tr> <tr> <td>HFC (Temporary pause in place)</td> <td style="text-align: right;">33.9%</td> </tr> <tr> <td>Grand Total</td> <td style="text-align: right;">13.7%</td> </tr> </tbody> </table> </div> <p>Please provide <u>the number</u> of SCO premises by technology type in addition to the percentage, based on the latest information.</p> <p>Answer: The overall unserviceable number has fallen from more than 30 per cent in 2013, to approximately 13.7 per cent today. The number of SCO premises by technology type can be calculated from the percentage figures. However, it should be noted that the HFC activations pause, which is temporarily in place, has momentarily inflated the number of premises allocated to SCO. The majority of premises in the 'paused' HFC footprint will be moved to other serviceable classes throughout 2018 and a corresponding fall in the HFC percentage can be expected.</p>	Technology	%UNS of Tech RFS	FTTP	0.4%	FTTN	1.8%	FTTB	8.7%	HFC (Temporary pause in place)	33.9%	Grand Total	13.7%	
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Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing															
				<p>a) Can NBNCo please answer the question from QON209 by completing the table below based on the latest available information:</p> <table border="1"> <thead> <tr> <th>Technology</th> <th>% of Tech RFS</th> <th>Number of SCO premises</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td></td> <td></td> </tr> <tr> <td>FTTN</td> <td></td> <td></td> </tr> <tr> <td>FTTB</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> </tbody> </table>	Technology	% of Tech RFS	Number of SCO premises	FTTP			FTTN			FTTB			HFC			
Technology	% of Tech RFS	Number of SCO premises																		
FTTP																				
FTTN																				
FTTB																				
HFC																				
104.	NBN Co	Urquhart	NBN access at point piper	<p>a) Can NBN confirm an order to connect the Prime Minister's premises to the NBN was placed one working day prior to the nation-wide HFC halt being publicly announced?</p> <p>b) Has NBN Co undertaken HFC remediation in Point Piper? If yes, when was it undertaken?</p>	Written 12/06/2018															
105.	NBN Co	Urquhart	Training timeframe for NBN Technicians	<p>a) Please confirm what is the minimum timeframe in which a person can be trained to work as an NBN technician or sub-contractor?</p> <p>a. Can you confirm this is two weeks?</p>	Written 12/06/2018															
106.	NBN Co	Urquhart	Copper purchases	a) How many metres of new copper has NBN purchased to date (12 June 2018)?	Written 12/06/2018															
107.	NBN Co	Urquhart	HFC lead-in cables	<p>a) What proportion of HFC lead-in cables on the NBN are overhead?</p> <p>b) What proportion are underground?</p>	Written 12/06/2018															
108.	NBN Co	Urquhart	100 mbps on fixed wireless	<p>In 2017 NBN Co announced they would upgrade the fixed-wireless network to deliver 100/40 mbps.</p> <p>On 21 January 2018 NBN Co supplied evidence to the Senate that 50 per cent of the fixed-wireless footprint would have access to speeds of 100 mbps by 2020.</p> <p>On 24 May 2018, before a Senate hearing, the NBN Co CEO said the company had "killed" plans to deliver on its promised upgrade to 100 mbps speeds on the</p>	Written 12/06/2018															

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>fixed-wireless network. Given this sequence of events please confirm the following:</p> <p>a) Did the NBN Co CEO sign off on the initial decision for NBN Co to announce they would upgrade the fixed-wireless network to offer 100/40 mbps?</p> <p>b) Did the NBN Co CFO sign off on the initial decision for NBN Co to announce they would upgrade the fixed-wireless network to offer 100/40 mbps?</p> <p>c) Did the NBN Co Chief Engineer sign off on initial the decision for NBN Co to announce they would upgrade the fixed-wireless network to offer 100/40 mbps?</p> <p>d) Did the NBN Co Board sign off on the decision for NBN Co to announce they would upgrade the fixed-wireless network to offer 100/40 mbps?</p>	
109.	NBN Co	Urquhart	Internet traffic	<p>Based on the most recent measurements for a given data collection period, what proportion of total NBN Co internet traffic was carried through the following ports:</p> <p>a) 3274, 1119, 6012</p> <p>b) 6112</p> <p>c) 6112-6119</p> <p>d) 1119,6113,1120,80,3724</p> <p>e) 27015-27030</p>	Written 12/06/2018
110.	NBN Co	Urquhart	QON203 – gigabit speeds	With reference to the response to QON233:	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																
				<p style="text-align: right;">Question No: 233</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: 1 gigabit per second speeds Senator Anne Urquhart asked: As of rollout completion in 2020, please outline the proportion of premises in each technology footprint that will have access 1 Gbps based on the technology and active electronics:</p> <table border="1" data-bbox="1014 746 1635 949"> <thead> <tr> <th>Technology</th> <th>Proportion of premises able to access Layer 2 speed of 1gbps as of rollout completion in 2020</th> </tr> </thead> <tbody> <tr><td>FTTP</td><td></td></tr> <tr><td>FTTN</td><td></td></tr> <tr><td>FTTB</td><td></td></tr> <tr><td>FTTC</td><td></td></tr> <tr><td>HFC</td><td></td></tr> <tr><td>FW</td><td></td></tr> <tr><td>Satellite</td><td></td></tr> </tbody> </table> <p>Answer: FTTP, FTTC and HFC are gigabit-capable technologies. In 2020, nbn expects approximately 80 per cent of the HFC footprint to be gigabit capable, and this will rise to 100 per cent after the end of the migration window when Telstra's existing broadband services are switched off and all required upgrades are complete.</p> <p>Please clarify the following</p> <ol style="list-style-type: none"> a) Does that mean 80 per cent of the HFC NBN footprint will be able to order a 1Gbps service (subject to an ISP reselling that wholesale product)? b) Does this mean 0 per cent of the FTTN footprint will be 1gbps capable by 2020? c) Will NBNCo actually have a wholesale product offering of 1Gbps over FTTC 	Technology	Proportion of premises able to access Layer 2 speed of 1gbps as of rollout completion in 2020	FTTP		FTTN		FTTB		FTTC		HFC		FW		Satellite		
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Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																
				<p>as of 2020 based on the electronics it is deploying in the field?</p> <p>d) Is the following table a correct summation of the response NBNC Co has given? If not – please update and correct it.</p> <table border="1" data-bbox="974 592 1865 922"> <thead> <tr> <th data-bbox="974 592 1290 687">Technology</th> <th data-bbox="1290 592 1865 687">Proportion of premises able to access/order Layer 2 speed of 1Gbps as of rollout completion in 2020</th> </tr> </thead> <tbody> <tr> <td data-bbox="974 687 1290 719">FTTP</td> <td data-bbox="1290 687 1865 719">100%</td> </tr> <tr> <td data-bbox="974 719 1290 751">FTTN</td> <td data-bbox="1290 719 1865 751">0%</td> </tr> <tr> <td data-bbox="974 751 1290 783">FTTB</td> <td data-bbox="1290 751 1865 783">0%</td> </tr> <tr> <td data-bbox="974 783 1290 815">FTTC</td> <td data-bbox="1290 783 1865 815">0%?</td> </tr> <tr> <td data-bbox="974 815 1290 847">HFC</td> <td data-bbox="1290 815 1865 847">80%?</td> </tr> <tr> <td data-bbox="974 847 1290 879">Fixed-Wireless</td> <td data-bbox="1290 847 1865 879">0%</td> </tr> <tr> <td data-bbox="974 879 1290 911">Satellite</td> <td data-bbox="1290 879 1865 911">0%</td> </tr> </tbody> </table>	Technology	Proportion of premises able to access/order Layer 2 speed of 1Gbps as of rollout completion in 2020	FTTP	100%	FTTN	0%	FTTB	0%	FTTC	0%?	HFC	80%?	Fixed-Wireless	0%	Satellite	0%	
Technology	Proportion of premises able to access/order Layer 2 speed of 1Gbps as of rollout completion in 2020																				
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HFC	80%?																				
Fixed-Wireless	0%																				
Satellite	0%																				
111.	NBN Co	Urquhart	Staff numbers	<p>a) How many staff does NBNC Co currently employ? Please provide a breakdown for temporary staff (contractors)</p> <p>b) How many staff work in the companies IT department? How many staff have been temporarily contracted into the IT department?</p> <p>c) What is the current head count for NBNC Co’s corporate affairs and public relations functions? Please break down by employment band.</p>	Written 12/06/2018																
112.	NBN Co	Urquhart	Corporate Affairs	a) Please list all the key functions of the Corporate Affairs division	Written 12/06/2018																
113.	NBN Co	Urquhart	Overseas travel	<p>a) On how many occasions have NBN Co employees / executives travelled overseas in FY16-17?</p> <p>b) On how many occasions have NBN Co employees / executives travelled overseas in FY17-18?</p> <p>c) What is the total cost of flights/transport/accommodation for overseas travel for NBN Co employees / executives in FY16-17?</p>	Written 12/06/2018																

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				d) On how many occasions have NBN Co employees / executives travelled overseas in FY17-18? e) Please list the names of all five star hotels (or above) which have been stayed in by NBN Co employees / executives as part of overseas travel.	
114.	NBN Co	Urquhart	Cell and tower counts	a) How many fixed-wireless towers have been deployed across the NBN network? b) How many fixed-wireless cells have been deployed across the NBN network based on the most recent information? c) How many fixed-wireless towers does NBN Co expect to have deployed by 2020?	Written 12/06/2018
115.	NBN Co	Urquhart	Congestion on fixed-wireless – 6 mbps or less	a) How many NBN fixed-wireless cells have a peak hour performance of less than 6 mbps? b) Please provide a location for each cell.	Written 12/06/2018
116.	NBN Co	Urquhart	Congestion on fixed-wireless – 12 mbps or less	a) How many NBN fixed-wireless cells have a peak hour performance of less than 12 mbps? b) Please provide a location for each cell.	Written 12/06/2018
117.	NBN Co	Urquhart	Congestion on fixed-wireless – 25 mbps or less	a) How many NBN fixed-wireless cells have a peak hour performance of less than 25 mbps? b) Please provide a location for each cell.	Written 12/06/2018
118.	NBN Co	Urquhart	Radio advertising	a) How much has NBNC Co spent on advertisements that were broadcast by radio stations into the electorate of Longman since 23 May 2018? b) On which radio stations were these NBNC Co advertisements placed? c) On which other radio stations in Queensland was <u>the same</u> advertisement placed? Please list them. d) Please table the script for the advertisement that was being broadcast into the electorate of Longman following 23 May 2018. e) How much has NBNC Co spent on radio advertising in FY17-18 to date?	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
119.	NBN Co	Urquhart	Elan Apartment Sydney	<p>The Elan apartment complex is located at 1 Kings Cross Rd, Darlinghurst. The complex was previously served by HFC technology, and it now appears to be served by FTTB.</p> <p>Please respond to the questions below</p> <p>a) When did the Elan unit become RFS?</p> <p>b) When was the formal switch-off date for the Elan unit?</p> <p>c) Is the VSDL2 node physically located inside the based of the apartment complex? Or is it located externally?</p> <p>d) Given the building was previously connected with Telstra HFC infrastructure, why did NBN deploy FTTB?</p> <p>e) Given residents previously had access of speeds up to 120mbps, is it possible they are now getting slower speeds under the NBN?</p> <p>f) Given the HFC cabling in the complex is still being used to deliver Foxtel, who is responsible for maintaining the HFC cabling at the end of the rollout? Does NBN Co acquire responsibility for maintenance at some point?</p>	Written 12/06/2018
120.	NBN Co	Urquhart	Future capital investment into Satellite network	<p>a) Does NBN Co expect any capital investment into the satellite network between FY2020 and FY2025? If yes, how much and for what purposes?</p> <p>b) In its Corporate Plan has NBN Co forecast any significant capital investment into the satellite network between FY2020 and FY2022? If yes, how much?</p> <p>c) In its Corporate Plan has NBN Co forecast any significant capital investment into the satellite network between FY2020 and FY2025? If yes, how much?</p> <p>d) In its Corporate Plan has NBN Co forecast any significant capital investment into the satellite network between FY2026 and FY2040? If yes, how much?</p>	Written 12/06/2018
121.	NBN Co	Urquhart	Take-up rates	<p>What are NBN Fixed Line take-up rates as of May 2018 (or latest data) for the following areas:</p> <p>a) Cooloongup, WA</p> <p>b) Spring Farm, NSW</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				c) Hendra, QLD d) Appin, NSW e) Rowville, VIC	
122.	NBN Co	Urquhart	Tasmania Rollout	a) How many FTTN premises in Tasmania are currently under construction? (Please make clear what reporting cycle this is up to). b) How many FTTN premises in Tasmania are currently in design? (Please make clear what reporting cycle this is up to). c) How many FTTN premises in Tasmania are currently under construction and design? (Please make clear what reporting cycle this is up to). d) How many premises in Tasmania are due to receive FTTC? e) How many premises in Tasmania on fixed-wireless are due to miss out on access to speeds of 100 mbps due to the decision by NBN Co to dump the promised fixed-wireless upgrade? Please breakdown the response by electorate. f) How many micro-nodes are installed in Tasmania? How many micronodes are inactive in Tasmania? g) Noting NBN Co Tasmania Corporate Affairs Spokesperson said on 18 November 2017 that the 113 micronodes that were installed in Tasmania as at August 2017 would be active by December 2017, how many of the 113 micronodes mentioned are now active and how many are currently inactive? If any are still inactive please provide the location of each micronode and the expected date each will go active. h) How many premises that are a part of the fixed line rollout are not ready for service in Tasmania? Please breakdown the response by electorate. i) How many premises in the fixed line rollout in the West Coast Council area are not ready for service? How many premises in the fixed line rollout in the West Coast Council area are ready for service?	Written 12/06/2018
123.	NBN Co	Urquhart	Fixed Wireless	a) Were the costs of the fixed-wireless upgrade to 100 mbps, as promised by	Written

