

Budget Estimates 2020-21 - spillover

Communications and the Arts portfolio – 9 November 2020

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
240.	5.1	Green	Appointment to the Board of SBS	<p><b>Senator GREEN:</b> ... I want to ask some questions in relation to an appointment to the board of SBS. Minister, on 30 October 2020, the minister for communications and the arts issued a media release entitled 'Appointment of new SBS board member'. That media release states: The Morrison Government has appointed Mr Nyunggai Warren Stephen Mundine AO as a part-time non-executive Director on the Special Broadcasting Service (SBS) Board. Minister, is it correct—did the Morrison government appoint Mr Mundine to the board of SBS?</p> <p><b>Senator Hume:</b> If it's in the press release then we can safely assume that that is so.</p> <p><b>Senator GREEN:</b> Minister, did the Governor-General actually appoint Mr Mundine to the SBS board?</p> <p><b>Senator Hume:</b> I don't know the process around the appointment, but I can take it on notice.</p> <p><b>Senator GREEN:</b> Minister, according to section 17(1) of the SBS Act, the Governor-General makes appointments of non-executive directors to the SBS board. Can you explain why the minister's media release said that the Morrison government made the appointment of Mr Mundine?</p> <p><b>Senator Hume:</b> No. I've said that I don't know the process around appointments to the board of SBS, but I thank you for explaining it. I will take it on notice.</p> <p><b>Senator GREEN:</b> Why did the minister's press release claim that the Morrison government had appointed someone when, actually, the Governor-General made that appointment?</p> <p><b>Senator Hume:</b> I assume it's semantics, but I don't want to put words in people's mouths. I'll take that on notice.</p> <p><b>Senator GREEN:</b> On semantics, Minister Fletcher has made a similar error before, incorrectly stating that he had suspended Australian drama, children's and documentary content obligations on free-to-air and subscription television, when in fact he did not suspend them. ACMA suspended those obligations. So the minister does have form in claiming that he has taken action when that action has been taken by somebody else. Why would Minister Fletcher say that the Morrison government had appointed Mr Mundine? Is it incompetence or is it untrustworthiness?</p> <p><b>Senator Hume:</b> I reject the premise of the question, Senator Green. I think I've told you that I'll take the details of the process on notice, but I think we can safely say that it would not have been done for nefarious purposes. It is probably just a matter of logistics. I think this is a pedantic question, as opposed to one that is actually of substance.</p> <p><b>Senator GREEN:</b> You can have that view, but it's becoming a pattern of the minister to make assertions in his media releases. I want to understand whether the minister will take responsibility for this error in this media release. Is he planning on making a correction to that media release?</p>	<p>9/11/20 Page 3-4</p>

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				<p><b>Senator Hume:</b> I can't answer for the minister's intent, but I can, as part of the earlier question, take it on notice.</p> <p><b>Senator GREEN:</b> Would you be able to take on notice then, if you're not able to answer, did the department check the media release before it was released in regard to the appointment of Mr Mundine to the SBS board before it went out?</p> <p><b>Mr Atkinson:</b> Yes, I will check.</p>	
241.	5.1	Urquhart	NBN – ACCC Statement of Expectations	<p>a) When did the Department begin drafting the ACCC statement of expectations that was subsequently issued by the Minister?</p> <p>b) Were any drafts shared with NBNC Co before it was formally issued to the ACCC?</p>	18/11/20 Written
242.	5.1	Urquhart	Australia Post investigation	<p>a) How much is the law firm undertaking the investigation into Australia Post expenses being paid?</p> <p>b) Can you confirm if the law firm selection was made through an open tender process, or directly selected? If directly selected, who made the selection and what was the process?</p>	18/11/20 Written
243.	ABC	McMahon	Kristy O'Brien – potential conflict of interest	<p><b>Senator McMAHON:</b> Are you aware that ABC Darwin employs Kristy O'Brien, the wife of Chief Minister Michael Gunner, as a journalist?</p> <p><b>Mr Anderson:</b> Yes, I think I was aware of that.</p> <p><b>Senator McMAHON:</b> Can you tell me who gave her permission to actively campaign in her husband's re-election bid this year?</p> <p><b>Mr Anderson:</b> I will immediately not agree with the characterisation of that before I know the facts around it. If that's something that you would like me to look into, I will.</p> <p><b>Senator McMAHON:</b> If you'd like to take that on notice and see who actually gave that permission. Do you think that it's okay for a reporter to campaign, if that's in fact what happened, for a politician and two months later be engaged back in the newsroom to report on current affairs? Would that be something you would say is acceptable?</p> <p><b>Mr Anderson:</b> What people do in their personal time when they're not at the ABC is one thing, and you're suggesting that that individual was not at the ABC at a time of being on a campaign. I don't know, Senator; I'll have to take it on notice and have a look at it. It would need to be managed carefully and, again, I don't know of any incidents where somebody's journalism has been influenced by somebody outside of the ABC, partner or otherwise.</p> <p><b>Senator McMAHON:</b> Are you aware that some of your own reporters from ABC Darwin have raised this conflict as an issue; and would you say that this has the ability to affect the integrity of ABC Darwin?</p> <p><b>Mr Anderson:</b> Senator, I know that it has not been raised with me—not that I recall anyway; I think I'd remember that. It has not been raised and, again, I think that if there was an issue that we would deal with it through the processes we have when it comes to conduct and our code of conduct with the ABC.</p> <p><b>Senator McMAHON:</b> Can you tell me who at the ABC authorised her recent political speech at a shopping centre in Darwin?</p> <p><b>Mr Anderson:</b> No. I'm not aware of a political speech and, again, I will take that on notice.</p>	9/11/20 Page 9-10

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
				<p><b>Senator McMAHON:</b> Following complaints, I understand that she has been moved to <i>Landline</i> as a potential way of addressing the conflict of interest. Can you tell me how that addresses that conflict when she remains in the Darwin office and continues to report on issues that are related to her husband's politics?</p> <p><b>Mr Anderson:</b> Again, I will have to find the details on that and respond to you on notice.</p>	
244.	ABC	Watt	Four Corners - Government emails	<p><b>Senator WATT:</b> How many emails did you receive or copied into from members of the government about tonight's story?</p> <p><b>Mr Anderson:</b> I will have to take that on notice and provide an answer to the question with regard to how many—but a few, yes</p> <p>...</p> <p><b>Senator WATT:</b> Who sent you these emails or copied to into these emails?</p> <p><b>Mr Anderson:</b> I'll take that on notice, but I will say: not government ministers; it would be their office.</p> <p>...</p> <p><b>Senator WATT:</b> So the staff of which ministers have contacted you?</p> <p><b>Mr Anderson:</b> I'm not going to say, Senator, because it reveals the nature of the program. I've answered the question. I will provide it on notice to you as to the individuals that sent emails.</p> <p><b>Senator WATT:</b> Could you please table copies of those emails that you received from representatives of government ministers?</p> <p><b>Mr Anderson:</b> We normally would not. Again, if it's material that we are using as part of the program, this is not what we would normally do. It is not something that we would otherwise make available, because it would stay confidential to the program.</p> <p><b>Senator WATT:</b> I understand that, but obviously the Senate also has the power to request emails between government representatives and agencies of government. It's on that basis that I'm asking you to table those emails.</p> <p><b>Mr Anderson:</b> Senator, it sounds like I need to table those emails.</p> <p><b>Senator WATT:</b> You will table those?</p> <p><b>CHAIR:</b> You can take it on notice, Mr Anderson.</p> <p><b>Mr Anderson:</b> It is not our normal practice to do that, Senator. Particularly, when we're putting questions to people to seek a response, it is not something that we would normally let out anywhere. If there is other correspondence that does not relate to questions for the program then that I could table, and I would need to have a look at that.</p>	9/11/20 Page 11

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
245.	ABC	Stoker	Four Corners – Comment sought	<p><b>Senator STOKER:</b> Has the host, the journalist, the researcher or the producers associated with the program sought comment from the office of the Prime Minister?</p> <p><b>Mr Anderson:</b> I'm not sure. I will need to get back to you on notice on that.</p> <p><b>Senator STOKER:</b> Okay. Why not?</p> <p><b>Mr Anderson:</b> Again, see the story itself and you can then judge whether or not that warranted comment from the Prime Minister or otherwise. Again, the story hasn't been to air yet. I think it's extraordinary to take critique of a program that has actually been published.</p> <p><b>Senator STOKER:</b> I'm not critiquing the program; I'm just finding out about the process of its preparation. What about the Liberal Party of Australia or its state branches; has comment been sought from those bodies?</p> <p><b>Mr Anderson:</b> Comment has been sought from senior government ministers.</p> <p><b>Senator STOKER:</b> What about the parties to which they answer?</p> <p><b>Mr Anderson:</b> Again, I'll take that on notice.</p>	<p>9/11/20</p> <p>Page 13</p>
246.	ABC	Stoker	ABC Code of Conduct	<p><b>Senator STOKER:</b> No doubt the ABC has a policy of its own about consensual relationships between ABC staff. Are they banned under any arrangement within the organisation?</p> <p><b>Mr Anderson:</b> No; they're not. We have a code of conduct on the behaviour of people within the ABC. We don't have a ban on relationships between people at the ABC, but we do expect people to act with integrity at all times.</p> <p><b>Senator STOKER:</b> The reason I'd like to know is that there might be a comparable situation such that we could understand how it would be dealt with between executive-level staff within the ABC, for instance, and a lower-level journalist. Perhaps you could take on notice the way those matters are dealt with at the ABC and provide that to the committee. That would be very helpful.</p> <p><b>Mr Anderson:</b> We have things like a sexual harassment policy that means that there is no tolerance of sexism and no tolerance of an abuse of power that sits within the ABC. But, yes, I will take it on notice and will be able to respond to you in full about that.</p>	<p>9/11/20</p> <p>Page 15</p>