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
			upgrade	NBN Co in the 2018 Corporate Plan, reflected in the capital expenditure forecasts embedded in the Corporate Plan?	12/06/2018
124.	NBN Co	Urquhart	Carrier aggregation – fixed wireless	<p>In order to deliver speeds of 100 mbps, it is understood NBN Co have to aggregate a pair of LTE carriers that requires different hardware to that which was deployed throughout 2016.</p> <p>This would presumably have required consumers to upgrade their aerial/modem, or possibly both.</p> <p>a) Has NBN Co procured aeriels and modems with this capability in preparation for the 100mbps upgrade? IF yes, how many?</p> <p>b) At what cost?</p> <p>c) Is the upgraded hardware been deployed? If yes, in what circumstances and to which customers?</p> <p>d) And to how many premises?</p> <p>e) Can NBN Co confirm these modems are not strictly required for 50/20 mbps users? Can these speeds be supported without issue on existing hardware?</p>	Written 12/06/2018
125.	NBN Co	Urquhart	FTTC equipment	<p>a) Can the Netcomm modem supplied on FTTC be operated on distances greater than 150m?</p> <p>b) What is the maximum copper drop length over which the Netcomm modem on FTTC will operate?</p> <p>c) How many ports are there in the FTTC distribution point electronics located in the pit?</p> <p>d) Is there any sharing of power across these ports? If yes, please describe how that works.</p> <p>e) What happens if a reverse power feed from a customer premises does not work properly? Will that only impact that particular premises?</p> <p>f) Is there a minimum number of reverse power feeds the FTTC distribution point requires in order to function?</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				g) On average, what will the reverse power feed add to the average annual electricity bill of a household?	
126.	NBN Co	Urquhart	QON201 – Service faults by access technology	<p>With regards to QON201 from Additional Estimates:</p> <div data-bbox="974 625 1825 1066" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right;">Question No: 201</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: Systems and fault tracking Senator Anne Urquhart asked: Please confirm a) Are systems within NBNCo able to disaggregate service faults by access technology?</p> <p>Answer: <u>nbn's internal reporting, including in relation to faults, is wide ranging and is often broken down by technology but not in all circumstances.</u> However, nbn closely monitors a range of fault data, aggregated across all technologies, and reports fault rectification performance publicly.</p> </div> <p>a) Please provide a more precise answer. Are systems within NBNCo able to disaggregate service faults by access technology. Yes or no? b) With respect to the service faults metric on the monthly dashboard, are systems within NBNCo able to disaggregate those by access technology? Yes or no?</p> <p>If NBNCo has nothing to hide, this data should be supplied. If NBNCo has nothing to hide, this data should be supplied. If NBNCo will not provide the information please provide a clear explanation of the public interest immunity grounds NBNCo is seeking to use.</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
127.	NBN Co	Urquhart	QON202 – Fault reporting by access technology	<p>With regards to QON202 from Additional Estimates:</p> <div data-bbox="974 560 1789 962" style="border: 1px solid black; padding: 10px;"> <p style="text-align: right;">Question No: 202</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: Systems and fault tracking - II Senator Anne Urquhart asked:</p> <p>a) Does NBN report internally on service faults by access technology?</p> <p>Answer: nbn's internal reporting, including in relation to faults, is wide ranging and is often broken down by technology but not in all circumstances. However, nbn closely monitors a range of fault data, aggregated across all technologies, and reports fault rectification performance publicly.</p> </div> <p>a) Please give a more precise answer. Does NBNC Co report internally on service faults by access technology. Yes or no? b) Please describe, with appropriate detail, in what circumstances is the internal reporting in relation to faults broken down by technology?</p>	Written 12/06/2018
128.	NBN Co	Urquhart	Missed appointments by access technology	With regards to QON203 from Additional Estimates:	Written 12/06/2018

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				<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: right;">Question No: 203</p> <p>NBN Co Limited Hansard Ref: Written, 23/04/2018</p> <p>Topic: Systems and fault tracking - III Senator Anne Urquhart asked:</p> <p>a) Does NBN measure the number of technician appointments/bookings by each access technology?</p> <p>Answer: Information about the underlying technology is recorded in relation to appointments.</p> </div> <p>a) Please break down the number of missed appointment by access technology in FY18 to date.</p>	
129.	NBN Co	Urquhart	Design and construction – premises breakdown	<p>For each access technology, please provide a breakdown of premises which are</p> <p>a) RFS b) In design c) In construction</p> <p>Despite providing this data to the Senate previously, in QON 214 from Additional Estimates NBN Co refused to provide this information on the basis that:</p> <p>"The dynamic nature of the rollout process means construction and design numbers are frequently changing and out-of-cycle reporting of these numbers can lead to inconsistencies. The most stable metrics around volumes in each technology grouping are therefore the actual and forecast RFS figures. nbn reports actual and forecast RFS and activation numbers by technology in its Corporate Plan. The next Corporate Plan is currently</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>in development and is scheduled for release prior to 31 August 2018."</p> <p>Please provide an update based on the most recent "cycle", broken down by access technology.</p> <p>For example, at the most recent Senate Estimates hearing on 24 May 2018 the NBN Co CEO advised that 98 per cent of the rollout was RFS, in design or in construction. The figures underpinning this statement could only have been formed by aggregating data across each technology footprint.</p> <p>If NBN Co has nothing to hide, this data should be supplied. If NBNCo will not provide the information please provide a clear explanation of the public interest immunity grounds NBN Co is seeking to use.</p>	
130.	NBN Co	Urquhart	Endorsement of tweet	<p>On 22 October 2017 the head of NBN Corporate Affairs re-tweeted the following post:</p> <div data-bbox="969 919 1800 1222" style="border: 2px solid black; padding: 10px;"> <p>karina keisler @karinakeisler · 22 Oct 2017 Posted without comment</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>NFI 97 @NFI97 People bitching about the NBN shouldn't be on the Internet. Their network isn't slow, they are. They bought cheap plans from cheap providers</p> </div> <p>4 1 1</p> </div> <p>a) Is it the view of NBN Co that people complaining about the NBN should not be on the internet? What is the rationale for this? b) Does the incoming head of Corporate Affairs endorse this view?</p>	Written 12/06/2018
131.	NBN Co	Urquhart	Rollout status	a) Please provide a breakdown for RFS and activations by each technology as	Written

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				<p>the most recent data.</p> <table border="1"> <thead> <tr> <th><u>Technology</u></th> <th><u>RFS</u></th> <th><u>Activations</u></th> </tr> </thead> <tbody> <tr> <td>FTTP brownfield</td> <td></td> <td></td> </tr> <tr> <td>FTTP greenfields</td> <td></td> <td></td> </tr> <tr> <td>HFC</td> <td></td> <td></td> </tr> <tr> <td>FTTN/B</td> <td></td> <td></td> </tr> <tr> <td>FTTC</td> <td></td> <td></td> </tr> <tr> <td>Satellite</td> <td></td> <td></td> </tr> <tr> <td>Fixed Wireless</td> <td></td> <td></td> </tr> </tbody> </table>	<u>Technology</u>	<u>RFS</u>	<u>Activations</u>	FTTP brownfield			FTTP greenfields			HFC			FTTN/B			FTTC			Satellite			Fixed Wireless			12/06/2018
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132.	NBN Co	Urquhart	Telstra HFC – transmission channels	a) Did Telstra ever transmit internet data over the 19 – 39 MHz upstream channel over the HFC network?	Written 12/06/2018																								
133.	NBN Co	Urquhart	HFC interference	a) Has NBN Co performed remediation on the HFC network in the suburb of Clarence Gardens South Australia? If no, for when is it scheduled?	Written 12/06/2018																								
134.	NBN Co	Urquhart	Fixed wireless installation	a) What is the average cost of a fixed-wireless installation to a customer premises?	Written 12/06/2018																								
135.	NBN Co	Urquhart	FTTC Breakdown	<p>a) Please provide a breakdown of planned FTTC for each state and territory. Planned FTTC should be composed of already RFS, in construction, in design, planned but not yet in construction or design.</p> <table border="1"> <thead> <tr> <th><u>State</u></th> <th><u>Planned FTTC</u></th> </tr> </thead> <tbody> <tr> <td>ACT</td> <td></td> </tr> <tr> <td>NSW</td> <td></td> </tr> </tbody> </table>	<u>State</u>	<u>Planned FTTC</u>	ACT		NSW		Written 12/06/2018																		
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QLD															
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136.	NBN Co	Urquhart	HFC Halt	a) In the period between 1 July 2017 and 13 November 2017 had Mr Morrow put an option at any point, in writing, to the NBN Co Board to halt the HFC rollout?	Written 12/06/2018										
137.	NBN Co	Urquhart	International comparison	a) In NBN Co aware of any other HFC operator in recent times having this problem and having to undertake remediation across its HFC footprint network?	Written 12/06/2018										
138.	NBN Co	Urquhart	Microwave links	a) How many fixed-wireless towers connect back to an aggregation hub? b) What proportion of fixed-wireless towers use microwave for backhaul? c) How many fixed-wireless towers are currently dependent on a point-to-point microwave link for backhaul? d) What contention ratio does NBN Co aim to run over the backhaul that connects into fixed-wireless towers?	Written 12/06/2018										
139.	NBN Co	Urquhart	Acceptance of copper faults – less than 25 mbps	a) Does NBN Co accept speed faults for copper NBN services reporting speeds of less than 25 mbps?	Written 12/06/2018										
140.	NBN Co	Urquhart	Contract with Telstra	It has been widely reported NBN Co entered into a \$1.6 billion deal with Telstra for to support the NBN HFC rollout. What is the current value of this deal? Has it increased or decreased?	Written 12/06/2018										
141.	NBN Co	Urquhart	Design and	a) Please complete the following table based on the most recently available	Written										

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing																																								
			construction	reporting cycle data. <table border="1"> <thead> <tr> <th></th> <th>FTTN/B</th> <th>FTTC</th> <th>HFC</th> <th>FTTH</th> <th>FW</th> <th>Sat</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>RFS</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In design</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>In construction</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Not in design or construction</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		FTTN/B	FTTC	HFC	FTTH	FW	Sat	Total	RFS								In design								In construction								Not in design or construction								12/06/2018
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142.	NBN Co	Urquhart	Board meetings	a) Please list the dates of each board meeting held in November and December 2017.	Written 12/06/2018																																								
143.	NBN Co	Urquhart	Cumulative revenue	a) Please provide cumulative revenue since the beginning of the project up to the end of Q3 FY18.	Written 12/06/2018																																								
144.	NBN Co	Urquhart	Cumulative OPEX	a) Please provide cumulative OPEX since the beginning of the project up to the end of Q3 FY18.	Written 12/06/2018																																								
145.	NBN Co	Urquhart	Cumulative CAPEX	a) Please provide cumulative CAPEX on each technology since the beginning of the project up to the end of Q3 FY18. <table border="1"> <thead> <tr> <th>Technology</th> <th>Cumulative CAPEX To Q3 FY18</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td></td> </tr> </tbody> </table>	Technology	Cumulative CAPEX To Q3 FY18	FTTP		Written 12/06/2018																																				
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146.	NBN Co	Urquhart	Subscriber payments	<p>a) Please confirm cumulative Subscriber Payments since the beginning of the project up to the end of Q3 FY18.</p> <p>a) How many hundreds of millions will this cost the taxpayer?</p>	Written 12/06/2018										
147.	NBN Co	Urquhart	HFC DOCSIS 3.0 NTD Swapout	<p>a) What is the HFC DOCSIS 3.0 NTD Swapout?</p> <p>b) Has it commenced? Where?</p> <p>c) How many NTD's will be swapped out?</p> <p>d) How are they being swapped out? Please explain the process.</p> <p>e) What is the cost of the swapout?</p>	Written 12/06/2018										
148.	NBN Co	Urquhart	Not ready to connect	a) How many not-ready to connect FTTN premises have been converted to ready-to connect in FY18?	Written 12/06/2018										
149.	NBN Co	Urquhart	Cycle time	a) What is the cycle time for FTTN?	Written 12/06/2018										
150.	NBN Co	Urquhart	\$9 million GenNBN advertising campaign	a) Who was the target demographic for the \$9 million genNBN advertising campaign?	Written 12/06/2018										
151.	NBN Co	Urquhart	Advertising	a) How much has NBNC Co spent on advertising with respect to its monthly dashboard to date?	Written 12/06/2018										

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				This should include television, newspaper and other advertising.	
152.	NBN Co	Urquhart	Websites accessed – visits	a) What were the top 20 most utilised (by data sent and received) unique domain names accessed by the NBN this year? b) What were the top 20 most accessed (by number of times accessed) unique domain names accessed by the NBN this year?	Written 12/06/2018
153.	NBN Co	Urquhart	Expenses – Plants	1. Does the NBN Co use a garden service for indoor or outdoor pot plants/flowers maintenance? a. Who are the contracts with? b. How much does each contract cost? c. How often do they visit? d. How much was spent on this service in financial year: i. 2016 -17 ii. 2017 - present 2. Have any floral displays or indoor plants or pot plants been hired or leased for display in any offices? a. Who were the contracts with? b. How much was each contract cost? c. How much was spent on this service in financial year: i. 2016 - 17 ii. 2017 - present	Written 12/06/2018
154.	NBN Co	Urquhart	Expenses - Subscriptions	1. What was the total cost of all subscriptions by the NBN to online news services, newspapers, magazines, journals and periodicals from 1 January 2016? a. What are these services / newspapers / magazines / journals / periodicals? b. How much was spent on these subscriptions in financial year: i. 2015 -16 ii. 2016 -17 iii. 2017 - present 2. What was the total value of all gifts purchased for use by the NBN since 1 January 2016? a. What were the gifts purchased? i. Who were they gifted to? b. How much was spent on gifts in financial year: i. 2016 -17 ii. 2017 - present	Written 12/06/2018
155.	NBN Co	Urquhart	Expenses – water and fruit	1. Does the NBN Co purchase bottled water or provide coolers? a. What is the monthly cost of this? b. How much was spent on this service in financial year: i. 2016 -17 ii. 2017 - present 2. Does the NBN Co provide fruit for the board or staff? a. What is the monthly cost of this? b. How much was spent on this service in financial year: i. 2016 -17 ii. 2017 - present	Written 12/06/2018