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247.	ABC	Watt	Four Corners – Ministers’ offices contact	<p><b>Senator WATT:</b> I was going to ask: did you receive phone calls or text messages or other communication from ministers or their stuff?</p> <p><b>Mr Anderson:</b> Me, personally—no.</p> <p><b>Senator WATT:</b> So the contact you've had has been from ministers' offices by email, either directly or copied into?</p> <p><b>Mr Anderson:</b> Yes, and the odd phone call as well.</p> <p><b>Senator WATT:</b> Sorry?</p> <p><b>Mr Anderson:</b> I've had at least one call as well that I can recall.</p> <p><b>Senator WATT:</b> I thought you just said that you hadn't received any phone calls.</p> <p><b>Mr Anderson:</b> Not directly. I've received phone calls—sorry, I thought you were asking about the Prime Minister's office or any other office, other than the offices of these ministers. From within the ministers' offices—again, no direct contact from the minister—the only contact from the office itself—emails from a couple of offices and calls with one office.</p> <p><b>Senator WATT:</b> Roughly, how many phone calls?</p> <p><b>Mr Anderson:</b> I can't recall, Senator. I'm just going to have to answer that on notice.</p> <p>...</p> <p><b>Senator WATT:</b> The report that was in <i>The Australian</i> today said that emails had also been sent to other senior ABC staff such as the news chief, Gavin Morris, the <i>Four Corners</i> executive producer, Sally Neighbour, and researcher, Lucy Carter. Is it your understanding that they have also received emails about tonight's story from representatives of the government?</p> <p><b>Mr Anderson:</b> It is my understanding, but, again, I will need to take that on notice. I know the news director has also received calls. There's been contact over this story. That is the response.</p>	<p>9/11/20</p> <p>Page 16</p>
248.	ABC	Watt	Four Corners – Requests to drop story	<p><b>Senator WATT:</b> To your knowledge, there's never been a request to drop the story entirely?</p> <p><b>Mr Anderson:</b> I haven't had it put to me to drop the story entirely; what I've had is questioning whether it's in the public interest.</p> <p><b>Senator WATT:</b> What about your staff? Are you aware of any requests made of them to drop the story?</p> <p><b>Mr Anderson:</b> Again, I am happy to take that on notice and go to them directly rather than—</p> <p><b>Senator WATT:</b> But you are not aware of any?</p> <p><b>Mr Anderson:</b> No, I'm not aware of any direct requests to drop the story.</p>	<p>9/11/20</p> <p>Page 17</p>

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249.	ABC	Watt	Four Corners – ABC board contact	<p><b>Senator WATT:</b> Right. So a ministerial staff member contacted a member of the ABC board alerting them that this story was coming?</p> <p><b>Mr Anderson:</b> Yes.</p> <p><b>Senator WATT:</b> You don't know which office the staff member was from?</p> <p><b>Mr Anderson:</b> I can't recall. I would need to take that on notice.</p> <p><b>Senator WATT:</b> You don't know which board member was contacted?</p> <p><b>Mr Anderson:</b> Again, I would rather not speculate; I would rather come back to you on notice.</p> <p><b>Senator WATT:</b> Do you think it was only one member of the board who has contacted?</p> <p><b>Mr Anderson:</b> I think so. I think that's what Ita told me.</p> <p><b>Senator WATT:</b> Do you know whether the chair was personally contacted by any representative of the government?</p> <p><b>Mr Anderson:</b> No, I don't.</p> <p><b>Senator WATT:</b> You don't know?</p> <p><b>Mr Anderson:</b> No, I don't know.</p> <p><b>Senator WATT:</b> Could you take that on notice.</p> <p><b>Mr Anderson:</b> Yes.</p> <p><b>Senator WATT:</b> Also, when and by which means—email, phone call—and what was the nature of that contact?</p> <p><b>Mr Anderson:</b> Yes.</p>	<p>9/11/20 Page 17</p>
250.	ABC	Henderson	Four Corners – assurances sought	<p><b>Senator HENDERSON:</b> ... You mentioned that you sought assurances from someone as to the integrity and impartiality of the story tonight. Who did you seek assurances from?</p> <p><b>Mr Anderson:</b> Both Gaven Morris and John Lyons as well as Connie Carnabuci, our head of legal, and Mr McMurtrie over here. All play different roles in this story. Across that team I have sought those assurances, as I normally would, certainly for particularly sensitive stories such as this one. At other times we have an upward referral process. If there is anything that needs to be clarified, it comes via those positions—to Gaven Morris and sometimes to me, depending on what the concern is.</p> <p><b>Senator HENDERSON:</b> Why was Mr Lyons giving those assurances? I don't think he works for <i>Four Corners</i>—is that right?</p> <p><b>Mr Anderson:</b> He is the editorial manager of our investigations unit, which includes <i>Four Corners</i>, so he is Sally Neighbour's boss.</p> <p><b>Senator HENDERSON:</b> What were those assurances?</p> <p><b>Mr Anderson:</b> I sought many assurances. I was seeking assurances around the accuracy and the integrity of the program—that everything that we had in there had a source, that we had given appropriate right of reply with regard to what was being put forward, that there were many assurances that I would discuss with an editorial manager about this—questions that were posed to various people that are interviewed in this program. I can give you the assurances that I sought on notice, if you like.</p>	<p>9/11/20 Page 18-19</p>

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251.	ABC	Henderson	ABC sexual harassment/ workplace bullying complaints and staff relationships	<p><b>Senator HENDERSON:</b> Over the past four years have there been any sexual harassment or workplace bullying complaints made by any staff member or someone working for the ABC?</p> <p><b>Mr Anderson:</b> There have been a couple. We're certainly not a perfect workplace. There have been a couple certainly on workplace bullying that we've dealt with. On sexual harassment, I will need to come back to you on notice. There aren't many but I can remember one in the last four years. Again, I'd like to give that to you on notice because I'd like to give you an accurate answer.</p> <p>...</p> <p><b>Senator HENDERSON:</b> Have there been over the last four years any relationships between staff members at the ABC which involve a power imbalance—a senior person having a relationship with a more junior person?</p> <p><b>Mr Anderson:</b> None that have been reported that have created a problem or have surfaced—</p> <p><b>Senator HENDERSON:</b> What about relationships that haven't created a problem? Do you know of any such relationships at the ABC?</p> <p><b>Mr Anderson:</b> Not offhand, Senator. No.</p> <p><b>Senator HENDERSON:</b> Can you take that on notice?</p> <p><b>Mr Anderson:</b> I don't know how I would find out. We don't have a cultural issue with regard to a similar nature as what's in the program tonight.</p> <p><b>Senator HENDERSON:</b> Maybe you can make some inquiries and take that on notice.</p> <p><b>Mr Anderson:</b> Sure.</p>	9/11/20 Page 19
252.	ABC	Henderson	Four Corners – investigation overview	<p><b>Senator HENDERSON:</b> Let me reiterate my concern, Mr Anderson. I rely on your earlier evidence. You said you follow where the evidence takes us. Therefore my concern, and I put it to you again, is that that suggests that you haven't been impartial, because you haven't investigated all such conduct in this building, given the premise of the story tonight.</p> <p><b>Mr Anderson:</b> Senator, I would put to you that we have been impartial in the way that we've gone to do this. If you'd like more on notice about what we did, how many people were involved—</p> <p><b>Senator HENDERSON:</b> That would be good if you could do that.</p> <p><b>Mr Anderson:</b> I'm happy to provide that on notice to you. I won't provide their names.</p> <p><b>Senator HENDERSON:</b> If you could provide on notice everyone who you spoke to, your lines of inquiry and the scope of your investigation. Thank you.</p> <p><b>Mr Anderson:</b> It won't be everyone we spoke to you, but I will give you an overview of the size of this investigation.</p> <p><b>Senator HENDERSON:</b> Thanks, Mr Anderson. Thank you, Chair. No further questions.</p>	9/11/20 Page 20-21

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253.	ABC	Watt	Four Corners – Minister briefing	<p><b>Senator WATT:</b> Have you briefed your minister, Minister Fletcher, about the contact you and other ABC staff have received from ministers' offices about this program?</p> <p><b>Mr Anderson:</b> No, I haven't.</p> <p><b>Senator WATT:</b> You don't know whether anyone else in the organisation has briefed your minister about that?</p> <p><b>Mr Anderson:</b> No, I don't know.</p> <p><b>Senator WATT:</b> It wouldn't be common practice to brief your minister if you've been contacted by other ministers' offices?</p> <p><b>Mr Anderson:</b> No. We will quite often seek meetings with parliamentarians from all sides of politics, simply—I'm still introducing myself to some people.</p> <p><b>Senator WATT:</b> Not your minister.</p> <p><b>Mr Anderson:</b> No. I have to say that Minister Fletcher is quite open to me making that contact. I have been particularly trying to meet members of the coalition, particularly those who haven't met me before, and give them an update on what our five-year plan is and what we're seeking to do. That is the nature of that contact, and Minister Fletcher knows that we do that.</p> <p><b>Senator WATT:</b> Do you know whether the ABC chair or any other board member has contacted or briefed Minister Fletcher about this contact?</p> <p><b>Mr Anderson:</b> No, I don't. I doubt it.</p> <p><b>Senator WATT:</b> Could you take that on notice for us, please.</p> <p><b>Mr Anderson:</b> Sure.</p>	9/11/20 Page 21
254.	ABC	Watt	ABC independence	<p><b>Senator WATT:</b> In general terms, what has Minister Fletcher done to ensure that the ABC board is upholding the independence of the ABC and to ensure that cabinet ministers respect the independence of the ABC?</p> <p><b>Mr Anderson:</b> I think that's a question for Minister Fletcher. I know Mr Fletcher has met ABC Chair Ita Buttrose previously, without me being present. I know that they've met. But otherwise I think it's a question for Minister Fletcher.</p> <p><b>Senator WATT:</b> Minister, can you take on notice for us what efforts Minister Fletcher has made to ensure cabinet ministers understand the importance of the ABC's independence?</p> <p><b>Senator Hume:</b> I can take that on notice.</p>	9/11/20 Page 22
255.	ABC	Van	ABC funding	<p><b>Senator VAN:</b> ... I just want to pick up where we left off on our discussion about <i>Q+A</i> and Ms Trioli's representation of funding on the show. Have you had time to go back and look at the transcript or the show?</p> <p><b>Mr Anderson:</b> No, I haven't gone back to look at the show yet, but I have had discussions around what you raise with regard to funding sources, budget et cetera, calculation you gave me on the run—those sorts of things.</p> <p><b>Senator VAN:</b> That's why I thought it'd be a good idea to come back since you've had some time to look at that. What did you find?</p> <p><b>Mr Anderson:</b> First of all, I'll restate what we said before: we would reference the PBS in Budget Paper No.2. The PBS looks at the forward estimate. Budget Paper No. 2 looks at what changes there are to the forward estimates; whereas as Budget Paper No. 1 references</p>	9/11/20 Page 22-23



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				<p>expenditure minus whatever interagency transfers there are. So, yes, we got the 1.6 per cent on Budget Paper No. 1. However, to cut through all this I'll restate that, when we're looking at what is happening to the budget into the future, we would be looking at Budget Paper No. 2 and the PBS. I will state though that the anomaly between the two trienniums has been the change in profile of what we had as a \$50 million a year cut that was weighted to the back end of the triennium. That was applied at a flat 50 from the new triennium. So, if you like, when we had it over five years we started low because we had to build up and find the savings. We found \$50 million of ongoing savings and we found one-off one savings on the top, so that's why the budget representation is as it is between those two trienniums.</p> <p><b>Senator VAN:</b> But the question was about funding from the government, and that's what Ms Trioli was talking about on the show. She stated some numbers which, you would now agree with me, were the wrong numbers—is that correct?</p> <p><b>Mr Anderson:</b> As I said, we would always reference the PBS and Budget Paper No. 2 when we're looking at changes to our prospective funding. When it comes to the context of what happened on that show, I have asked for the minister's original complaint, a response to that complaint and to have a look at what happened on that program. However, I haven't had a chance to do that yet.</p> <p><b>Senator VAN:</b> But you do believe that there was an issue—enough to look a bit further?</p> <p><b>Mr Anderson:</b> Senator, if I was asked what numbers to reference, I would have said reference the PBS in Budget Paper No 2. It looks at the forward estimates, the changes to that, the indexation pause and what that means.</p> <p><b>Senator VAN:</b> And, given that tonight there's been a lot of discussion about journalistic integrity, you would say that using the right numbers when putting them to a minister on a show like that would be part of journalistic integrity?</p> <p><b>Mr Anderson:</b> I will go back and have look at the context of how that transpired in that <i>Q+A</i> program.</p> <p><b>Senator VAN:</b> And if you would also look at the way it was done, because the numbers were read out—and the transcript's been tabled; I'm happy to give you another copy if you'd like to have a look at it now. But Ms Trioli runs through the numbers and says: That's what I call a cut! Mr Fletcher says: Well, Virginia, that is not true. She says: Well, the figures ... the figures ... ... .. We can't waste any more time. She did not even give the minister an opportunity to respond. That doesn't sound like integrity in journalism to me.</p> <p><b>Mr Anderson:</b> I remember reading in a response that we had that there was ample time given to that discussion. What I want to do is go back—because I know you'll come back, Senator, and ask me about this again; I didn't expect to be back here so soon—and have a look at that</p>	

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				<p>program, look at the complaint and our response with regard to what you are raising with me at the moment, which is the bit that I don't know. So, I'm going to go and find that out for you.</p> <p><b>Senator VAN:</b> I'll look forward to that on notice—</p> <p><b>Mr Anderson:</b> I will provide that on notice to you ahead of next estimates.</p>	
256.	ABC	Van	Complaint review process	<p><b>Senator VAN:</b> ... Talking about complaints—you raised the complaint—what is the process for reviewing complaints?</p> <p><b>Mr Anderson:</b> We do have a complaint review process. It depends on the complaint or if it's just feedback. If it is a complaint, it goes to our audience consumer affairs team. They operate independently of the rest of the ABC—often not popular, because, if they want source documentation, they go through things quite thoroughly, an investigations unit. Sometimes complaints are upheld. I can give you the stats. The stats are very small with regard to upheld complaints. We would normally write to the people who have complained. We try to get back to them within a set time frame. Sometimes, because we need information or because of the volume that we have, we will exceed that time frame that is set there. But they're a very good team that does it.</p> <p><b>Senator VAN:</b> I'd really like to see those stats. You said very few complaints are upheld.</p> <p><b>Mr Anderson:</b> Proportionally.</p> <p><b>Senator VAN:</b> I accept that.</p> <p><b>Mr Anderson:</b> It depends on the volume. The way we represent it is: you could have six complaints around the one thing that's upheld, so we represent it both aggregated as well as separate.</p> <p><b>Senator VAN:</b> Given that proportion—and it's possibly disproportionate if you're saying it's a small number—do you think that purely having an internal team looking at complaints is the right way to review complaints?</p> <p><b>Mr Anderson:</b> There's always the option of going to ACMA, which sits as an independent body. Sometimes that happens. I hear you, Senator, but this team do operate independently. They operate, I think, with integrity in the way they go about investigating complaints. Their findings can often be—if something is found to be in breach—unpopular internally. What we do is we use anything that we find to be a breach of something as a training tool to educate other teams as to why the team originally thought it wasn't a breach and then it turned out to be a breach, and we learn from it.</p> <p><b>Senator VAN:</b> I'm keen to see those numbers, on notice.</p>	9/11/20 Page 23-24
257.	ABC	Bragg	ABC staff changes	<p><b>Senator BRAGG:</b> Mr Anderson, I want to ask about staffing. Over the past 12 months, how many permanent staff have left the ABC?</p> <p><b>Mr Anderson:</b> More recently, it's about 230 staff. I can give you the exact number on notice.</p> <p><b>Senator BRAGG:</b> 200 in the past 12 months?</p> <p><b>Mr Anderson:</b> Yes. In the process we just went through, it was 230. Before that, there is a number of staff that sit outside of the change programs that we have. I will need to provide that to you on notice.</p> <p><b>Senator BRAGG:</b> Thank you. Do you have a sense of how many have left over the past five years?</p>	9/11/20 Page 25-26

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				<p><b>Mr Anderson:</b> When it comes to net numbers, there are people that leave and people that come on board, and we've been through a couple of changes to that. But over the last five years, if you take into account 2014, which I know is six years, it was 320. I will come back to you on notice with that.</p> <p>...</p> <p><b>Senator BRAGG:</b> Over the last five years, how many of these were formal resignations and how many were redundancies?</p> <p><b>Mr Anderson:</b> I'm not counting resignations; I'm counting redundancies. As far as resignations are concerned, I will need to take that on notice for you. Our resignation rate is quite low compared to where we would sit in the sector.</p> <p><b>Senator BRAGG:</b> On notice can you prepare a breakdown over the past five years of resignations and redundancies.</p> <p><b>Mr Anderson:</b> Yes.</p> <p><b>Senator BRAGG:</b> You might have to take this on notice: do you have a sense of how many people you have hired on a permanent basis over the past five years?</p> <p><b>Mr Anderson:</b> I will have to take that on notice.</p> <p><b>Senator BRAGG:</b> 500 out, thereabouts. How many in?</p> <p><b>Mr Anderson:</b> In these programs, they are change programs where there are people with some skill leaving and there are people with some skills coming in; otherwise they are not transferable. I will need to take that on notice to count up how many positions we have advertised and filled on an ongoing basis as opposed to a temporary basis.</p>	
258.	ABC	Bragg	ABC staff statistics	<p><b>Senator BRAGG:</b> Can you, on notice, give us a sense of how many people are working in news, analysis and investigations in 2018-19 and 2019-20, and a breakdown of their location?</p> <p><b>Mr Anderson:</b> In total, the entire division?</p> <p><b>Senator BRAGG:</b> Yes.</p> <p><b>Mr Anderson:</b> We're happy to do that.</p>	9/11/20 Page 27