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156.	NBN Co	Urquhart	Expenses – Travel	How much was spent on the following services in the following financial years, 2016-17, 2017-present: a. Taxi hire b. Limousine hire c. Private hire car d. Hire car rental e. Ridesharing services f. Chartered flights	Written 12/06/2018
157.	NBN Co	Urquhart	Expenses – media contractors	1. How many media or public relations advisers are employed by the NBNC o? 2. Are media or public relations advisers currently independently employed by contract? a. Who are these contracts with? b. What is the value of these contracts? c. How much was spent on media or public relations advisers in financial year: ii. 2016 -17 iii. 2017 - present 3. What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?	Written 12/06/2018
158.	NBN Co	Urquhart	Expenses – Facebook spending	1. How much did the NBN Co spend on Facebook advertising or sponsored content in the following financial years, 2016-17, 2017-present? 2. How much did the NBN Co spend on Twitter advertising or sponsored content in the following financial years, 2016-17, 2017-present? 3. How much did the NBN Co spend on LinkedIn advertising or sponsored content in the following financial years, 2016-17, 2017-present? 4. How much has NBN Co spent on advertising in the following financial years, 2016-17, 2017-present? 5. Has NBN Co engaged in any corporate sponsorships? a. Who were these sponsorships with? b. What was the purpose of these sponsorships? c. What was the value of these sponsorships, by case and year? d. What was the value of these sponsorships in the following financial years, 2016-17, 2017-present, aggregated by recipient of sponsorship?	Written 12/06/2018
159.	NBN Co	Urquhart	Complaints – ABC	1. How many complaints has NBN Co made to the ABC this financial year? 2. How many complaints did NBN Co make to the ABC in FY16-17?	Written 12/06/2018
160.	NBN Co	Urquhart	Expenses – legal costs	1. How much has the NBN Co spent in legal costs in the following financial years, 2016-17, 2017-present?	Written 12/06/2018

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161.	NBN Co	Urquhart	Expenses – advisory	<p>1. Has the NBN Co engaged any consultants to provide the following services or advice?</p> <p>a. Social media i. What was the value of these services for the following financial years, 2016-17, 2017-present?</p> <p>b. Photography i. What was the value of these services for the following financial years, 2016-17, 2017-present?</p> <p>c. Acting training i. What was the value of these services for the following financial years, 2016-17, 2017-present?</p> <p>d. Ergonomics i. What was the value of these services for the following financial years, 2016-17, 2017-present?</p>	Written 12/06/2018
162.	NBN Co	Urquhart	Advertising on Google	<p>a) How much has NBN Co spent on Google platform advertising/promotion in FY17-18 to date?</p> <p>b) How much did NBN Co spend on Google platform advertising/promotion in FY16-17?</p>	Written 12/06/2018
163.	NBN Co	Urquhart	Advertising spend	<p>a) How much did NBN Co spend in total on marketing/advertising across all platforms in FY16-17?</p> <p>b) How much has NBN Co spent in total on marketing/advertising across all platforms in FY17-18 to date?</p>	Written 12/06/2018
164.	NBN Co	Urquhart	Expenses – redundancies	<p>How many redundancies have been processed by the NBN Co since 1 July 2013?</p> <p>a. Of these redundancies, how many were: i. Voluntary? ii. Forced? b. What was the total cost of all redundancies? c. What was the date of each redundancy?</p>	Written 12/06/2018
165.	NBN Co	Urquhart	Expenses – iTunes and Android	<p>1. Does the NBN have an iTunes account? a. How much has the NBN Co spent on this service for the following financial years, 2015-16, 2016-17, 2017-present?</p> <p>b. What applications/subscriptions/services were purchased through iTunes?</p> <p>2. Does the NBN have an Android account? a. How much has the NBN Co spent on this service for the following financial years, 2015-16, 2016-17, 2017-present?</p> <p>b. What applications/subscriptions/services were purchased through Android?</p>	Written 12/06/2018

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166.	NBN Co	Urquhart	Expenses – excess data charges	How many staff or board members overspent on their phone or tablet data bill? a. By how much? b. What was the average cost of data bills for tablets and mobile phones? c. What was the highest monthly cost?	Written 12/06/2018
167.	NBN Co	Urquhart	Expenses – stationery	1. What was the cost of stationery for the following financial years, 2016-17, 2017-present? 2. What brand of paper does the NBN Co use? a. Is this paper Australian made?	Written 12/06/2018
168.	NBN Co	Urquhart	Expenses – credit cards	1. What was the value of the largest reported purchase on a credit card for the following financial years, 2015-16, 2016-17, 2017-present? a. What was each purchase for? 2. How much interest was paid on amounts outstanding from credit cards for the following financial years, 2015-16, 2016-17, 2017-present? 3. How much was paid in late fees on amounts outstanding from credit cards for the following financial years, 2015-16, 2016-17, 2017-present? 4. What was the largest amount outstanding on a single card at the end of a payment period and what was the card holders APS/ SES level? 5. How many credit cards have been reported lost or stolen? a. What was the cost to replace them? 6. How many credit card purchases were deemed to be illegitimate or contrary to agency policy? a. What was the total value of those purchases? b. How many purchases were asked to be repaid on that basis in and what was the total value thereof? c. Were all those amounts actually repaid? d. If no, how many were not repaid, and what was the total value thereof? 7. What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid, and what was the cardholders level? a. What that amount actually repaid, in full? b. If no, what amount was left unpaid? 8. Are any credit cards currently on issue in the NBN connected to rewards	Written 12/06/2018

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				schemes? a. Do board members or staff receive any personal benefit as a result of those reward schemes? 9. Can a copy of the NBN staff credit card policy please be provided?	
169.	NBN Co	Urquhart	Emergency Communications	What redundancy is there in NBN services to accommodate emergencies and natural disasters, such as flood, fire and earthquake? a. What, if any, level of redundancy has the Government required NBN to provide in the NBN access network and points of interconnect? b. What power back-up is there in the NBN access network and points of interconnect and where are they?	Written 26/06/2018
170.	Australia Post	Urquhart	Parcel delivery – ecommerce partners	Senator URQUHART: We have seen commentary in the US about the US Postal Service and Amazon, including some views aired by the US President. I am sure you are aware of those. The concern is that the US PS is not making sufficient profit from those deliveries. We understand that in the US market Amazon uses the US Postal Service to deliver the last mile, with logistics and fulfilment largely managed by Amazon. Does Australia Post have any arrangements here with e-commerce partners to only deliver parcels over the last mile? Ms Holgate: I would have to take on notice the question about delivery only on the last mile, but we work with many different e-commerce partners and merchants.	Page 38 23/05/2018
171.	Australia Post	Urquhart	Australia Post - Debt	Senator URQUHART: That is good. I want to move to LPOs, but before I do that I want to touch on the debt held by Australia Post. The company has provided evidence to this committee that, as of 31 December 2017, it was carrying \$705 million in debt. Where has that debt come from? Ms Holgate: The debt was in the business prior to my being here. I am happy to pass that to the corporate secretary.	Page 41 23/05/2018

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				<p>Senator URQUHART: I am not blaming you for it at all; I am just interested in where it has come from.</p> <p>Ms Holgate: I don't know exactly where it has come from, so I would not want to give you the wrong answer. But I follow it very carefully.</p> <p>Ms Kelly: We have a medium term note arrangement and we have a number of investors. I can provide further details on notice.</p> <p>Senator URQUHART: It would be great if you could do that. Does the maturity of this debt pose any challenges to dividends, or anything else for that matter, over the next five years?</p> <p>Ms Kelly: I can take that question on notice.</p>	
172.	Australia Post	Smith	Relocation of the Booragoon post office	<p>Senator SMITH: I have a couple of questions. How long had the post office been in the Garden City shopping centre?</p> <p>Mr McNamara: I do not have that fact. I can take that on notice.</p>	Page 42–44 23/05/2018
173.	Australia Post	Smith	Location suitability	<p>Senator SMITH: That is curious. I would have thought that Australia Post would have been a very compelling tenant for any shopping centre. But for a major shopping centre redevelopment, why were you offered unsuitable places as opposed to offered suitable places? Disability access et cetera would not be unique to Australia Post?</p> <p>Mr McNamara: I would have to take that on notice to actually have further conversations on what occurred with the landlord at that point in time. But knowing the fact that landlords move people around—and sometimes through these you move multiple times through a relocation—that was also provided to us, to move twice. However, both those did not meet our requirements as part of the DDA.</p>	Page 43 23/05/2018
174.	Australia	Smith	Survey for location	<p>Senator SMITH: What efforts did Australia Post undertake to survey its</p>	Page 43

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	Post		change	<p>customers, before it shifted, about a suitable location? The new location is two kilometres away, has little or no public transport access. That area is an ageing part of the Perth south metropolitan area and is surrounded by many retirement villages et cetera. So first question is: what did Australia Post do to survey its customers about the change in location?</p> <p>Mr McNamara: I would have to take that one on notice to find out. I do not have those details on me, if we did survey in that case. I know we have been doing some follow-up work with Transperth around transport and some different arrangements around how we can look at different options. So that is still underway, working with the transport department.</p>	23/05/2018
175.	Australia Post	Smith	Parcel loading into outlets	<p>Senator SMITH: I should get out more. I am just curious to know and explore that a bit. It may well be that the issue is how you actually get parcels then into the shop. Could you just explain that to me?</p> <p>Mr McNamara: I would have to check the specifics around the shopping centre's travelators. I can come back to you on notice on that. But obviously it is important also to make sure, when we are taking product in and out of our outlets, we are doing it in a way that is safe. Taking it through shopping centres is also sometimes unsafe, especially when you have got customers walking through. So ensuring we have that access is also a key part from where we sit normally in shopping centres, to have that access through back of house, especially also for our PO boxes as well.</p>	Page 44 23/05/2018
176.	Australia Post	Smith	Postal survey anniversary stamp	<p>Senator SMITH: You are going to provide with me some additional information on notice. My second set of questions goes to the almost six-month anniversary since the postal survey. Australia Post has been written to in regard to some suggestions that it might like to use the 12-month anniversary of the postal survey to issue a commemorative stamp and I was just wondering</p>	Page 44 23/05/2018

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				<p>where those conversations might be up to.</p> <p>Ms Holgate: We have put your recommendations to our panel and they are in the process of considering them. Historically the time for people to consider new stamps coming along is actually somewhere between four and six months. It is actually a very long time. We are working with technology to see if we can speed that up. So we do have it. We will take on notice when we should have a definite decision for you. But I have raised it.</p>	
177.	Australia Post	Smith	Commemorative stamps	<p>Senator SMITH: You have had plenty of time to prepare for the 65th anniversary of the Queen's coronation. What can we expect in terms of Australia Post commemorative stamps to mark that? I know you are a keen student of history, Senator Lines, and this is by anyone's measure a very, very significant milestone, even for Australian republicanism. Are there any plans for a 65th commemorative stamp?</p> <p>Ms Holgate: I would have to take that on notice, but we have just had a special range of stamps for the Queen. They are in my business card.</p>	Page 44 23/05/2018
178.	Australia Post	Urquhart	LPO closures	<p>Senator URQUHART: I understand you are not focused on it—and I know this is all positive—but the question is: are you looking at exit strategies for those that simply cannot resurface?</p> <p>Ms Holgate: I think it is a really important question and I think going out focusing on those is important. We need to, in my view, in the coming years invest more into our licensed post office network. It is our brand in the High Street, apart from anything else. And they serve our community and our customers. So going out in the year ahead we do want to be increasing our investment and particularly focusing on those ones. And we do have a big transformation project team who are actually right at this moment in time meeting with our POAL partners while Angela is here with us.</p> <p>Whilst I do not have the detail—I think you are asking a really important</p>	Page 45–46 23/05/2018

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				question—I am happy to take on notice about what we need to put in place to help those licensed post offices who simply just cannot make it happen. And that can happen for many different reasons. We were looking at one just yesterday where the whole shopping community just moved and then they were out on their own. We do need to look at those cases.	
179.	Australia Post	Whish-Wilson	Australia Post website – phone number	The Australia Post website's <Contact Us> page https://auspost.com.au/help-and-support does not list a phone number. •Why does Australia Post's website not list a phone number on the landing page for people to contact the organisation?	Written 8/06/2018
180.	Australia Post	Urquhart	Staff numbers	a) How many staff do Australia Post currently employ? Please provide a breakdown for temporary staff (contractors) b) What is the current head count for Australia Post's corporate affairs and public relations functions? Please break down by employment band.	Written 12/06/2018
181.	Australia Post	Urquhart	Corporate Affairs	a) Please list all the key functions of the Corporate Affairs division.	Written 12/06/2018
182.	Australia Post	Urquhart	Overseas Travel	a) On how many occasions have Australia Post employees / executives travelled overseas in FY16-17? b) On how many occasions have Australia Post employees / executives travelled overseas in FY17-18? c) What is the total cost of flights/transport/accommodation for overseas travel by Australia Post employees / executives in FY16-17? d) On how many occasions have Australia Post employees / executives travelled overseas in FY17-18? e) Please list the names of all five star hotels (or above) which have been	Written 12/06/2018

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				stayed in by Australia Post employees / executives as part of overseas travel.	
183.	Australia Post	Urquhart	Expenses – advisory	a) Has the Australia Post engaged any consultants to provide the following services or advice? a. Social media i. What was the value of these services for the following financial years, 2016-17, 2017-present? b. Photography i. What was the value of these services for the following financial years, 2016-17, 2017-present? c. Acting training i. What was the value of these services for the following financial years, 2016-17, 2017-present? d. Ergonomics i. What was the value of these services for the following financial years, 2016-17, 2017-present?	Written 12/06/2018
184.	Australia Post	Urquhart	Advertising on Google	a) How much has Australia Post spent on Google platform advertising/promotion in FY17-18 to date? b) How much did Australia Post spend on Google platform advertising/promotion in FY16-17?	Written 12/06/2018
185.	Australia Post	Urquhart	Advertising spend	a) How much did Australia Post spend in total on marketing/advertising across all platforms in FY16-17? b) How much has Australia Post spent in total on marketing/advertising across all platforms in FY17-18 to date?	Written 12/06/2018
186.	Australia Post	Urquhart	Expenses – excess data charges	How many staff or board members overspent on their phone or tablet data bill? a. By how much? b. What was the average cost of data bills for tablets and mobile phones? c. What was the highest monthly cost?	Written 12/06/2018
187.	Australia Post	Urquhart	Expenses – Stationery	a) What was the cost of stationery for the following financial years, 2016-17, 2017-present?	Written 12/06/2018

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				b) What brand/brands of paper does Australia Post use? a. Is this paper Australian made?	
188.	Australia Post	Urquhart	Expenses – Credit cards	a) What was the value of the largest reported purchase on a credit card for the following financial years, 2015-16, 2016-17, 2017-present? a. What was each purchase for? b) How much interest was paid on amounts outstanding from credit cards for the following financial years, 2015-16, 2016-17, 2017-present? c) How much was paid in late fees on amounts outstanding from credit cards for the following financial years, 2015-16, 2016-17, 2017-present? d) What was the largest amount outstanding on a single card at the end of a payment period and what were the card holders APS/ SES level? e) How many credit cards have been reported lost or stolen? f) What was the cost to replace them? g) How many credit card purchases were deemed to be illegitimate or contrary to agency policy? a. What was the total value of those purchases? b. How many purchases were asked to be repaid on that basis in and what was the total value thereof? c. Were all those amounts actually repaid? d. If no, how many were not repaid, and what was the total value thereof? h) What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid, and what was the cardholders level? a. What that amount actually repaid, in full? b. If no, what amount was left unpaid? i) Are any credit cards currently on issue in the Australia Post connected to	Written 12/06/2018

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				rewards schemes? a. Do board members or staff receive any personal benefit as a result of those reward schemes? j) Can a copy of the Australia Post staff credit card policy please be provided?	
189.	ACMA	O'Neill	Funding for priority areas	<p>Senator O'NEILL: I want to go to the spectrum reform. Have you received any particular funding for that?</p> <p>Ms O'Loughlin: Not at this stage.</p> <p>Senator O'NEILL: So no particular funding for the interactive gambling and no particular funding for the spectrum review?</p> <p>Ms O'Loughlin: In terms of the spectrum reform, I think we're looking very closely at what resources we will need not this year but into the future. That will be a matter that we'll be discussing with the department once we've got a clearer idea of our roles and responsibilities and the timing of that reform. At this stage, we're able to manage it within our existing budget.</p> <p>Senator O'NEILL: And the same story for the regulatory protections migrating?</p> <p>Ms O'Loughlin: That's the one that I mentioned was funded by industry.</p> <p>Senator O'NEILL: Could I ask you perhaps to take on notice what funding, if any, the ACMA has received for each of those priority areas in the last three years?</p> <p>Ms O'Loughlin: Yes, certainly.</p>	Page 50 23/05/2018
190.	ACMA	Steele-John	TIO Complaint numbers	<p>Senator STEELE-JOHN: Wonderful. I know I am stealing time off Senator O'Neill. I think you will have to take this question on notice. With regard to</p>	Page 57 23/05/2018

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				<p>complaint numbers, would you be able to provide me with year-to-date, month by month an update on the number of complaints received by the TIO?</p> <p>Ms O'Loughlin: We could take that on notice.</p> <p>Senator STEELE-JOHN: The last figures we have are in the months of July to December 2017. I'm interested in a month-to-month update on the same metric between December and where we are presently.</p> <p>Ms O'Loughlin: They haven't been published as yet by the TIO. We can certainly make inquiries for you about the expected date that they will be published.</p>	
191.	ACMA	O'Neill	LPON Licensees	<p>Senator O'NEILL: Thank you. How many LPON licensees stand to be affected by the ACMA's decision?</p> <p>Mr Tanner: I would have to take that question on notice. It would be quite a large number. These are low powered licences, so you get quite a dense pattern of them across the country. I will have to take the exact number on notice.</p> <p>Senator O'NEILL: I'm very happy if you take on notice the exact number. Can you give me a bit of a scale?</p> <p>Mr Tanner: Hundreds.</p> <p>Senator O'NEILL: Thank you very much. When will the ACMA make a decision about the extension of spectrum allocations for LPONs?</p> <p>Mr Tanner: Beyond doing it this year, I don't have a date. I should make the point that this is not a particularly big deal. We weren't making a huge meal out of it, so I'm pretty confident we can do it in that timeframe. But if you want to know when we've actually slated to make that move, I'm afraid I will have to take that off line.</p> <p>Senator O'NEILL: Does that mean you can take it on notice?</p> <p>Mr Tanner: Yes.</p> <p>Senator O'NEILL: And get back to me with a date?</p>	Page 57–58 23/05/2018

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				Mr Tanner: I can do that.	
192.	ACMA	Urquhart	Potential fixed wireless bands	<p>Senator URQUHART: Thank you. So it's fair to say that there has always been a strong alignment with mobile bands, but that has become more pronounced in recent years?</p> <p>Mr Tanner: I would just leave it that it's a strong alignment. I'm not sure if it has become more pronounced.</p> <p>Senator URQUHART: What relatively low-value potentially fixed wireless bands currently exist that are not 5G aligned?</p> <p>Mr Tanner: A lot of potential fixed wireless bands are not 5G aligned. That is normally because they are in use for 3G or 4G. As to which ones are low value, that's quite a complex question. I would have to take it on notice. But the valuations of different bands vary depending on a range of factors.</p>	Page 61 23/06/2018
193.	ACMA	Urquhart	Spectrum auction – production of RIS	<p>Senator URQUHART: Can ACMA advise me whether they prepared a regional impact statement for cabinet to consider the spectrum auction?</p> <p>Ms O'Loughlin: I think if there were a regional impact statement, it would have been part of the RIS, which would have been prepared by the department. But I will take that on notice and come back to you in case I'm in error.</p> <p>Senator URQUHART: Mr Mrdak, do you know?</p> <p>Mr Mrdak: I'm not aware that this matter has been dealt with by cabinet at this stage.</p> <p>Senator URQUHART: Did you prepare a regional impact statement?</p> <p>Mr Mrdak: Not to my knowledge, but I'll take that on notice.</p> <p>Ms O'Loughlin: And we'll take it on notice as well.</p> <p>Senator URQUHART: I will leave it at that. You are not able to find out during the course of the hearing today?</p> <p>Mr Mrdak: We will check that for you.</p>	Page 69–70 23/05/2018
194.	ACMA	O'Neill	Ministerial	Senator O'NEILL: I just want to touch on the recently announced rules to	Page 71

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			direction – addressing problems with the NBN	address problems on the NBN. You have given evidence to the committee that the minister issued a direction to the ACMA on 20 December 2017. The rules were subsequently announced on 21 December. My question is: when did the ACMA receive a first draft of the ministerial direction? Ms O'Loughlin: I think we would have to take that on notice. We were quite comfortable with receiving a ministerial direction. It allowed us to in fact move very quickly.	23/05/2018
195.	ACMA	O'Neill	Consultation	Ms O'Loughlin: In response to the minister's direction, the minister's direction asked us to make three industry standards dealing with the provision of information to consumers about retail services supplied over the NBN, the handling of complaints made by consumers to retail CSPs and promoting the continuity of voice and broadband services. As Ms McNeill mentioned, we also announced on the 21 st that we would proceed with making those standards but that we would also do a service provider determination which mandated retail CSP line testing and recordkeeping rules about complaints. So part of it was a reflection of the direction, but there were other things that we were going to move forward on which didn't require a formal ministerial direction for us to move on. Senator O'NEILL: I haven't seen that document. Is it a public document you that were just reading from? Ms O'Loughlin: I think it's included. The direction is public and our media response would be public as well. Senator O'NEILL: Thank you. Who did the ACMA consult? I think you just ran through a list briefly. To be clear, who did you consult prior to the announcement in December last year? Ms O'Loughlin: We would have consulted the department and the minister's office. Senator O'NEILL: When you made the announcement. But who did you	Page 72–73 23/05/2018

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				<p>consult in the sector? Who were your consultations with?</p> <p>Ms O'Loughlin: I think there were some quite rapid consultations before the announcement. But we are now going through the process of an extensive consultation process on each of the standards and the determination. So this has proceeded in two tranches. Tranche one, which deals with complaint handling, is—</p> <p>Senator O'NEILL: I want to come back to that. I am interested in hearing it. I just want to be clear that I am understanding what you are saying. When you say rapid consultation, are you indicating that you got the ministerial direction and, within the space of 24 hours, you undertook consultation in that 24-hour period prior to announcement, or are you talking about consultation that you undertook prior to that day or both?</p> <p>Ms McNeill: Again, I don't know, Senator, whether it's a matter of semantics. I would say that particularly through the exercise where we had gathered information from across those entities in the NBN supply chain, we were engaging with industry. We were giving them visibility of our findings. We published an account of our findings, in fact. Then when it was at the point that a decision had been taken that we would move to make instruments, we informed industry rather than consulting industry. So we're consulting on the detail of the instruments but with a very clear intent about what the instruments should achieve.</p> <p>Senator O'NEILL: Okay. I understand what you're saying. But—for me to be clear—you did a rapid consultation in the 24 hours between the direction—</p> <p>Ms O'Loughlin: No. I am sorry. I think I have confused things. As Ms McNeill mentioned, once we had finished our record-keeping rules process, released our findings from that, we advised industry that we would be commencing action to develop these standards and determinations. So I think it's fair to say that we</p>	

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				<p>advised them rather than we consulted with them at that point. We are now in the two-stage process I mentioned earlier of in-depth consultation with industry.</p> <p>Senator O'NEILL: Do you have a long list of people who you are engaged in consultation with, or is it short?</p> <p>Ms McNeill: Our consultation is public.</p> <p>Ms O'Loughlin: That's correct. So we have had a program of engagement not only with industry but also with consumer organisations around the development of the instruments. That has comprised variously bilateral meetings with particular telecommunication companies—any number of them. We have had—</p> <p>Senator O'NEILL: Do you want to take this on notice and just give me an outline—</p> <p>Ms McNeill: We have had workshops with the Communications Alliance. I can give you dates, if it would be helpful. There have been both targeted engagements and industry workshops and a public consultation process where draft instruments have been released and submissions have been invited and received.</p> <p>Senator O'NEILL: If you could give me a summary document of all of that on notice, that would be quite helpful.</p> <p>Ms McNeill: Sure. Certainly.</p> <p>Ms O'Loughlin: I just note that of the first tranche, which was complaints handling and record-keeping rules, we received a number of submissions. It doesn't tell me which number. They are all available on our website. But we'll give you a—</p> <p>Senator O'NEILL: Can you see?</p> <p>Ms O'Loughlin: It doesn't actually say here.</p> <p>Senator O'NEILL: I will let you give that detail, if you can.</p> <p>Ms O'Loughlin: I think there were 13 submissions, and they are available on our website. But we can give on notice a rundown of the consultation process.</p>	

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196.	ACMA	O'Neill	Results of consumer research	<p>Senator O'NEILL: Thank you. Prior to the announcement, were the results of the consumer research shared with the retail providers who participated and with the NBN Co?</p> <p>Ms McNeill: Yes is the answer.</p> <p>Senator O'NEILL: When did that happen?</p> <p>Ms McNeill: My memory is that the findings from the analysis of industry information was published on 21 December. But immediately prior to that publication, we shared an embargoed copy with the providers from whom we had sought information.</p> <p>Senator O'NEILL: So when did the embargoed copy leave your office?</p> <p>Ms O'Loughlin: We will take that on notice. I do not think we have the date in our briefing papers.</p> <p>Senator O'NEILL: Well, it's common practice that it's the day before when people get information. Did you give them more notice than that before the announcement?</p> <p>Ms McNeill: Certainly NBN Co, for example, had a few days notice.</p> <p>Senator O'NEILL: So you staggered the embargoed copies? So NBN Co got it first is what you're telling me?</p> <p>Ms McNeill: No. I can't recall whether NBN Co did get it first. I just recall that there were some entities who had a keener interest and had a more immediate and pressing need to be familiar with the content of it before it was released and others who were less directly impacted. You might remember that the data in that report is anonymised so it's not clear, for example, that a particular telco has performed at a particular level or has particular problems. That notwithstanding, it's clear, for example, that the Communications Alliance might be called upon to comment on it in a way that an anonymised small provider who is not identified won't be. So there was some regard given to the need of people potentially to</p>	Page 74 23/05/2018

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				<p>engage with the content and to comment on it.</p> <p>Ms O'Loughlin: We'll take that on notice.</p> <p>Senator O'NEILL: I'm just trying to figure out the time line. You've got the ministerial direction on the 20th. The announcement happened on 21 December as everybody is preparing for Christmas. There's embargoed copies going out in different tranches to the NBN Co and other key players. When did they get their embargoed copies—before the ministerial direction?</p> <p>Ms O'Loughlin: Senator, as I mentioned, I think it might be best for us to take it on notice. I think my memory is a bit hazy on that.</p> <p>Senator O'NEILL: It either was a few days ahead of the ministerial direction that you gave this information to the sector or it wasn't.</p> <p>Ms O'Loughlin: As I said, I would prefer to take it on notice so that we can accurately provide it.</p> <p>Senator O'NEILL: Well, I would appreciate it if you could actually provide it today rather than I have to wait for a month for an answer to that question.</p> <p>Ms O'Loughlin: Certainly. We'll try and do that this afternoon for you. Perhaps it may take us until tomorrow—</p> <p>Senator O'NEILL: We'll be here.</p> <p>Ms O'Loughlin: You'll be here.</p> <p>Senator O'NEILL: We'll be here.</p> <p>Ms O'Loughlin: Yes.</p> <p>Senator O'NEILL: When did the ACMA finish its information-gathering exercise and analysis of that information?</p> <p>Ms O'Loughlin: Again, I think I would have to take that on notice. We can include that in the information we provide to you tomorrow.</p> <p>Senator O'NEILL: Around the detail of the time lines with this?</p> <p>Ms O'Loughlin: Yes.</p>	