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
259.	ABC	Bragg	The New Daily	<p><b>Senator BRAGG:</b> Finally, we discussed the last time you were here, quite recently, about <i>The New Daily</i>. I asked you whether or not you knew anything about this commercial arrangement with a news organisation which is run by some super funds. Have you found out any information about this?</p> <p><b>Mr Anderson:</b> To be honest, I asked immediately afterwards. I got on the phone to our head of commercial and got the answer. I don't recall it at the moment, but I know it's coming back to you on notice. I think my initial response to you was, I think, News in 90 Seconds, a deal that we had with them. The revenue I would say is commercial in confidence, but I'm happy to give you a range, if you like, of what revenue we get from that, if you wish. It gives you an idea of what that commercial arrangement is and what it's for the provision of.</p> <p><b>Senator BRAGG:</b> I think it's in the public interest mainly because this is a news organisation which has been built by the contributions of super fund members, probably in breach of the legal arrangements which apply to the super trustees. The government is looking to change the laws so that super funds can't spend money on things which are not for people's retirements, for example. It's a curious organisation to be doing business with, I would have thought, hence the question from last estimates.</p> <p><b>Mr Anderson:</b> We'll take that on notice and scrutinise it. But, as I said, we try to commercialise what we can in order to bring money in, for content particularly.</p>	<p>9/11/20 Page 27</p>

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
260.	ABC	Henderson	Four Corners – story investigation contacts	<p><b>Senator HENDERSON:</b> Mr Anderson, I have just a couple more questions in relation to your investigation of the story for tonight. In your preparation of the story, did anyone from the ABC, including from the <i>Four Corners</i> program, contact any MPs from Labor or another political party or any staffers or former staffers from another political party?</p> <p><b>Mr Anderson:</b> I know that assurances were given to me that they were contacting people across all stripes of politics in preparation for this story. Whether or not it went to an MP or just staffers is something that I have to take on notice, but I do know that people were contacted from all political parties, I believe—or there was an attempt to contact them, at any rate.</p> <p><b>Senator HENDERSON:</b> Are you aware if any members or senators from any party other than the Liberal Party were contacted?</p> <p><b>Mr Anderson:</b> I have assurances that they were, yes.</p> <p><b>Senator HENDERSON:</b> And that was part of seeking assurances as to the impartiality of the story?</p> <p><b>Mr Anderson:</b> Yes—as to where we went and who we spoke to.</p> <p><b>Senator HENDERSON:</b> How many were contacted from other parties?</p> <p><b>Mr Anderson:</b> I can't answer that at the moment.</p> <p><b>Senator HENDERSON:</b> Could you take that on notice then.</p> <p><b>Mr Anderson:</b> Sure.</p> <p><b>Senator HENDERSON:</b> Were any attempts made to contact any Labor MPs in relation to any conduct from a time when they were serving as ministers?</p> <p><b>Mr Anderson:</b> I know that we were in contact with people from all political parties. As to the questions that were put to them, I will give them to you on notice. I can give you the precise questions that were put to people.</p> <p><b>Senator HENDERSON:</b> If you were talking about ministerial conduct then surely you would be interested in investigating the ministerial conduct of all ministers, regardless of which party they were from.</p> <p><b>Mr Anderson:</b> Yes. I agree.</p> <p><b>Senator HENDERSON:</b> You will take that on notice?</p> <p><b>Mr Anderson:</b> Yes.</p>	<p>9/11/20 Page 27-28</p>
261.	ABC	Henderson	ABC Geelong office	<p><b>Senator HENDERSON:</b> I have another very quick question, in relation to the ABC's Geelong office. Having seen many ABC offices around the country, I would have to declare that the ABC office at The Pulse community radio station, which very generously provided some space, was the worst office ever. You and I have discussed this issue on a number of occasions over a number of years. I've also discussed this with Mr Morris and I declare that I used to work with Mr Morris when I was a journalist. There was a commitment made to fix this. Why haven't you fixed this situation?</p> <p><b>Mr Anderson:</b> I don't know. I know we have discussed it, not just the Geelong office, but offices like the Geelong office, where we have—I don't want to—</p>	<p>9/11/20 Page 28-29</p>

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
				<p><b>Senator HENDERSON:</b> Could I just direct you to my question, though: why haven't you fixed the situation with the Geelong office?</p> <p><b>Mr Anderson:</b> I don't know. So I—</p> <p><b>Senator HENDERSON:</b> What do you mean, 'You don't know'?</p> <p><b>Mr Anderson:</b> Well, I don't know. We've talked about making sure that we have the right presence certainly away from city CBDs. Geelong has certainly come up. We have just done a review of all of our premises, as to where we are and where we want to be. Specific to Geelong, I can't answer as to why that is not solved yet.</p> <p><b>Senator HENDERSON:</b> But you're the managing director of the ABC, so surely you have an interest—</p> <p><b>Mr Anderson:</b> Yes. We are in 56 locations and there are a great many things that do come into my office. Where we are up to on the Geelong office, I can't tell you off-hand.</p> <p><b>Senator HENDERSON:</b> Could you take that on notice, as to where you're up to?</p> <p><b>Mr Anderson:</b> I can.</p> <p><b>Senator HENDERSON:</b> Can I also ask you to take on notice the period of time that journalists who were meant to be working out of ABC Geelong were in fact not working in ABC Geelong. That was the case. So journalists that were meant to be working in Geelong were actually relocated to Melbourne. Could you also take on notice, please—first of all, I think that's a completely unacceptable situation. Do you have any response to why you would do that?</p> <p><b>Mr Anderson:</b> No, I don't. But, look, I agree with you that—</p> <p><b>Senator HENDERSON:</b> That's a pretty poor commitment to a regional ABC operation, isn't it?</p> <p>...</p> <p><b>Mr Anderson:</b> I would seek information before responding to you in full. But, at the moment, if someone wasn't in Geelong the whole time but still looking at issues that were important to Geelong, that would be one thing. I do agree that actually having a physical presence is far better. We have just launched a strategy to be more relevant to communities. We want to be embedded in more communities. We think that has worked for us, and it works better when you are actually there. So I agree with you—</p> <p><b>Senator HENDERSON:</b> It does help—</p> <p><b>Mr Anderson:</b> to have a presence there is much better than doing it remotely—</p> <p><b>Senator HENDERSON:</b> when an ABC Geelong journalist is based in Geelong, not in Melbourne doing other duties.</p> <p><b>Senator HENDERSON:</b> could you provide the period of time that journalists were based in Geelong and the period of time that they were relocated to other offices—</p> <p><b>Mr Anderson:</b> Southbank, yes.</p> <p><b>Senator HENDERSON:</b> including in Melbourne.</p> <p><b>Mr Anderson:</b> Yes.</p>	

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
				<p><b>Senator HENDERSON:</b> And also what are you plans to establish a proper presence in Geelong?</p> <p><b>Mr Anderson:</b> Yes. I will.</p>	
262.	ABC	Henderson	ABC Four Corners program - surveillance	<ol style="list-style-type: none"> <li>1. On 9 November 2020, the ABC broadcast a Four Corners episode entitled “Inside the Canberra Bubble” (Program). Given the significant use of taxpayer funds that went in to producing the Program, can the ABC confirm that neither Minister featured in the Program was monitored, secretly recorded or the subject of any other form of surveillance (Covert Surveillance) as part of any investigations, research or preparation for the Program or as part of any other investigations, research or preparation involving an ABC employee?</li> <li>2. Was the ABC provided with any information, reports or recordings arising from any Covert Surveillance of either of the Ministers by any third party?</li> <li>3. Were any payments of taxpayer funds made by the ABC to a third party (whether directly or indirectly), including but not limited to a private investigator, to undertake or facilitate Covert Surveillance of either of the Ministers?</li> </ol>	2/12/20 Written
263.	ABC	Henderson	ABC Four Corners program – Government response	On 9 November 2020, you were asked in Estimates if you were satisfied that all claims that will be aired in the Program had been put to the government for a response. You answered that you had sought and received an assurance that this was the case. Given the issues raised in the letter dated 30 November 2020 from the Minister for Communications to the Chair of the ABC Board, do you stand by this answer?	2/12/20 Written
264.	ABC	Henderson	ABC Four Corners program – budget	How much in taxpayer funds were spent producing the Program including in overtime? If no estimate can be provided, what is the annual budget or expenditure for the Four Corners program?	2/12/20 Written
265.	ABC	Henderson	Blackburn review	When will the ABC publicly release the review conducted by Kerry Blackburn?	2/12/20 Written
266.	ABC	Henderson	ABC – workplace bullying and sexual harassment complaints, counselling and workplace support services	<ol style="list-style-type: none"> <li>1. In your evidence provided to Estimates on 9 November 2020, you said there were a couple of workplace bullying and sexual harassment complaints made by staff over the past four years. Please provide details of these complaints as well as the number and nature of informal complaints or reports of workplace bullying, sexual harassment or other inappropriate workplace behaviour at the ABC which have occurred over the past four years but which did not progress to a formal complaint?</li> <li>2. Please provide details of the counselling services and other workplace support services offered to staff including under what circumstances staff may access counselling and any other workplace support services? For the past four years, what is the ABC’s annual expenditure for the provision of counselling and other workplace support services and how many individuals have accessed such counselling or workplace support services each year over this four year period?</li> </ol>	2/12/20 Written