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197.	ACMA	O'Neill	ABC complaints	<p>Senator O'NEILL: I will go to some content matters. In the history of the ACMA established in 2005, how many times has the Minister for Communications referred a complaint about the ABC content to the ACMA?</p> <p>Ms O'Loughlin: Obviously, the current minister has referred a complaint to us. I don't think any of us at the table have been around since 2005. I seem to remember it may predate the ACMA at least. There would have been complaints from Senator Richard Alston.</p> <p>Mr Tanner: Yes.</p> <p>Ms O'Loughlin: There would have been complaints from him. We have, of course, received complaints from senators and other ministers over time on various issues. We take those complaints and deal with them as we would deal with all the other complaints we receive.</p> <p>Senator O'NEILL: My colleague Senator Keneally asked some questions around this morning. So you can verify that the last time this occurred was with Senator Alston in what year?</p> <p>Ms O'Loughlin: I can't verify that, Senator.</p> <p>Senator O'NEILL: I'll go to Ms McNeill. You might have an answer on this.</p> <p>Ms O'Loughlin: No. I think we're both aligned that we don't actually have the detail.</p> <p>Senator O'NEILL: To the best of your knowledge.</p> <p>Ms O'Loughlin: To the best of our knowledge, that would be the last time.</p> <p>Senator O'NEILL: And that's quite some time ago?</p> <p>Ms O'Loughlin: It's quite some time ago.</p> <p>Senator O'NEILL: Is Minister Fifield the first Minister for Communications to complain to the ACMA about ABC content? Do we have to go back to Alston before we get anything else?</p> <p>Ms McNeill: That's my recollection, but we will certainly take it on notice, and</p>	<p>Page 79 23/05/2018</p>

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				if there are any additional ones, we will let you know.	
198.	ACMA	Abetz	Australia licencing arrangement compared globally	<p>1. Is Australia a member of the International Telecommunication Union?</p> <p>2. Does Australia have reciprocal licensing arrangements with other countries? Please list.</p> <p>3. a) Of those countries listed in 2 (above) please advise which, if any, don't provide some kind of access for their licensed radio amateurs to the 60 band. b) And, please provide a list of those that do provide access for their licensed radio amateurs to the 60 band.</p> <p>4. Why is it possible for European countries to grant access to 60m to their amateurs which have defence departments and are geographically smaller while Australia allegedly cannot?</p> <p>5. What technical advice or expertise is relied upon to suggest a low power (15 watts ERP) can cause interference? Please provide.</p> <p>6. What requirement of resources would ACMA need to devote in providing even limited access to 60m to Advanced Class Australia amateurs?</p> <p>7. Is it correct that amateurs in countries as diverse as the United States, United Kingdom, Norway, Finland, Ireland and Iceland have enjoyed access to the 60m band since 2002?</p> <p>8. Why can't Australia enjoy the same access as those in the countries listed in 7 (above)?</p>	Written 30/05/2018
199.	ACMA	Patrick	Travel Expenditure	<p>For FY 16/17:</p> <p>1. Please provide details of the Qantas/Virgin split for official travel in terms of: a. Total number of tickets b. Total value spent for official travel?</p> <p>2. In the event there is a disparity of greater than 65/35 in the split (either way),</p>	Written 05/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>please provide a detailed reasons for the split in the context of a lowest practical fare policy.</p> <p>3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club?</p> <p>a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin?</p> <p>5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club?</p>	
200.	ACMA	Urquhart	Complaints about infrastructure installations	<p>a) If a cable is not installed at a height that complies with infrastructure deployment regulations (such as an overhead HFC lead-in cable) what is the process for consumers making a complaint?</p> <p>a. What is the role of the ACMA?</p> <p>b. The TIO?</p> <p>c. And the carrier?</p> <p>b) If a mobile base station has been deployed without correct consultation how does a consumer raise a complaint?</p> <p>a. What is the role of the ACMA?</p> <p>b. The carrier?</p> <p>c) If a mobile base station code has been breached how does a consumer complain?</p> <p>a. Does their matter have to be investigated, or is it discretionary?</p>	Written 12/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
201.	ACMA	Urquhart	Emergency Broadcasting - ACMA	<ol style="list-style-type: none"> 1. What, if any, risk assessments have been undertaken by the ACMA to determine the impact of the shift to the NBN on emergency broadcasting in Australia? <ol style="list-style-type: none"> a. What type of risk assessment has been undertaken, by whom and when? b. Has any risk assessment been communicated to the Minister, Department and/or NBNC0? c. Has any risk assessment been undertaken in conjunction with the Department and/or NBNC0? d. Is any such risk assessment available to industry or the public? 2. What redundancy is there in broadcasting services to accommodate emergencies? <ol style="list-style-type: none"> a. Are broadcasters required to maintain a level of redundancy in broadcast services? b. What power back-up is there, and what does it support? 3. What redundancy is there in NBN services to accommodate emergencies? <ol style="list-style-type: none"> a. Has the Government required an appropriate level of redundancy in the NBN access network and points of interconnect? b. What power back-up is there in the NBN access network and points of interconnect and where are they? 4. In relation to emergency broadcasting, what plans are in place for emergencies in regional areas if communications are down and broadcasters have no means of communicating with emergency service coordinators to obtain information in real time for the purposes of providing appropriate warnings via broadcasting? 	Written 26/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<ul style="list-style-type: none"> a. What plans or contingencies are in place to deal with potential mobile network congestion? b. What plans or contingencies are in place to deal with potential downing of mobile network towers? c. What plans or contingencies are in place to deal with potential NBN outages? 5. What, if any, risk assessments have been undertaken by the ACMA to determine the impact of the shift from AM to FM broadcasting on emergency broadcasting in Australia? 	
202.	ACMA	Urquhart	Content Compliance	<ul style="list-style-type: none"> 1. On what date did the ACMA release the most recent Australian content compliance results? 2. Why did the ACMA release the results on that date? 3. Twelve of 60 regional licensees failed to comply with one of the requirements, that is, the multichannel transmission quota: <ul style="list-style-type: none"> a. Is this quota a licence condition for regional licensees? b. How did the ACMA respond to the breach of this quota? c. What does the exercise of regulatory forbearance mean for regional broadcasters? d. What does the exercise of regulatory forbearance mean for screen producers? e. Does the ACMA exercise regulatory forbearance in relation to code conditions as well as licence conditions? If so, please provide previous examples. f. Does the ACMA regard the quota to have efficacy as a regulatory intervention? 	Written 26/06/2018
203.	SBS	O'Neill	SBS budget	<p>Senator O'NEILL: Can you give me a bit of a split on what remains of that \$400 million? So \$312,000 in content and wages?</p>	Page 83–84 23/05/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Mr Ebeid: Employee costs are roughly about \$132 million. Suppliers, which would include content—a lot of our productions are obviously done with the independent production sector—is about \$240 million. Depreciation and amortisation is about \$12 million, roughly.</p> <p>Senator O'NEILL: And what is left is for overheads?</p> <p>Mr Ebeid: That's within the—</p> <p>Senator O'NEILL: For the content?</p> <p>Mr Ebeid: Overheads are included in those figures.</p> <p>Senator O'NEILL: Okay. Do you want to correct anything there?</p> <p>Mr Ebeid: We have a breakdown in our annual report that I might be able to give. I will table that on notice for you and I'll give you a breakdown.</p>	
204.	SBS	Keneally	SBS <i>Feed</i> blog	<p>Senator KENEALLY: Thank you to SBS for being here this evening. I would like to begin with an article published on the SBS <i>Feed</i> blog on 23 April 2018 called 'Anzac Day politics are holding back Australia's recognition of the Armenian genocide'. I think that's what it was called in the blog post. I think the headline was 'Every Anzac Day, Australia commemorates war while ignoring a genocide that killed millions'. Was that piece taken down, because I can't seem to find it any more?</p> <p>Mr Ebeid: To be honest, I'm not sure what you're referring to. Can I have those dates again?</p> <p>Senator KENEALLY: Sure. I have here a printout from the SBS blog website. It was posted on 23 April 2018 by Alex McKinnon. It was called 'Every Anzac Day Australia commemorates war while ignoring a genocide that killed millions'.</p> <p>Mr Ebeid: I'm not across that article, so I'm very happy to take that on notice and look into it for you. It is the first I've heard of it.</p> <p>Senator KENEALLY: It appears that it has been taken down. It's been republished on junkie.com. Can you take on notice whether the SBS received any</p>	Page 90–92 23/05/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>complaints regarding this piece? Were there any factual errors in the piece? Was the piece deemed to have been offensive or racially vilifying any particular group? Can you take them on notice?</p> <p>Mr Ebeid: I will. I'm very happy to. If we had received complaints, I think I would have known about that article. I do see a lot of the complaints with our SBS ombudsman. That one has not surfaced to my attention, so I would be surprised if we had. I will take it on notice and come back to you.</p>	
205.	SBS	Keneally	News website article – English translation	<p>Senator KENEALLY: Thank you. I have one last question. Recently, New South Wales Premier Gladys Berejiklian gave a speech at the Sydney Institute. In it, she told, in quite moving terms—I was fortunate enough to be present—about her family's history; she is the granddaughter of Armenian genocide survivors. The SBS does have a news story online from 3 May regarding that speech. What is odd to me—perhaps someone could explain this—is that on the website it's got 'Gladys Berejiklian tells the story of her family history as immigrants'. Underneath it has a photo. Underneath it says, 'New South Wales Premier will open up tonight her speech in Sydney Institute about her family's survival from the Armenian genocide.' So the phrase is actually used on your website there. Then there's no story. There's no video and there's no audio. It's simply blank.</p> <p>Mr Ebeid: There's no video?</p> <p>Senator KENEALLY: There's nothing. If you click on the Arabic translation at the top, there is a story, which I have tried to get translated. It does appear. It tells—</p> <p>Mr Ebeid: So you must be on the Arabic page?</p> <p>Senator KENEALLY: No. I'm on the English page. There's a little button up the top where if you click you can get an Arabic translation. So on the English page there's nothing.</p> <p>Mr Ebeid: If that language click is there, you are on a language website.</p>	Page 91–92 23/05/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>Senator KENEALLY: Right. So if you're an English reader looking for news of Gladys Berejiklian, the Premier of New South Wales, and her speech to the Sydney Institute about her family's survival of the Armenian genocide, you can't read the story if you want to read it in English?</p> <p>Mr Ebeid: Please allow me to take that story on notice and find out where that was posted. Again, I'm not aware. I don't recall seeing that story myself. Obviously we publish a lot of things so you wouldn't expect me to. So allow me to take that on notice and see where and how it was published and why there's no story under there. It might simply be a technical error.</p>	
206.	SBS	Lines	Access to SBS On Demand	<p>Senator LINES: If you indulge me, about 10. SBS On Demand is terrific. It has a great range of programs. I watch it on iPad and phone. On the TV, it's really clunky to search. Is that a product of budget cuts? Why is it so clunky?</p> <p>Mr Ebeid: Do you mind if I ask what sort of TV you're viewing? What brand of TV do you have?</p> <p>Senator O'NEILL: This is not how questions are answered.</p> <p>Mr Ebeid: It will help me to answer the question.</p> <p>Senator LINES: I think it's a Panasonic. I don't really know.</p> <p>Mr Ebeid: Okay.</p> <p>Senator LINES: You have to spell out every single letter.</p> <p>Mr Ebeid: Okay. We are on about 10 platforms. Each platform that SBS On Demand is on needs individual development, which takes a lot of time and resource. Obviously something like IOS on the iPad was one of the first ones that we did. Then we did Android et cetera. We have just relaunched our Samsung, Sony and LG television sets. Panasonic is one of the smaller manufacturers. I will take it on notice. I think Panasonic is being developed later.</p>	Page 92 23/05/2018
207.	SBS	Abetz	International travel	<p>Please advise for each Financial year since 2010-11, including 2017-18 to date:</p> <ul style="list-style-type: none"> The total amount spent on international travel; 	Written 05/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<ul style="list-style-type: none"> • The total cost of the Head of Agency’s international flights; • The total cost of the Head of Agency’s international accommodation and/or travelling allowances; • The total cost of any other international costs for the Head of Agency in each year; and • For each international trip, please advise the countries visited, the purpose of the visit and the total trip cost. 	
208.	SBS	Keneally	Armenian Genocide opinion piece	<p>1. It appears that the SBS removed an opinion piece on the Armenian Genocide soon after it was published on <i>The Feed</i> on 23 April, 2018. The article was indexed by Google at an SBS URL, which results in an error page when clicked. The journalist then published it at Junkee.com (http://junkee.com/anzac-day-armenian-genocide/155871).</p> <p>a. Did SBS remove this piece? If so, why?</p> <p>b. Did SBS receive any complaints regarding this piece?</p> <p>c. Were there any factual errors in the piece?</p> <p>d. Was the piece deemed to have been offensive or to racially vilify any particular group?</p>	Written 05/06/2018
209.	SBS	Keneally	International Association of Genocide Scholars letter	<p>2. Mr Ebeid told Senate Estimates on 23 May 2018 that he had seen a letter sent to him by the International Association of Genocide Scholars (IAGS). He also said that he had seen a statement signed by a group of 43 Australian-based experts in genocide and human rights urging the SBS to recognise the Armenian Genocide, and report on the events without qualifiers or euphemisms. Mr Ebeid told Senate Estimates:</p> <p><i>... I have seen that and I have seen that it's been signed by 43 scholars and historians. And I can assure you that I could probably find another 80 scholars and historians that would deny that it was called a genocide.</i></p> <p>Could SBS please provide a list of 80 scholars and historians that deny the</p>	Written 05/06/2018

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				Armenian genocide?	
210.	SBS	Keneally	Official correspondence – Armenian Genocide	<p>3. Mr Ebeid told Estimates on 23 May 2018 that: <i>I have been lobbied on many, many occasions by various people from the Armenian community, and I have never in my seven years at SBS had a single meeting with anyone from the Turkish community to discuss anything around this issue. I've tried explaining this to many of our Armenian audiences and community members and they do have a view, a false view, that I have been lobbied by the Turkish community - which is absolutely false.</i></p> <p>Has any program producer or manager, including senior administrators of SBS, been approached either in person, by phone, or in writing by any member of the Turkish community about any aspect of the Armenian Genocide in the lead up to its centenary in 2015 and since then?</p> <p>a. Has any program producer or manager, including senior administrators of SBS, been approached either in person, by phone, or in writing by any member of Turkish Diplomatic or Consular Mission in Australia, about any aspect of the Armenian Genocide in the lead up to its centenary in 2015 and since then?</p> <p>b. Has any program producer or manager, including senior administrators of SBS, been approached either in person, by phone, or in writing by any person from the Australian Department of Foreign Affairs and Trade, or the Department of Homeland Security, or the predecessors of its composite agencies, about any aspect of the Armenian Genocide, particularly in the lead up to its centenary in 2015 and since then?</p>	Written 05/06/2018
211.	SBS	Keneally	Coverage of genocide	<p>4. On what date did SBS publish its current policy on the coverage of the Armenian Genocide?</p> <p>a. When and how was it communicated to staff?</p> <p>b. Has the policy been reviewed? If so, on what dates?</p>	Written 05/06/2018
212.	SBS	Keneally	Article quotation	5. Mr. Ebeid also told Estimates:	Written

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
			marks	<p><i>Some networks around the world will use the words 'Armenian Genocide' in inverted commas, which I think is probably even worse.</i></p> <p>Will SBS remove the inverted commas and quotation marks from the following articles?</p> <p>a. "Calls for Australia to follow Germany's lead on 'Armenian Genocide'" by Kristina Kukulja, 4 June 2016 (https://www.sbs.com.au/news/calls-for-australia-to-follow-germany-s-lead-on-armenian-genocide).</p> <p>b. "Gladys Berejikian tells the story of her family history as immigrants" by Ghassan Nakhoul, 3 May 2018 (https://www.sbs.com.au/yourlanguage/arabic/en/article/2018/05/03/gladys-berejikian-tells-story-her-family-history-immigrants?language=en).</p> <p>c. "Pope on visit to Armenia cites "genocide"", 26 June 2016 (https://www.sbs.com.au/news/pope-on-visit-to-armenia-cites-genocide).</p>	05/06/2018
213.	SBS	Keneally	New York Times and Washington Post	<p>6. Mr Ebeid told Senate Estimates on 23 May 2018 that:</p> <p><i>So in making our determinations, we would look at all of those things together with other major media outlets around the world, from the BBC to the New York Times and Washington Post. None of them would refer to it as a genocide but would put both positions forward, stating that may refer to it as a genocide or that the Armenians refer to it as a genocide and that Turkey denies that it was a genocide. We put both sides to our audiences.</i></p> <p>The New York Times changed its policy on the Armenian Genocide in April 2004. The New Yorker magazine offered a behind the scenes view of how that happened in May 2004. On April 17, 2004, an International Association of Genocide Scholars press release on the topic included the following excerpts from the new New York Times guidelines:</p> <p><i>After careful study of scholarly definitions of genocide, we have decided to accept the term in references to the Turks' mass destruction of Armenians in and around</i></p>	Written 05/06/2018

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				<p>1915.</p> <p>The guidelines continue: <i>The expression 'Armenian genocide' may be used freely and should not be qualified with phrasing like 'what Armenians call,' etc.</i></p> <p>The new New York Times' guidelines state that: <i>By most historical accounts, the Ottoman empire killed more than one million Armenians in a campaign of death and mass deportation aimed at eliminating the Armenian population throughout what is now Turkey.</i></p> <p>The memo also notes that: <i>While we may of course report Turkish denials on those occasions when they are relevant, we should not couple them with the historians' findings, as if they had equal weight.</i></p> <p>More recently, The NY Times made specific reference to the Armenian Genocide in its advertisement policy guidelines, revised in 2015, posted to their website, stating: <i>We do not accept ads that are libellous or might be legally actionable. We also do not accept advertising that accuses an entire country, race or religion as being guilty of a crime. And conversely we will not accept advertising that denies or trivializes great human tragedies such as the Armenian Genocide or World Trade Center bombing.</i></p> <p>Accordingly, does the SBS acknowledge that the New York Times editorial policy on the Armenian genocide is not as Mr Ebeid described it?</p> <p>a. Given that Mr Ebeid relied on the New York Times editorial policy in his answers at estimates, will SBS review its policy on the Armenian genocide in light of the New York Times position?</p>	
214.	OeSC	O'Neill	Website - analytics	<p>Ms Inman Grant: And there are views of the website and downloads of the different resources available.</p>	<p>Page 96 23/05/2018</p>

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				<p>Senator O'NEILL: How do you keep track of your portal? What are the measurements that you undertake?</p> <p>Ms Inman Grant: In terms of analytics, I will put that on notice.</p> <p>Senator O'NEILL: Great. I have a pretty good sense from what you have said, but a bit more detail would be great.</p> <p>Ms Inman Grant: Sure. I'm happy to.</p>	
215.	OeSC	O'Neill	Reports and data capturing	<p>Senator O'NEILL: Really? That's a very interesting trend. You are capturing quite a degree of data there. How are you actually managing your distressed victims? Apart from the data retention and resolution of the problem, I'm just thinking of the trauma that they experience to report it first and then the trauma of the reporting process?</p> <p>Ms Inman Grant: Well, we try and make the reporting process as seamless and ask as few questions as we need to get the information we need. We also take their temperature on their mental health. We ask them how they are feeling on a scale of one to five. We have a range of mental health resources and partnerships to whom we can refer victims. So we assess that.</p> <p>Senator O'NEILL: How frequently do you do that?</p> <p>Ms Vassiliadis: Every complaint will be assessed from that perspective through the triaging process. A large percentage—I couldn't be specific—is referred to mental health services.</p> <p>Senator O'NEILL: Do you want to take that on notice and give me a sense of whether they are cold referrals—where people are just given a number—or if there is actual follow-up to make sure people connect with a service when you think that they might be at risk?</p> <p>Ms Inman Grant: We do have a contractual arrangement with Kids Helpline, which we mostly use for the youth based cyberbullying. We have referred 6,000 Australians to Kids Helpline. We're in constant contact with Kids Helpline</p>	Page 97 23/05/2018

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				<p>around the different trends that they are seeing and how we might be contributing to their volumes. We talk on a regular basis. I also mentioned to you, Senator O'Neill, that we decided to form an esafety and mental health working group because the nexus between these forms of online abuse and mental health and online wellbeing are so important. We felt that the two sectors needed to be aligned in our messaging, resources and response.</p> <p>Senator O'NEILL: Great. That's going well?</p> <p>Ms Inman Grant: That's going really well.</p> <p>Senator O'NEILL: If you want to take that on notice, I would love some more information around that.</p>	
216.	OeSC	Steele-John	Sexploitation cases	<p>Senator STEELE-JOHN: In the response you gave to Senator O'Neill, I think you were able to provide her with some figures in relation to sexploitation cases that 20 per cent were from a particular background. Would you be able to repeat that figure to refresh my memory?</p> <p>Ms Inman Grant: I was saying that 20 per cent of our cases were sextortion cases—blackmailing someone after they had met on a social media site or dating site, either asking them for nudes or getting nude videos of them. The ones that have come to our office have been male international students. And we know that organised crime has moved from just the traditional scams to these kinds of sextortion scams, and we have pretty solid evidence, based on talking with folks, that these are overseas-based scams.</p> <p>Senator STEELE-JOHN: Where I'm going with that line of thinking, is that, at some point, you must have recorded the fact that they're overseas students.</p> <p>Ms Inman Grant: And, usually, this is through conversations, through picking up the phone. We don't have any questions in our form that—and I'm happy to walk you through the form or show you the questions in the form. I remember personally going through and building the form, because we have compliance</p>	Page 101 23/05/2018

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				<p>requirements, obviously, in terms of some of the information that we need to collect, but I wanted to make sure that we collect the minimal amount that we need to so that we're not personally identifying or collecting sensitive information we don't need to have.</p> <p>Senator STEELE-JOHN: That would be useful. If could you walk me through some of the questions on the form, that would be fantastic.</p> <p>Ms Inman Grant: Happy to. I'll take that on notice.</p>	
217.	OeSC	Steele-John	PACMAN ICT system	<p>Senator STEELE-JOHN: If you've already processed 200 complaints, it would seem that whatever data had been recorded in relation to those complaints would have been stored within the system you just characterised as insecure.</p> <p>Ms Inman Grant: The child sexual abuse material is still within the PACMAN environment. We haven't transferred that over. But we've built a workaround. That's why we've called the image based abuse reporting tool and portal a pilot.</p> <p>Senator STEELE-JOHN: Right. So that is not using the PACMAN ICT system.</p> <p>Ms Inman Grant: No. I will take that on notice to make sure that's absolutely correct. But, when we first assessed building onto PACMAN, one of the reasons we decided to rebuild from scratch is that we felt the system was outdated and we needed to start from scratch if we wanted to make sure it was an ironclad system.</p> <p>Senator STEELE-JOHN: Would you also be able to take on notice the number of times, since taking up your position that the ICT system failed or became insecure?</p> <p>Ms Inman Grant: I don't know that it's been insecure. But it hasn't been reliable.</p> <p>Senator STEELE-JOHN: Yes.</p> <p>Ms Inman Grant: Okay, sure.</p> <p>Senator STEELE-JOHN: Numbers of down times, things like that.</p>	Page 101– 102 23/05/2018

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				Ms Inman Grant: Okay.	
218.	OeSC	Steele-John	Update on staffing figures	<p>Senator STEELE-JOHN: That is good to hear. I also in February pursued a line of questioning around a snapshot of the number of roles of staff that you employ—numbers and what roles they are in. Would you be able to provide me with an update on those figures?</p> <p>Ms Inman Grant: Sure. I'm not sure that there's been significant change since February. Certainly if we have a new civil penalty regime. But I'm happy to do that.</p>	Page 103 23/05/2018
219.	OeSC	Watt	Funding under Third Action Plan	Is the \$11.7 million in funding announced in Budget 2018-19 for the eSafety Office, additional to the \$10 million allocated to 'revenge porn' and online abuse announced in October 2016 under the Third Action Plan?	Written 14/06/2018
220.	ABC	Urquhart	Hobart and Launceston based TV and Radio crews travel	<p>Senator URQUHART: How often do ABC Hobart and Launceston based TV and radio crews go to the north-west, the west coast and King Island?</p> <p>Ms Higgins: I would have to take that one on notice.</p>	Page 107 23/05/2018
221.	ABC	Hanson-Young	Staffing update	<p>Ms Higgins: Since the beginning of 2014, the ABC has had to close over 1,000 posts, of which we have had to make approximately just over 930 redundancies.</p> <p>Senator HANSON-YOUNG: That's a lot of staff.</p> <p>Ms Higgins: It is. We absolutely recognise that that is a lot of people.</p> <p>Senator HANSON-YOUNG: Do you have the figures on how much in wages that is?</p> <p>Ms Higgins: I don't have what that equated to in wages. My apologies, Senator.</p> <p>Senator HANSON-YOUNG: That's all right. If you could take it on notice, that would be helpful. While we're talking about staff numbers and job losses, do you know how many employees are based in South Australia?</p> <p>Ms Higgins: I should have that. I might come back to that, if I may, because I know that we do have that to hand.</p>	Page 110 23/05/2018

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222.	ABC	Abetz	Handling/coverage of sexual abuse cases	<p>Ms Higgins: Senator, I just want to correct that. At no point did I say we didn't reach out to the victim because it was all those years ago. Again, I underline the statement I've made earlier. We have absolutely treated this with the utmost seriousness. We ensured that we did a comprehensive investigation, as you would expect us to undertake, before we contacted the victim. I just wanted to be very clear that we did not lawyer up on the basis of before contacting the victim, and we did not not contact the victim because it was 37 years ago. We have treated this with the utmost respect and seriousness, and, as an employer, as someone who does engage frequently in the hiring of children, we absolutely hold ourselves to the highest standards with our child protection and the way that we engage. I just want to be very clear on that.</p> <p>Senator ABETZ: And you might like to take on notice how many stories were reported today on the conviction of the Archbishop of Adelaide.</p> <p>Mr Sunderland: How many separate stories on separate platforms?</p> <p>Senator ABETZ: Yes, nationally; right around the country. Take that on notice, and then ask yourselves how you dealt with your own in-house case.</p> <p>Mr Sunderland: I will take that on notice, but I have to make the point that those are two completely different stories in two completely different contexts. If you're suggesting the two are the same—</p> <p>Senator ABETZ: One was the Catholic Church and the other was the ABC. We get the difference!</p> <p>Mr Sunderland: No, that's not the point I'm seeking to make. I think the difference between those two stories should be fairly obvious to anyone who examines the circumstances of them. But I'll certainly take on notice the information.</p> <p>Senator ABETZ: Thank you. The ABC has interviewed four former employees, I've been told. When were they interviewed?</p>	Page 117 23/05/2018