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
267.	ABC	Henderson	ABC Four Corners program - review	Over the past four years, on how many occasions have you and/or the Chair of the ABC Board reviewed a Four Corners story in advance of it being broadcast? Did ABC Legal or any lawyer acting on behalf of the ABC advise that the Program should not be broadcast in its current form and was this a reason that you and the Chair of the ABC Board reviewed the Program before it was broadcast?	2/12/20 Written
268.	ABC	Bragg	New Daily – revenue; agreement; other lobby groups	<ol style="list-style-type: none"> <li>1. What is the revenue you receive from the New Daily in each financial year and over the complete duration of the agreement?</li> <li>2. How long is the agreement (duration)?</li> <li>3. What is the ABC's cost of serving the agreement?</li> <li>4. Is the ABC in business with any other lobby groups? If so, please name the organisations.</li> </ol>	8/12/20 Written
269.	Australia Post	Green	Cost of CEO identification	<p><b>Senator GREEN:</b> Have you commenced a process to identify a new CEO yet?</p> <p><b>Mr Di Bartolomeo:</b> Yes. I went to, first of all, the market and selected a shortlist of search firms, and, as at close of business today, I have received proposals from the three. The intent is to select one of those and then commence the active search procedure.</p> <p><b>Senator GREEN:</b> You have not engaged a search firm yet?</p> <p><b>Mr Di Bartolomeo:</b> No.</p> <p><b>Senator GREEN:</b> Do you have an idea yet of how much that engagement will cost?</p> <p><b>Mr Di Bartolomeo:</b> I haven't opened the proposals yet. I've been busy on other matters. I'm not sure, to be honest. I'm happy to come back to you after this.</p> <p><b>Senator GREEN:</b> I'd appreciate that. Thank you. How long do you expect that process to take?</p> <p><b>Mr Di Bartolomeo:</b> Again, I'm not sure. One of the conditions that I asked for is that we believe time is of the essence, and I asked that the firm concerned consider that particular criteria in their proposal. The unfortunate limit is that we have Christmas coming up, so it will probably be dragged over to the other side of Christmas, but I'd like to think we could make some headway before Christmas.</p>	9/11/20 Page 31



Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
270.	Australia Post	Green	Regulated mail delivery service standards FY 21	<p><b>Senator GREEN:</b> Just going back to the survey of posties, there's been a bit of information gathered during this period as well. Nationally, 57 per cent of what we refer to as traditional posties said that they've had to leave letters and letter-based products behind at the delivery centre or bring them back undelivered. Can you advise the committee whether Australia Post has missed any of its regulated mail delivery service standards for any month of this financial year?</p> <p><b>Mr Di Bartolomeo:</b> I think that is a question better answered by the management team as opposed to the board. Rodney, I'll hand it to you.</p> <p><b>Mr Boys:</b> Thank you for that question, Senator. Australia Post's letter service standards are regularly audited, and the results are produced in our annual report each year. We are very pleased that we met all of our service standards as recorded and tabled in the annual report last year. It's not just the letter delivery service; it's also the number of kerbside postal boxes that we are required to have and the number of post offices that we're also required to have. So we are very pleased with that.</p> <p>This year, as we tracked into this year, we have been meeting our service standards with I think the exception of September. We had a small dip in September. That was following the stage 4 lockdown in Victoria, when the restrictions came in. We had a significant change in regulation such that we had to reduce our workforce that could work at that time. We were down to 67 per cent of our workforce at that time. That had a significant impact on our ability to process and deliver letters. We had staggered start times. I'm sure Mr Barnes can give you all of the intricate details that went along with that. But I'm very pleased to say that we aspire to and will make sure that we return to our letter standards across the future months. But in September we did have a small dip across Victoria.</p> <p><b>Senator GREEN:</b> Just to be clear, is that the only month in the last financial year where you failed to meet the regulated delivery service standards?</p> <p><b>Mr Boys:</b> As far as I'm aware, but I can take that on notice to make sure I'm being accurate in that area. But it was, as far as I'm aware.</p> <p><b>Senator GREEN:</b> If you could take that on notice, that would be helpful.</p>	9/11/20 Page 32-33
271.	Australia Post	Green	Regulated mail delivery service standards	<p><b>Senator GREEN:</b> Mr Boys, I'm sorry to interrupt you. The service delivery standards that we are talking about—I apologise; I was asking a question earlier and I understand that there is an actual prescribed service delivery standard that is a technical term, if you will. It's not something I'm particularly familiar with, but there's a technical term. Has Australia Post ever missed its prescribed service delivery standard? Has that ever occurred once?</p> <p><b>Mr Boys:</b> The prescribed delivery standard that I was referring to was the same prescribed delivery standard, so, yes. As I said, I'll take that question on notice. But, as was set out in last year's annual report and the annual report before that, we met all of our service delivery standards, including the delivery standard that you're referring to, and all of our community service obligations. I will take your question on notice. I will go back into that. Forever is a long period of time.</p>	9/11/20 Page 33
272.	Australia Post	Green	Boston Consulting	<b>Senator GREEN:</b> So Australia Post paid \$1.3 million for a report they haven't seen a copy of?	9/11/20

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
			<p><b>Group review report – letter to shareholder ministers</b></p>	<p><b>CHAIR:</b> Order. Senator, that's not the evidence that's been given. The government required a dividend—</p> <p><b>Senator GREEN:</b> Now you're giving evidence, Chair.</p> <p><b>CHAIR:</b> No. I'm just trying to be fair and that you're not putting words in the mouth of the witness.</p> <p><b>Senator GREEN:</b> Was that request made in a letter?</p> <p><b>Mr Di Bartolomeo:</b> I don't recall. I believe so, though. It would have been, as a request for a special dividend.</p> <p><b>Senator GREEN:</b> Mr Boys is nodding. Can you table the request from the government for that dividend so we can understand what the nature of that request was and whether it was clearly for certain purposes, so we can understand what actually was requested? It is unusual, as you say, for a dividend to be requested for a particular reason.</p> <p><b>Mr Di Bartolomeo:</b> It's not unusual for governments or shareholders generally to ask for additional dividends. I guess the unusual bit is that they told us in this instance what they were intending to use it for. It was a standard request for a dividend—normal plus extra—and that's often done. We are not often told, however, how they wish to spend that dividend.</p> <p><b>Senator GREEN:</b> If you could table that letter, that would be appreciated and we can understand when the request was made, who made the request and also what the nature of the request was. If you can take notice, we'd appreciate that.</p> <p><b>Mr Di Bartolomeo:</b> Will do.</p> <p><b>Senator GREEN:</b> A senate inquiry has learned that, on March 31, the then Australia Post CEO wrote to shareholder ministers requesting the cut to mail services—the change in service delivery.</p> <p><b>Mr Di Bartolomeo:</b> The regulatory relief.</p> <p><b>Senator GREEN:</b> Did the board sign off on that proposal and the letter before it was formally sent to the shareholder ministers?</p> <p><b>Mr Di Bartolomeo:</b> I don't quite recall. I will take the advice of our company secretary, Nick Macdonald.</p> <p><b>Mr Macdonald:</b> I'm mindful that the Minister for Finance has made a public interest immunity claim with respect to the BCG report and with respect to the correspondence that's being referred to. Perhaps we could take that question on notice so that we can consult with the shareholder regarding that. I think we also need to do that with respect to the letter regarding the special dividend, for similar reasons.</p> <p><b>Senator GREEN:</b> Are you referring to the request I have made to provide that letter to the committee?</p> <p><b>Mr Di Bartolomeo:</b> Yes; that's correct.</p> <p><b>Senator GREEN:</b> That was the letter in relation to the special dividend. I'm actually asking about the letter that was sent to shareholder ministers. What is the reason that you're not able to answer that question?</p>	<p><b>Page 35-36</b></p>

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
				<p><b>Senator Hume:</b> I can answer that. The government has already claimed public interest immunity with respect to the letter of 31 March from Australia Post to the shareholder ministers. If you like, I can table Minister Cormann's letter to the chair of this committee on 20 July regarding both the BCG report and the letter of 31 March from Australia Post to the shareholder ministers.</p> <p><b>Senator GREEN:</b> Minister, I respect there is a public interest immunity claim on the letter itself. I'm just asking whether the board received a copy of the letter before it was sent to the ministers. That's my question. You would know that answer.</p> <p><b>Mr Di Bartolomeo:</b> I don't not recall, so I will take it on notice and respond.</p>	

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
273.	Australia Post	Watt; Kitching	Boston Consulting Group review report – board consideration	<p><b>Senator WATT:</b> For a moment, let's forget about what's in the letter. Was the letter that was written to shareholding ministers by the CEO on 31 March considered by the board?</p> <p><b>Mr Di Bartolomeo:</b> I understand the request that was made. I cannot recall, at this point, the timing—whether we saw it before or after it went in. I'll take that on notice and we'll respond.</p> <p><b>Senator WATT:</b> Before or after it went where?</p> <p><b>Mr Di Bartolomeo:</b> Shareholders. The letter was sent on 31 March.</p> <p><b>Senator WATT:</b> You're not sure whether the board knew that it was sent before or after it was sent?</p> <p><b>Mr Di Bartolomeo:</b> I can't recall, but I'll take it on notice and respond.</p> <p><b>Senator KITCHING:</b> Could I just add that, in response to question on notice 1880, in the second part, there are the dates of the Australia Post board meetings for 2020. There was a meeting on 26 March 2020 and a meeting on 14 April. Some of these might be subcommittees of the board, but there would have been a board meeting, as per the evidence of Mr Macdonald last time, on 23 October. You had one in March and one in May. I'm on page 28 of the <i>Hansard</i>. Sorry, it was 22 October. And then, in response to question on notice 1880, there were some board meetings, or committees of boards, on 26 March, 14 April, 1 May—in fact, you had two meetings on 1 May. Do you have the minutes from those board meetings, Mr Di Bartolomeo?</p> <p><b>Mr Di Bartolomeo:</b> I certainly don't have them on me, but clearly we have a record of all those meetings and both the papers and the minutes involved, yes.</p> <p><b>Senator KITCHING:</b> So you or your general counsel would be able to clarify when it was discussed at the board meeting?</p> <p><b>Mr Di Bartolomeo:</b> Sorry, I missed that question.</p> <p><b>Senator KITCHING:</b> You would be able to clarify quite quickly when it was discussed—at which board meeting it was discussed?</p> <p><b>Mr Di Bartolomeo:</b> Yes.</p> <p><b>Senator KITCHING:</b> Do you think you can do that this evening?</p> <p><b>Mr Di Bartolomeo:</b> I certainly can't, but I'm happy to ask our general counsel and company secretary.</p> <p><b>Mr Macdonald:</b> We're happy to take the question on notice to determine whether or not the letter itself was reviewed by the board at a meeting or outside a meeting and at which of those board meetings the topic of seeking regulatory relief was discussed. As you said, there were meetings on 23 and 26 March. We can take that question on notice and respond.</p>	9/11/20 Page 36
274.	Australia Post	Canavan	Licensed post offices trial – payment	<p><b>Senator CANAVAN:</b> I'll just finish on this point: the LPOs in the trial, what were they paid during the trial?</p> <p><b>Ms Sheffield:</b> I'll have to take that on notice.</p>	9/11/20 Page 38

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
275.	Australia Post	Kitching	Addressed letter volumes	<p><b>Senator KITCHING:</b> ... On parcel deliveries—when I look at your figures, in February 2020 there were 139 and in March 2020 there were 155. I'm talking about millions here. The trend was going up. I'm looking at your addressed letter volumes: February 2020, 139 million; March 2020, 155 million; April 2020 [inaudible] million. So there was an increase in March. So how were you able to say on 26 March that there was going to be a decrease when in fact you were seeing the volume of letters were going up?</p> <p><b>Mr Di Bartolomeo:</b> First of all you're right: we'd had a trend going up. Year on year, parcels have been going up. In March, we didn't know what COVID was going to do. What we did know was the experience of other postal services, who you'd recall had experienced the COVID impact earlier than Australia. Their experience had shown that it was going to go down. What you're reflecting in those numbers and what was in fact the reality is that our parcels didn't go down. Even though we had scenarios, they didn't not go down; they went up. So you're quite right.</p> <p><b>Senator KITCHING:</b> I'm actually looking at your addressed letter volumes, not parcels—your addressed letters.</p> <p><b>Mr Boys:</b> Published on our website is our addressed letter volumes. In April, our letter volumes dropped 28 per cent and in May they dropped 36 per cent—</p> <p><b>Senator KITCHING:</b> What I'm actually asking, Mr Boys, is that you were making a decision, say, on 26 March. It had actually increased. It had gone up from 139 million to 155 million.</p> <p><b>Mr Boys:</b> Over what period? That seems surprising. Is that compared to the previous year?</p> <p><b>Senator KITCHING:</b> No. February 2020 addressed letter volumes, 139 million; March 2020 addressed letter volumes, 155 million.</p> <p><b>Mr Boys:</b> I will take that on notice. It's surprising. If you compare them like for like with the previous year you will find that there would be a decrease. Trading days are different between February and March. There'd be a number of reasons—if there had been some other activity such as we've seen in Victoria recently with the local council elections or the like. I'd need to go back and check those volumes. But on average our letters have been declining, as Mr Di Bartolomeo said, consistently over about 10 per cent per annum. That accelerated significantly in April and even further in May. They were down 28 per cent in April and 36 per cent in May. There was a lot of volatility around that period of time, as you might have expected. COVID was quite new in the world, and there was a significant amount of uncertainty and volatility. What we were able to see—</p> <p><b>Senator KITCHING:</b> Mr Boys, I probably don't have a lot of time, but I am interested, so maybe you could take that on notice.</p> <p><b>Mr Boys:</b> I will.</p>	9/11/20 Page 40
276.	Australia Post	Kitching	Percentage of posties delivering parcels	<p><b>Senator KITCHING:</b> Could you also take on notice the fact that pre COVID the posties were delivering 45 per cent of parcels. Could you tell me whether that's an accurate figure, because that's my understanding.</p> <p><b>Mr Boys:</b> I will take that on notice, thank you.</p>	9/11/20 Page 40-41

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277.	Australia Post	Kitching	Question on notice responses – timeframe and drafting process	<p><b>Senator KITCHING:</b> Talking of things being taken on notice, could I go to my question on notice 1880, the answer to which I received this afternoon at 4.39 pm. What I want to know is why it was 40 days overdue. I lodged it on the 31 August. Mr Di Bartolomeo, do you have a reason for why something on notice would be 40 days overdue?</p> <p>...</p> <p><b>Senator KITCHING:</b> I understand that you're not in control of all of the parts of the process. How long was the draft response to this question on notice sitting with the minister? When did you send it to the minister's office?</p> <p><b>Mr Macdonald:</b> I would have to take that question on notice.</p> <p><b>Senator KITCHING:</b> Could I ask you—you may well have to take these on notice as well—when did Australia Post internally clear a draft response? And who cleared it?</p> <p>...</p> <p><b>Senator KITCHING:</b> Thank you. Could I ask you to take on notice on what date did Australia Post provide a draft response to the minister's office in relation to question on notice 1880? Were different iterations or drafts provided to the minister's office? And please provide any dates for any iterations or any subsequent submissions. I'm interested in the process of how this question on notice, as an example, what process it went through, what dates were relevant. I'm just trying to understand your process.</p> <p><b>Mr Macdonald:</b> I will take that question on notice.</p>	9/11/20 Page 41-42
278.	Australia Post	Kitching	Senior executive bonus decision timeline	<p><b>Senator KITCHING:</b> That's what was in the media. There was a declaration that there would be no bonuses, on 31 March. No decision had been made on 28 August, so how is it that there is still no decision on 28 August, despite the release and announcement of audited financial results for 2019-20 on 27 August 2020? You have audited financial results. The next day a spokesperson for Australia Post says:</p> <p>... a decision on executive bonuses had "not yet been made".</p> <p><b>Mr Di Bartolomeo:</b> Correct.</p> <p><b>Senator KITCHING:</b> What happened there? Are you able to shed light on that, Mr Di Bartolomeo?</p> <p><b>Mr Di Bartolomeo:</b> We certainly had not made a decision on that date as to whether the—</p> <p><b>Senator KITCHING:</b> When did you make the final decision?</p> <p><b>Mr Di Bartolomeo:</b> It was shortly after that. I think it was early September.</p> <p><b>Senator KITCHING:</b> There was a board meeting, and this was outside of the schedule that Mr Macdonald gave. In answer to question on notice No. 1880, there was a board meeting on 2 September, 15 September and 21 September. Could you take on notice, please, when—</p> <p><b>Mr Di Bartolomeo:</b> I will take on notice the exact date, otherwise I'm just—</p> <p><b>Senator KITCHING:</b> In September.</p>	9/11/20 Page 46

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
279.	Australia Post	Kitching	Senior executive bonuses discussion point	<p><b>Senator KITCHING:</b> I think they'll be taken on notice, Chair. Mr Di Bartolomeo, did you at some point prior to 28 August sign off on the reinstatement of millions of dollars in bonuses for the senior executive team?</p> <p><b>Mr Di Bartolomeo:</b> I'm sorry, did we reinstate?</p> <p><b>Senator KITCHING:</b> Yes.</p> <p><b>Mr Di Bartolomeo:</b> No, we hadn't made any decision on 28 August or prior.</p> <p><b>Senator KITCHING:</b> On notice—and I don't need to see the minutes—I would like to know whether it was a discussion point at board meetings.</p>	9/11/20 Page 47
280.	Australia Post	Kitching	Senior executive bonuses consideration	<p><b>Senator KITCHING:</b> ... My final question is: did you, prior to 28 August, sign off on the reinstatement of senior executive bonuses and then say something different in the media when you said that no decision had been made?</p> <p>Mr Di Bartolomeo: I will take that question on notice. It's about time frames, and I'm happy to check those time frames and respond to you accordingly.</p> <p><b>Senator KITCHING:</b> You'll need to go and find the spokesperson who gave the quote. I will give you, again, the relevant articles. One is The Australian on 31 March. The other is The Sydney Morning Herald on 28 August. If you can find the spokespersons and see who directed them to give the quotes that they gave—these are Australia Post spokespersons—and why they gave the responses they did and why it was not in line with what you're telling me about your STI payments, because it does not line up.</p> <p><b>Mr Di Bartolomeo:</b> Thank you, Senator. We'll take that on notice.</p>	9/11/20 Page 47
281.	Australia Post	Kitching	Breakdown of expenditure on the Office of the CEO credit card	<p><b>Senator KITCHING:</b> Chair, can I just intervene here for a moment. Mr Boys, do you think you will be able to respond to my question on notice, fully, in terms of a breakdown of the expenditure on the office of the CEO credit card? You said you could not answer, because everyone was working at home from coronavirus. We had a brief discussion at the last estimates and you said, 'We could not answer that, because people are working at home,' and we had a discussion about whether you did any online banking and whether you were able to do banking when you weren't in the office. Are you going to be able to answer that question on notice properly, and give us a breakdown of the expenditure—</p> <p><b>CHAIR:</b> Senator Kitching, you've asked the question; please let the witness answer.</p> <p><b>Mr Boys:</b> Thank you for that question. The question on notice you're talking about, I assume, is one of the subquestions in 1740. We should be able to pull all of that information, and we are pulling all of that information together. If I recall, the period of time that that question on notice referred to was quite a lengthy period of time, going back to the beginning of the former CEO's tenure in 2017. We will continue our endeavours to produce that information, should it be required.</p> <p><b>Senator KITCHING:</b> Thank you.</p>	9/11/20 Page 50