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				<p>Ms Higgins: I don't have those dates in front of me. I agree with you that it was four former employees but there were also five other people interviewed as well.</p> <p>Senator ABETZ: When did those interviews take place?</p> <p>Ms Higgins: I'm very happy to take that on notice and provide you with the dates.</p>	
223.	ABC	Abetz	ABC budget - bonuses	<p>Senator ABETZ: I just wanted to have that confirmed. How much have you budgeted for bonuses this year?</p> <p>Ms Higgins: I don't have the budget in front of me but I can take that on notice.</p> <p>Senator ABETZ: It's Senate estimates, and you don't have your budget?</p> <p>Ms Higgins: I can give you an indication of what I would expect it to be.</p> <p>Senator ABETZ: All right, and then correct it on notice if need be.</p> <p>Ms Higgins: I certainly can. From memory, our total, where we would have budget across both executive and non-executive, would be around 4.5. I'm happy to come back with the exact number.</p> <p>...</p> <p>Senator ABETZ: I think you indicated earlier that you were potentially entitled to a bonus. Is that correct?</p> <p>Ms Higgins: That is correct.</p> <p>Senator ABETZ: And Ms Guthrie?</p> <p>Ms Higgins: No.</p> <p>Senator ABETZ: Mr Sunderland?</p> <p>Mr Sunderland: Yes.</p> <p>Senator ABETZ: And Mr Gaven Morris?</p> <p>Ms Higgins: Correct.</p> <p>Senator ABETZ: And Emma Alberici?</p> <p>Ms Higgins: I wouldn't expect so, but I will take that on notice.</p>	Page 118 23/05/2018
224.	ABC	Abetz	ABC budget	Senator ABETZ: Out of a \$1 billion budget, \$50 million is like petty cash. But I	Page 120

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				<p>accept that you don't have much left over. Rather than delaying tonight, I invite you to relook at the answer to question No. 127 and tell me what you actually meant by returning savings in excess of \$50 million. If you could do it in one year, you might apply that by three years, and that is \$150 million, which is half of Mr Morris and a few others got into high dudgeon about. I was just wanting to do the calculations and understand.</p> <p>Ms Higgins: I will make two points in response. We will certainly take it on notice. The only funds that would have been returned to the government were those \$254 million savings from 2014 which have been referred to already this evening. They were across a five-year period. I don't have in front of me how they broke down, but they would have come out across that, and it could be that the \$50 million being referred to was relating back to the \$254 million.</p> <p>Senator ABETZ: Let's not speculate. I accept that we might be talking at cross-purposes.</p> <p>Ms Higgins: I do want to make one very important point: \$50 million is not a rounding error to the ABC; \$50 million goes a very long way for us in providing Australian content to Australian audiences. I do just want to make sure we are clear on that point.</p> <p>Senator ABETZ: You're the one telling me in an answer that \$50 million will be returned to consolidated revenue this financial year. Why that is, I don't know. That is what you told me. Given that there seems to be some doubt about that now, let's revisit to see if the question was understood as I understood it when I asked it, and also the answer, because, on the face of it, it seems pretty clear that you are anticipating \$50 million excess this year which you're going to hand back to the government.</p> <p>Ms Higgins: Senator, we will take it on notice.</p> <p>Senator ABETZ: You are the chief financial officer, so the chances are that you</p>	23/05/2018

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				<p>would be across this in some detail, and you seem surprised.</p> <p>Ms Higgins: Senator, I am not surprised. I can emphatically say—and I'll certainly take the question on notice—that there is absolutely no expectation on our side to be returning any excess funds to the government any further to the \$254 million cuts which were announced in 2014 and phased over the five-year period.</p>	
225.	ABC	Keneally	Funding and content	<p>Senator KENEALLY: Can you tell me the last Liberal government that increased funding to the ABC?</p> <p>Senator Fifield: I don't have a 30-year time series with me.</p> <p>Senator KENEALLY: Could you take that on notice, please, Minister?</p> <p>Senator Fifield: You can pull out budget papers, from previous years, over the last 30 years.</p> <p>Senator KENEALLY: Are you going to table the last 30 years of budget papers if I ask this question on notice?</p> <p>Senator Fifield: We have a Parliamentary Library, which is available to all members and senators.</p> <p>CHAIR: The Parliamentary Library is excellent.</p> <p>Senator KENEALLY: We also have Senate estimates. And you don't get to tell me how I get to ask my questions. You cited the last 30 years.</p> <p>Senator Fifield: No, you cited the last 30 years. That's why I quoted the last 30 years.</p> <p>Senator KENEALLY: I did cite them and you thought a good and clever answer was to point out that Labor governments had been in power during that time. I said, 'Fine.' I'm asking you, if you want to go party political, to name the last Liberal government that increased funding to the ABC.</p> <p>Senator Fifield: Senator, I'm not going to—</p> <p>Senator KENEALLY: You introduced party politics into this.</p>	Page 123-124 23/05/2018

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				<p>CHAIR: He's answered. You've asked again. He's answered again. Can we move on?</p> <p>Senator KENEALLY: I've asked a question on notice.</p> <p>Senator Fifield: I'm not going party political. I'm simply observing that, over the time frame, there were governments of both persuasions. I'm just providing context.</p> <p>Senator KENEALLY: Has there ever been a Liberal government that's increased funding to the ABC?</p> <p>Senator Fifield: I would hazard a guess that there was.</p> <p>Senator ABETZ: Certainly, yes.</p> <p>Senator Fifield: Let me endeavour to be helpful to the committee and we'll take that on notice.</p>	
226.	ABC	Abetz	Audience numbers and Al Jazeera content on Radio National	<p>Senator ABETZ: What is the audience of the 7 pm evening news?</p> <p>Mr Sunderland: It varies from day to day, as it does for <i>Media Watch</i>, if that is where you are heading.</p> <p>Senator ABETZ: But, generally, we have numbers, do we not? About 770,000 down to 660,000 now—that's the correct figure, isn't it?</p> <p>Mr Sunderland: For the 7 pm news?</p> <p>Senator ABETZ: Yes.</p> <p>Mr Sunderland: That sounds about right, but I don't have those figures.</p> <p>Senator ABETZ: And for <i>Media Watch</i>?</p> <p>Mr Sunderland: I don't know. I'm sorry, but I don't have—</p> <p>Senator ABETZ: You're the editorial director and you don't know the ratings? Take it on notice, and you might be surprised that a lot more people watch the 7 pm news than watch <i>Media Watch</i>. Take that on notice.</p> <p>Mr Sunderland: I will take that on notice, but I will say to you again: as the editorial director, I am very comfortable with the lessons we've learnt and the</p>	Page 128-129 23/05/2018

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				<p>way we handled that.</p> <p>...</p> <p>Senator ABETZ: During the Gaza-Israel border clashes earlier this month, NewsRadio broadcast reports from Al Jazeera a number of times; is that correct?</p> <p>Mr Sunderland: I'd have to take that on notice, but they may well have.</p> <p>Senator ABETZ: If you could, include the day of the most dangerous border clashes, being 15 May. Were you aware that Al Jazeera content was being broadcast on this subject matter?</p> <p>Mr Sunderland: I am not specifically aware of that, as I've said, but I will happily look into that and confirm it for you.</p>	
227.	ABC	Abetz	Q&A program -	<p>Senator ABETZ: The segment on the Middle East—would you be able to provide us with the amount of time that Greg Sheridan was allowed to speak in comparison to the time given to Ms Abdel-Fattah?</p> <p>Mr Sunderland: I can certainly do that.</p> <p>Senator ABETZ: And take that on notice. Thank you.</p>	Page 130 23/05/2018
228.	ABC	Abetz	Radio National Saturday Extra with Geraldine Doogue	<p>Senator ABETZ: Did you listen to ABC Radio National Saturday Extra with Geraldine Doogue, where she presented an interview with Professor Rashid Khalidi?</p> <p>Mr Sunderland: No, I didn't hear that one.</p> <p>Senator ABETZ: During her introduction, Ms Doogue spoke about the clashes on Israel and Gaza's borders and emotively said, '60 unarmed Palestinian protesters had been killed by Israeli forces'. This is simply not true. It is incorrect. Yet your producer, undoubtedly in line for a bonus, is presenting to the Australian public factually incorrect information. When it comes to Palestine and Israel, it is always one-way traffic. It's never that it's too pro-Israeli by accident. It's always too pro-Palestinian. So are we willing to acknowledge at the ABC that</p>	Page 131 23/05/2018

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				<p>that statement by Ms Doogue was incorrect?</p> <p>Mr Sunderland: Senator, as I mentioned to you earlier, I didn't hear that particular program. I'm happy to go back and take a look at it—have a look at the context, what was said, before, during and after, what was said in response, and at what point in the unfolding story that was done. I will happily look at it, but I won't answer questions on the fly now about certain phrases taken out of context from a program without having the opportunity to look at the program.</p> <p>Senator ABETZ: How can you take out of context—</p> <p>Mr Sunderland: I don't know. I would need to have a look at it.</p> <p>Senator ABETZ: the assertion 60 unarmed Palestinian protesters had been killed when I think the ABC news itself had broadcast that 52 of these people were Hamas operatives, a terrorist organisation?</p> <p>Mr Sunderland: I will happily have a look at that program.</p> <p>Senator ABETZ: This is not taking anything out of context; it is just false, false, false. And you wonder where your ABC people get their misinformation from on these matters.</p> <p>Mr Sunderland: Senator, you're simultaneously quoting us for getting it right and getting it wrong on two different outlets. Let me have a look at the one that concerns you and I will get back to you on it.</p>	
229.	ABC	Abetz	ABC online report on Manus Island facility fire	<p>Senator ABETZ: I will leave that one. Given the time, I might just quickly turn to this one. On Monday, the ABC reported online about a fire at the Manus Island facility. Embedded in the online report was a Facebook page from a publicly acknowledged refugee advocate. Can you tell us how that happens?</p> <p>Mr Sunderland: Let me have a look at that for you. It is not uncommon for actuality content, if it's considered part of the news narrative, to be embedded in</p>	Page 131– 132 23/05/2018

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				<p>there. I'd need to understand the context of that.</p> <p>Senator ABETZ: Because the punter, looking at the heading, 'ABC News', down the side column was confronted with this from Anthea Falkenberg, who amongst other things tells us, 'My shame, anger and disgust at the lies and obfuscations of the Australian agencies involved grows daily'. I understand that someone was actually charged with setting fire to it, but why—</p> <p>Mr Sunderland: Let me look at the context and get back to you.</p> <p>Senator ABETZ: If you can explain how this sort of post appears on the ABC News website, it would be very helpful. Did the ABC report that an arrest had been made in relation to the fire? The assertion was made in this that 'the main problem highlights yet again the lack of safety in the accommodation'.</p> <p>Mr Sunderland: Was that an assertion made by the ABC?</p> <p>Senator ABETZ: It's on the ABC website—</p> <p>Mr Sunderland: Who was it attributed to?</p> <p>Senator ABETZ: courtesy of Anthea Falkenberg.</p> <p>Mr Sunderland: You're talking about Facebook?</p> <p>Senator ABETZ: Yes.</p> <p>Mr Sunderland: Let me take a look at it.</p> <p>Senator ABETZ: As though the facilities were prone to catch fire because of faults, yet in fact somebody has now been arrested for arson.</p> <p>Mr Sunderland: I'll get back to you on that.</p>	
230.	ABC	Keneally	Emma Alberici – errors in news article	<p>Senator KENEALLY: Thank you. I want to go back to my questions about Ms Alberici, and then I will be happy to cede ground to my colleague. Mr Sunderland, when I told you that <i>The Australian</i> wrote on 18 May that the ABC</p>	Page 6 24/05/2018

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				<p>had admitted that Alberici's news story contained nine errors of fact or omission—</p> <p>Mr Sunderland: Seven, I think it was.</p> <p>Senator KENEALLY: It was seven?</p> <p>Mr Sunderland: Sorry; was it nine? I'm losing track. We'll go with nine.</p> <p>Senator KENEALLY: I want to clarify that these were not nine substantial errors in this case; we can take on notice the number.</p>	
231.	ABC	Keneally	Article written by Chris Uhlmann	<p>Senator KENEALLY: I appreciate that answer; it's quite forthright in terms of some of the challenges you face. An article that sparked similar debate, by Mr Chris Uhlmann regarding the blackouts in South Australia, is still available on the ABC website. Many people might argue that that article strayed into opinion. Have you received any complaints about that article? Has it been reviewed by the ABC Independent Complaints Review Panel for investigation?</p> <p>Mr Sunderland: That was a short time ago. I would like to take on notice whether we received complaints on it. I think we may have. I looked at that article. It was raised in general public conversation. It has been raised with me—others have also been raised—whether that article crossed the line from analysis into opinion. We didn't feel that article did—we made that call. We looked at it. We considered it in that context. As part of the review I'm currently doing—which will ultimately be publicly available, as all our reviews are—I've taken nine or 10 more recent different pieces and tried to explore where that line is and be as precise as we can be about it. Suffice to say that in relation to that piece we were comfortable, and we remain comfortable, that it was a good piece of analysis.</p> <p>Senator KENEALLY: Thank you; I appreciate it.</p>	Page 7–8 24/05/2018

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232.	ABC	Abetz	Breakdown of advertising of news and drama	<p>Senator ABETZ: Can you provide us on notice with the breakdown of advertising of news items and drama and other aspects of the ABC offerings?</p> <p>Ms Higgins: Certainly.</p>	Page 8 24/05/2018
233.	ABC	Abetz	Dr Roy Green – services	<p>Mr Sunderland: In relation to the way that Dr Roy Green was described, yes, we felt that lacked sufficient context as to the nature of his role.</p> <p>Senator ABETZ: 'Sufficient context'; that's very interesting, because he was boldly announced as 'one of the government's own advisers'. The government has never used him as an adviser—completely false. Where do ABC journalists get these stories from? Time and time again, we agree that it's misleading to say that he's a 'government adviser'. Can the ABC take on notice any time where either the Abbott or Turnbull governments employed Professor Green as an adviser?</p> <p>Mr Sunderland: I will take that on notice. I understand that the Prime Minister organised a roundtable and invited a number of experts to that roundtable, and that Dr Green was one of them. In addition to that, I will find out if there are any other areas where he provided advice to the government.</p> <p>Senator ABETZ: In happier days when I had a portfolio, I had roundtables where the now member for Batman sat, and I can I tell you she was never an 'adviser' as such to the government. To breathlessly describe somebody who sits at a roundtable as 'one of the government's own advisers' is false and misleading, which the ABC has acknowledged. I want to know how it is that so often these misleading elements come in and it's always on one side, no matter what the issue is; it's always against the government.</p> <p>Mr Sunderland: I'm not sure I share your perception or your characterisation of it. I'll certainly take on notice the additional information you've asked for.</p>	Page 8 24/05/2018
234.	ABC	Abetz	Cuts to science	<p>Senator ABETZ: Thank you. We were also told of reports that refer to an \$11.8</p>	Page 9

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			research and information	<p>billion cut to science research and information. I have a table here from industry.gov.au that sets it all out. I tried to get my calculator to make it add up to 11.8, but it refused to do so. Can you take it on notice and ask Ms Alberici where and how she got that figure?</p> <p>Mr Sunderland: I will seek and obtain further information for you on that, but what I can tell you is that that matter was the subject of a complaint. That complaint has been investigated and there were no errors identified in relation to that figure or that matter. I will provide some more detail for you from that reply as to why that was the case.</p>	24/05/2018
235.	ABC	Abetz	Emma Alberici – number of stories and errors published	<p>Senator ABETZ: Last time at estimates we saw that there were over 4,000 complaints and only 14 upheld. I'll deal with a few other complaints later on today. There is a very sad and unedifying history in relation to the way complaints are dealt with in the ABC. How many stories has the ABC chief economics correspondent published this year?</p> <p>Mr Sunderland: I'd have to get back to you on that.</p> <p>Senator ABETZ: Can we find that on the ABC website?</p> <p>Mr Sunderland: I am sure you could search for Emma Alberici's work on the website. We don't keep running tallies on the website, but I'm sure you could find her work on the website.</p> <p>Senator ABETZ: I've got six that I can find under Ms Alberici's name. So if you can confirm that for me on notice? Without going into how egregious the errors were, three out of those six stories needed to be amended or were found to contain a misleading element. Is that correct?</p> <p>Mr Sunderland: Senator, have you asked me for the number of stories, the amount of work, presumably, that Ms Alberici has done on all of our platforms,</p>	Page 9–10 24/05/2018

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				<p>or just her written articles? Would you like all of her stories, all of her work?</p> <p>Senator ABETZ: All on her platform under the heading 'Emma Alberici'.</p> <p>Mr Sunderland: Sure.</p> <p>Senator ABETZ: If you can take that on notice? If my reading is correct, there are six, and three of those have been found to either contain factual errors, be misleading or are just plain wrong. Is that the sort of standard that you expect from a senior journalist that is entitled to bonuses? Will this sort of error rate or misleading rate—whatever terminology we use—impact on somebody's entitlement to a bonus?</p> <p>Mr Sunderland: You have asked for facts in context, and I think it's important that we deal with facts in context rather than respond to your characterisation of the situation. You've asked us for the information.</p> <p>Senator ABETZ: Yes.</p> <p>Mr Sunderland: I don't think it's appropriate for me to start passing judgement based on the numbers that you produce. I'm not sure whether they do or do not reflect the reality of the work that Ms Alberici has done. Is it this calendar year or financial year?</p> <p>Senator ABETZ: Calendar year.</p> <p>Mr Sunderland: Calendar year. We'll take all of that on notice and get back to you, Senator.</p>	
236.	ABC	Abetz	Professor Roy Green - advice	<p>Senator ABETZ: Thank you. In fact, Professor Green was a very noted adviser, was he not, to the former Labor government?</p> <p>Mr Sunderland: Again, I can provide far more detail on all of the things that Dr Green has done in his professional life on notice, while acknowledging, absolutely, the way in which we characterised him in that story was inadequate</p>	Page 10–11 24/05/2018

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				<p>and has now been clarified.</p> <p>Senator ABETZ: Yes, but what was the clarification?</p> <p>Mr Sunderland: Let me see if I've got that in my file. No, I don't have the exact wording of the clarification. I can get back to you on that, or I can possibly call it up now for you, if you would like. I may be able to find it on the website here. Certainly we did publish a clarification of his role.</p> <p>...</p> <p>Senator ABETZ: Of course. Possibly I used a pejorative term in using 'weasel words'. The term you used, Minister—chances are—is better chosen. It is completely irrelevant as to whether somebody advised a Senate committee as opposed to advising the government of the day. How is that at all relevant? You can say that Professor Green also advised some company. How is that relevant to whether or not that person was the government's own adviser when he never was? But thank you for that, Minister. This \$11.8 billion cut that was referred to—was this Professor Roy Green relied upon for that figure?</p> <p>Mr Sunderland: I don't have any further information on that matter, except, as I say, to point out that it was the subject of a complaint for accuracy and wasn't upheld. I will take it on notice and provide you with some more information about that.</p>	
237.	ABC	Abetz	Annual area of focus by local newsrooms	<p>Senator ABETZ: We were told in this '7 keys for 7pm' that the ABC sets annual areas of focus for the 7 pm news that are adopted by local newsrooms. Is that correct?</p> <p>Mr Sunderland: I am not in the news division. I am not familiar with the detail of their strategy as to exactly what that—</p> <p>Senator ABETZ: Is there somebody that is who might be able to come forward?</p>	Page 11 24/05/2018

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				<p>Mr Sunderland: Do you have a question about it, Senator? What did you want to know about it?</p> <p>Senator ABETZ: I wanted to know what the annual area of focus was that was adopted by, for example, the Hobart newsroom.</p> <p>Mr Sunderland: We can take that on notice and get some more detail for you.</p>	
238.	ABC	Abetz	<p>Comments by ABC radio presenter Mr Jon Faine</p>	<p>Senator ABETZ: Just yesterday Mr Faine was at it again. He told his audience yesterday morning:</p> <p>Mr Dutton ended up by agreeing with my request to facilitate a visit by me to Nauru. Mr Dutton's office then forwarded me a copy of an email they sent to the Nauruans saying 'we would like to arrange for Mr Faine from the ABC to go to Nauru'. And then nothing else was ever heard and I'm still waiting to go to Nauru..</p> <p>It's very obvious from the transcript that Mr Dutton told Mr Faine that he would write to Nauru and say, 'Please facilitate.' But Nauru, being a sovereign nation, issues its own visas. Has Mr Faine applied for a visa from Nauru?</p> <p>Mr Sunderland: I'll find out and get back you to.</p> <p>...</p> <p>Then regarding another issue with Mr Faine pertaining to Mr Dutton, the ABC found that the remarks—and these were in November 2016—were inaccurate, that a correction that Mr Faine then broadcast to correct the inaccuracies was in itself inaccurate, that an online correction was inaccurate and insufficient and had to be corrected, and these matters were reported to the board of the ABC. That's a snapshot of what occurred about that November 2016 incident?</p> <p>Mr Sunderland: That sounds right to me.</p> <p>Senator ABETZ: So what action did the ABC board take in relation to this matter? It was reported to the board. Do they just note it and have a cup of tea</p>	<p>Page 12–13 24/05/2018</p>

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				<p>and say, 'That's interesting,' and move on or do they say, 'Well, this is serious stuff. It reflects very badly on the ABC and somebody like that shouldn't be paid bonuses,' for example or 'should be disciplined'? What did the ABC board do?</p> <p>...</p> <p>Senator ABETZ: And the question was: what did the ABC board do in relation to the matter being reported to them?</p> <p>Ms Higgins: On this occasion, given it pre-dated me, I'll take it on notice.</p> <p>Senator ABETZ: Thank you very much.</p>	
239.	ABC	Abetz	Employment of Mr Sami Shah	<p>Senator ABETZ: We were told in an answer to supplementary budget estimates, question 111 from Senator Linda Reynolds:</p> <p>Mr Sami Shah has been employed by the ABC on a temporary basis since 29 February 2016.</p> <p>So I think he may well have been with the ABC. But take that on notice. If he was so employed, which you are going to check out, would it be fair to think that the social media producer would or should be well aware of the ABC's social media policy?</p> <p>Mr Sunderland: Yes, and I'd go further. We expect all our content makers to be equally aware of that policy.</p> <p>Senator ABETZ: Therefore those tweets, when they occurred, could be described as nothing but a deliberate and flagrant breach of this policy?</p> <p>Ms Higgins: We don't have the responses in front of us. We don't have the tweets in front of us. I absolutely support my colleague's comments that we have a policy. We communicate that policy. We absolutely expect our staff to follow that policy. If you let us take that question on notice we can come back with</p>	Page14 24/05/2018

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				<p>further detail.</p> <p>Senator ABETZ: Yes, please. Then some of the things that he said about Peter Dutton, the minister, are just disgraceful. This is somebody employed by the ABC. Can I then ask: was any of this behaviour taken into account when Mr Shah was promoted to a leading presenting role at ABC Radio Melbourne? Why is this sort of behaviour rewarded?</p> <p>Ms Higgins: Unless my colleague has it to hand, unfortunately we don't have this information in front of us. We will absolutely take it on notice and come back with a full, transparent disclosure of what happened and what we followed up on.</p>	
240.	ABC	Abetz	<p>Mr Alan Sunderland – clarification of comments</p>	<p>Senator ABETZ: Mr Sunderland, in March this year, did you do a video presentation to staff?</p> <p>Mr Sunderland: Yes, I did.</p> <p>Senator ABETZ: In that did you say:</p> <p>There are plenty of suggestions floating around at the moment that the ABC is bowing to government pressure and failing to do its job ...</p> <p>Mr Sunderland: Correct.</p> <p>Senator ABETZ: Where are these 'plenty of suggestions' coming from, other than <i>Green Left Weekly</i>?</p> <p>Mr Sunderland: There was all manner of comment made on all manner of platforms around that.</p> <p>Senator ABETZ: Would you like to list them for us? I can tell you that I reckon they come mainly from the extreme left wing platforms in Australia.</p> <p>Mr Sunderland: Certainly. If you would like more information on that, let me take it on notice and I'll provide you with the information.</p>	<p>Page 16–17 24/05/2018</p>

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				<p>Senator ABETZ: Yes, please do, because I am sure Quadrant, the IPA, the Menzies centre and others would not be saying that 'the ABC is bowing to government pressure and failing to do its job'. It will be interesting to know the sources from which you get that information.</p> <p>Mr Sunderland: I think I discussed both critics who claim that we're kowtowing to the government and critics who claim that we are biased in our attacks on the government.</p> <p>Senator ABETZ: Did you also say: So, with all that going on, some people are wondering if the ABC is pulling its head in for a little while.</p> <p>Mr Sunderland: Yes.</p> <p>Senator ABETZ: Who are these 'some people'?</p> <p>Mr Sunderland: Again, if you would like me to provide you with a bit more context around that, I can.</p> <p>Senator ABETZ: Yes. I would be very interested to know to whom you react so sensitively in relation to these quite unfounded comments.</p> <p>Mr Sunderland: Again, Senator, in the interests of completeness, you know that in my comments I referred to both perspectives, don't you? You do understand that? It was both. I know you have chosen only to highlight one, but I referred to both those who claim we are biased in our attacks on the government and those who claim we are kowtowing to the government. I was quite careful to point out both. I know you've only chosen to highlight one, but both were mentioned.</p> <p>Senator ABETZ: Did you also say: This is what needs to change about our editorial approach during these risky and</p>	

Number	Program: Division or Agency	Senator	Title	Question	Proof Hansard Page & Hearing Date or In Writing
				<p>sensitive times ...</p> <p>What are these 'risky'—</p> <p>Mr Sunderland: I said that nothing needed to change about our editorial approach during these risky and difficult times.</p> <p>Senator ABETZ: 'Sensitive times'.</p> <p>Mr Sunderland: 'Sensitive'; sorry, I don't have the transcript in front of me.</p> <p>Senator ABETZ: Can you take on notice what is meant by 'these risky and sensitive times' when people are saying you are 'kowtowing to the government'?</p> <p>Mr Sunderland: I am happy to expand on my comments.</p>	
241.	ABC	Abetz	International travel	<p>Please advise for each Financial year since 2010-11, including 2017-18 to date:</p> <ul style="list-style-type: none"> • The total amount spent on international travel; • The total cost of the Head of Agency's international flights; • The total cost of the Head of Agency's international accommodation and/or travelling allowances; • The total cost of any other international costs for the Head of Agency in each year; and • For each international trip, please advise the countries visited, the purpose of the visit and the total trip cost. 	Written 05/06/2018
242.	ABC	Keneally	News Radio merger	1. Is the ABC considering merging News Radio with Radio National?	Written 05/06/2018
243.	ABC	Keneally	Chris Uhlmann article – South Australian blackouts	<p>2. Has the ABC received any complaints about the Chris Uhlmann article regarding South Australian blackouts?</p> <p>a. Has the article been reviewed by the ABC Independent Complaints Review Panel for investigation?</p> <p>b. Has the ABC been contacted by any member of the Turnbull government</p>	Written 05/06/2018

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				regarding this piece?	
244.	MOAD	Abetz	MOAD learning 2018 poster	<p>Reference is made to the MOAD Learning 2018 School Programs Poster.</p> <ol style="list-style-type: none"> 1. Is the official Australian flag displayed on the poster? 2. Is the official Aboriginal flag displayed on the poster? 3. Is the official Torres Strait Islander flag displayed on the poster? 4. Is the official flag of any State or Territory displayed on the poster? 5. Please explain the rationale for only displaying the official Aboriginal and Torres Strait Islander flags? 6. Why were the particular campaign symbols chosen depicting “Equality”, “No more Vietnams” and “No Dams”? 7. Was any consideration given to providing genuine equality to various campaigns by providing the symbols of the alternative campaigns in an attempt to provide balance? 8. Who designed the poster? 9. Who approved the poster for publication? 10. What was the cost of the production of the poster? 11. Does the MOAD see any benefit in providing a balanced picture of Australian democracy to young Australians? 	<p>Written 30/05/2018</p>