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
282.	Australia Post	Watt	Watch purchase – communications timeline	<p><b>Senator WATT:</b> Could you please provide on notice a time line of all key communications and decision points, including between board members following the admission by Ms Holgate that four Cartier watches were purchased. Feel free to come back with that.</p> <p><b>Mr Di Bartolomeo:</b> Communication surrounding that issue?</p> <p><b>Senator WATT:</b> Yes, communications and decision points. You've said that there were a number of phone conversations with Ms Holgate. There were phone conversations with a minister. There were decisions from the board.</p> <p><b>Mr Di Bartolomeo:</b> We can take that on notice.</p>	9/11/20 Page 50
283.	Australia Post	Watt	Watch purchase – board papers	<p><b>Senator WATT:</b> Thank you. Could you please table for the committee all board papers from that limited period of time, which is October to December 2018.</p> <p><b>Mr Macdonald:</b> We will have to take that question on notice. I think it is quite an unusual request in that it's seeking board papers and minutes for a significant amount of time, and I think we'll need to get some advice on whether there are public interest issues in respect of that request.</p>	9/11/20 Page 51
284.	Australia Post	Watt	Watch purchase – FBT value	<p><b>Senator WATT:</b> Yes, understood. There was some reference earlier to fringe benefit tax implications potentially arising from the gift of these watches or other gifts or rewards to managers or executives in connection with this deal. Has that been explored, and are there any such implications?</p> <p><b>Mr Boys:</b> We did explore the fringe benefits, and fringe benefits tax has been fully paid.</p> <p><b>Senator WATT:</b> So, as well as people being provided with a watch, Australia Post had to pay fringe benefits tax on those watches?</p> <p><b>Mr Di Bartolomeo:</b> As legally required.</p> <p><b>Senator WATT:</b> Have we previously found out the value of the fringe benefits tax that was paid?</p> <p><b>Mr Boys:</b> I don't believe that that has been put out there.</p> <p><b>Senator WATT:</b> Do you know how much it was?</p> <p><b>Mr Boys:</b> It would be the statutory rate. I don't know the exact number. I would have to recalculate it, but it's a pretty easy number to get. We can provide that number on notice.</p>	9/11/20 Page 51



Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
285.	Australia Post	Watt	Ms Holgate – entitlements payout	<p><b>Senator WATT:</b> Thanks. In relation to Ms Holgate's termination, it's been reported that she won't be seeking any payout following her resignation. Have any payments been made to Ms Holgate in connection with the termination of her employment?</p> <p><b>Mr Di Bartolomeo:</b> No, other than—well, I don't think it's been made yet, but we've calculated outstanding leave balances and things like that.</p> <p><b>Senator WATT:</b> So she will be paid out any accrued leave, but no early payout of her contract or anything like that?</p> <p><b>Mr Di Bartolomeo:</b> Correct. As she stated in her resignation letter, she wasn't seeking financial compensation.</p> <p><b>Senator WATT:</b> And no payment in lieu of notice?</p> <p><b>Mr Di Bartolomeo:</b> No.</p> <p><b>Senator WATT:</b> Would you be able to take on notice for us the dollar value of those leave entitlements that Ms Holgate will be paid out—unless you have that there?</p> <p><b>Mr Di Bartolomeo:</b> We can take that on notice, but I'm not sure if there are privacy arrangements with that.</p>	9/11/20 Page 51
286.	Australia Post	Kitching	Conflict of interest policy	<p><b>Senator KITCHING:</b> Mr Macdonald, we had a discussion last time about the conflict of interest policy for the Australia Post corporation. There's a News Corp article from the Saturday of the Queensland election. In that article Mr McIver is accepting hospitality from Clive Palmer, and there's a photograph of him on board Mr Palmer's yacht. Is that something that you would consider, as per your own policy? I'm reading from page 4: 'Avoid situations or actions that create actual, perceived or potential conflicts of interest, including situations that may interfere with exercising sound judgement.' Has Mr McIver notified you, as the company secretary, that he was accepting hospitality and entertainment from Mr Palmer on the night of the Queensland election?</p> <p><b>CHAIR:</b> You can take that on notice, Mr Macdonald.</p> <p><b>Mr Macdonald:</b> I will take that on notice.</p>	9/11/20 Page 51-52
287.	Australia Post	Roberts	Boston Consulting Group report	<p>In late 2019, Boston Consulting Group was commissioned to review Australia Post. I understand that this review cost approximately \$1.3 million and was delivered to the Government in early 2020.</p> <p>Was the cost of this report justifiable, please provide a copy of the report and please advise what recommendations have been actioned and what recommendations remain outstanding in relation to this report?</p>	11/11/20 Written
288.	Australia Post	Roberts	Australia Post Board and Minister communications with Post Office Licensees	<p>Has the Government, Australia Post or the AP Board communicated/engaged with Post Office Licensees and/or the Licensed Post Office Group (LPOG) and/or employees in relation to the departure of the CEO Christine Holgate and how future AP operations will be managed?</p> <p>Have the Minister and the Board consulted with LPOG at all, and given Licensees have a substantial financial investment in the business, why has the Minister and the Board not yet consulted with this stakeholder group?</p>	11/11/20 Written

<b>Number</b>	<b>Program: Division or Agency</b>	<b>Senator</b>	<b>Title</b>	<b>Question</b>	<b>Hansard Page &amp; Hearing Date or In Writing</b>
289.	Australia Post	Roberts	Post Office Licensees	<p>For some time, we have been advocating on behalf of Post Office Licensees. These same licensees are now concerned that there may be an agenda to close down the Post Office network, reduce services to the rural and remote areas to offload those costs, downsize the community service obligations and to sell off the parcel side of the business in order to increase dividends and for short term cash gains.</p> <p>Can you advise if there are changes proposed which will positively or negatively impact Post Office Licensees and are there plans to reduce services to the rural and remote areas?</p>	11/11/20 Written
290.	Australia Post	Roberts	Community Post Offices	<p>What approach will the Government and the Australia Post Board do if:</p> <p>(a) a number of community post offices break away from the Australia Post network and offer their services to other parcel logistics companies; or</p> <p>(b) a number of community post offices cannot continue to operate due their unviability and they forfeit their licences? Will Australia Post buy back the licenses of unviable Post Offices?</p>	11/11/20 Written
291.	Australia Post	Roberts	Licensed Post Offices	<p>The Licensed Post Office network has proved to be absolutely crucial to support rural, regional and remote communities where they have acted as vital support hubs.</p> <p>The Deputy Prime Minister, Mr. McCormack, has stated that "regions matter", yet Australia Postal Licensees continue to struggle financially under an obsolete 27-year-old transaction-based payment system and an inadequate "representation allowance" of \$145.26 per month.</p> <p>When will the Government review and increase the funding model to ensure the viability of these Licensed Post Offices and guarantee this essential service that everyday Australians rely on?</p>	11/11/20 Written
292.	Australia Post	Urquhart	Dumping of unaddressed mail	<ol style="list-style-type: none"> <li>1. Has Australia post undertaken any investigations into the dumping of UMS product at Leightonfield Delivery Centre in NSW?</li> <li>2. If yes: <ol style="list-style-type: none"> <li>a. When was the investigation initiated?</li> <li>b. Who led the investigation?</li> <li>c. Why was it initiated? How was the complaint initially received? Who received the complaint?</li> <li>d. What were the findings of the investigation? How much product was destroyed?</li> <li>e. What was the output of the investigation – a written report? An email?</li> <li>f. Were the findings reported to the Minister?</li> <li>g. Were the findings reported to the Department?</li> <li>h. Were the findings reported to anyone external to the organisation?</li> <li>i. How was the UMS product destroyed?</li> <li>j. What was the method of disposal?</li> </ol> </li> </ol>	18/11/20 Written

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				<ul style="list-style-type: none"> <li>k. How overdue was delivery of the UMS product?</li> <li>l. Was the client made aware that product had been destroyed?</li> <li>m. Have Australia Post issued any refunds?</li> </ul>	
293.	Australia Post	Urquhart	Prescribed service standards	<ul style="list-style-type: none"> <li>1. In what months of 2020 did Australia Post fail to comply with its prescribed service delivery standards?</li> <li>2. Were shareholder Departments notified that Australia Post had potentially failed to comply with Australian law? If yes, on what date were they notified? Was a reply received?</li> <li>3. Were shareholder Ministers notified that Australia Post had potentially failed to comply with Australian law? If yes, on what date were they notified? Was a reply received?</li> <li>4. Have there been any other months since the year 2000 where Australia Post did not meet its prescribed service delivery standards?</li> </ul>	18/11/20 Written
294.	Australia Post	Urquhart	Addressed letter volumes	<ul style="list-style-type: none"> <li>1. What were addressed letter volumes for FY19?</li> <li>2. What were addressed letter volumes for FY20?</li> <li>3. What were addressed letter volumes for September 2020?</li> </ul>	18/11/20 Written
295.	Australia Post	Urquhart	Unaddressed letters	Were unaddressed letter volumes higher or lower in September 2020 compared to May 2020? And by how much?	18/11/20 Written
296.	Australia Post	Urquhart	Unaddressed mail orders	<ul style="list-style-type: none"> <li>1. Has Australia post refused or declined any business of delivery requests in relation to unaddressed mail since July 2020? If yes, why? And how many orders have been refused? Is Australia Post keeping a log?</li> </ul>	18/11/20 Written
297.	Australia Post	Urquhart	Parcel categorisation	<ul style="list-style-type: none"> <li>2. In terms of data collection, does Australia Post categorise its parcels along any of the following dimensions? Please state which ones <ul style="list-style-type: none"> <li>a. Weight</li> <li>b. Size</li> <li>c. Whether or not it passes through a parcel gauge for streaming to postal workers</li> <li>d. Please indicate any other categorise/dimensions along which parcels can be grouped or organised</li> </ul> </li> </ul>	18/11/20 Written
298.	NBN Co	Kitching	NBN – line-by-line breakdown of funding	<p><b>Senator KITCHING:</b> Thank you. Can you please give me a breakdown of the \$2.2 billion.</p> <p><b>Mr Rue:</b> It's as I've said. It's the \$1.5 billion on the pages of the corporate plan plus a series of timing of expenditure, as between fiscal years 2022, 2023, 2024 and so on. It's all laid out in the plan.</p> <p><b>Senator KITCHING:</b> What I'm after is a line-by-line breakdown. I'm on page 36 now, and there are a few paragraphs. I want a line-by-line breakdown.</p> <p><b>Mr Rue:</b> We won't have it here, Senator. Let us take that on notice in the sense of—</p>	9/11/20 Page 54-55

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				<p><b>Senator KITCHING:</b> But Mr Knox is here, Mr Rue. That's why Mr Knox is here. That's why we asked him to come.</p> <p><b>Mr Rue:</b> He won't have all the information here on it.</p> <p><b>Senator KITCHING:</b> If you are seriously telling me that you have the \$1.5 billion and that is a proper breakdown—</p> <p><b>Mr Rue:</b> You're wanting—</p> <p><b>Senator KITCHING:</b> It's three paragraphs of information in writing. I want to know retailers, IT spend, regional—I think that was another thing you said—</p> <p><b>Mr Rue:</b> Yes, so—</p> <p><b>Senator KITCHING:</b> So I want to know exactly what was spent on these items.</p> <p><b>Mr Rue:</b> Sorry. When you say 'line-by-line'—</p> <p><b>Senator KITCHING:</b> That's what I mean.</p> <p><b>Mr Rue:</b> Okay. The IT spend is about \$200 million. The COVID support is just over \$200 million. The regional is about \$400 million.</p> <p><b>Senator KITCHING:</b> I thought it was \$80 million.</p> <p><b>Mr Rue:</b> No, there's a whole pile of portions. The \$80 million that you are talking about is what we call CVC revenue forgone. But we also did a range of other things. For example, we provide relief packages, as I was trying to tell you, for retailers, and that is supporting the community. There are a range of things. For example, we provided, I think, a \$50 million package for business and a \$50 million package to support consumers who couldn't pay their bills. We also provided some packages for education for low-income families who needed to educate their children from home. Through the retailers, we provided an opportunity for parents to order a service. But there's other expenditure as well. For example, because of the additional demand for data, we needed to put more capacity in the network. So all of that adds up to just over \$200 million. Then the regional is about \$400 million, and the additional premises was about \$600 million. Then on top of that—</p> <p><b>Senator KITCHING:</b> When you say 'additional premises', what do you mean by 'additional premises'?</p> <p><b>Mr Rue:</b> Again, as laid out in the corporate plan, there are about 300,000 premises which were not identified in the previous corporate plan. I wish you'd asked this at the last hearing, because Ms Dyer was here and could have given you chapter and verse, but as we went through—</p> <p><b>Senator KITCHING:</b> Don't worry, because I'm going to ask you to take this on notice. These figures you're giving me, I'm up to 900—</p> <p><b>Mr Rue:</b> You should be up to 1½.</p> <p><b>Senator KITCHING:</b> I'm up to 1.5. Where is the 300?</p> <p><b>Mr Rue:</b> You asked me about the 300,000 premises. There are a range of factors in that. As we got to the end of the build, we found that there were more premises to build to than the data showed. Believe it or not, there actually wasn't a database of all the premises in Australia. We relied on historic databases which we imported. For example, there may be a unit block which we thought had four units in it but actually had six. For example—this is a</p>	

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				<p>bad example—on a street where we thought there were nine premises there were 10. So there were additional premises that came to light at the end of the program. In addition to that—  <b>Senator KITCHING:</b> Where did you get your data maps from, or the import maps?  <b>Mr Rue:</b> From Telstra. It was all part of the historic agreement dating back to 2011. On top of that, we found that there were additional new developments that we were building because of the demand in the new-development market. So a range of those factors over a length of the plan was around an additional 300,000 premises which were not identified in previous corporate plans that we built out to during 2020 and during 2021.  <b>Senator KITCHING:</b> So you're going to take on notice and you're going to give me the rest, so I'm up to 1.5. Can you put that in a nice tabulated document for me?  <b>Mr Rue:</b> We can do that.</p>	
299.	NBN Co	Kitching	Travel and Expense claim form/categories	<p><b>Senator KITCHING:</b> Right. Okay. Mr Singh, because of the time you're going to get a whole lot of questions on notice, I am sorry to say. You very kindly provided me with your travel and expense reimbursement policy. Could you provide me with the claim form?  <b>Mr Singh:</b> On notice? Absolutely.  <b>Senator KITCHING:</b> Yes, on notice. Is it an electronic form?  <b>Mr Singh:</b> It can be, yes.  <b>Senator KITCHING:</b> Can I get it with all of the drop-downs?  <b>Mr Singh:</b> Sorry, I don't think we can give you that electronically because it's—  <b>Senator KITCHING:</b> I mean screen-grab it?  <b>Mr Singh:</b> We can give you a screenshot with the drop-downs, yes.  <b>Senator KITCHING:</b> Okay. What I want to know is—I presume that when you put in a claim under your travel and expense reimbursement policy that there are different categories of claim.  <b>Mr Singh:</b> Different categories of expense—things like air travel, entertainment, taxis.  <b>Senator KITCHING:</b> Perfect. That's all good. Could I get that please. I'm also going to have to ask you a whole lot of questions on notice.  <b>Mr Singh:</b> That's fine.</p>	9/11/20 Page 57
300.	NBN Co	Kitching	Data cost	<p><b>Mr Rue:</b> You asked me where we got the data from. My team tell me that it's not just from Telstra; it's also from an organisation called PSMA and an organisation called G-NAF. So it's not just from Telstra. We triangulate all that data.  <b>Senator KITCHING:</b> Right. It was 300,000—  <b>Mr Rue:</b> Again, as laid out in the corporate plan.  <b>Senator KITCHING:</b> How much did it cost?  <b>Mr Rue:</b> I answered that earlier—about \$600 million.  <b>Senator KITCHING:</b> No, how much did the purchase of the data cost?  <b>Mr Rue:</b> I'll take that on notice. I don't think it does cost us, but I'll take it on notice.</p>	9/11/20 Page 57

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<b>301.</b>	<b>NBN Co</b>	<b>Kitching</b>	<b>Bonuses</b>	<ol style="list-style-type: none"> <li>1. What was the aggregate total of bonuses paid in the 2019-20 financial year to: <ol style="list-style-type: none"> <li>a. executives;</li> <li>b. employees (excluding executives);</li> <li>c. contractors engaged directly by NBN; and</li> <li>d. contractors not engaged directly by NBN.</li> </ol> </li> <li>2. What was the aggregate total of short-term incentives paid in the 2019-20 financial year to: <ol style="list-style-type: none"> <li>e. executives;</li> <li>f. employees (excluding executives);</li> <li>g. contractors engaged directly by NBN; and</li> <li>h. contractors not engaged directly by NBN.</li> </ol> </li> </ol>	<b>18/11/20 Written</b>
<b>302.</b>	<b>NBN Co</b>	<b>Kitching</b>	<b>Pay rises</b>	<ol style="list-style-type: none"> <li>1. How many employees received an increase to their base salary in the 2019-20 financial year?</li> <li>2. How many executives received an increase to their base salary in the 2019-20 financial year?</li> </ol>	<b>18/11/20 Written</b>
<b>303.</b>	<b>NBN Co</b>	<b>Urquhart</b>	<b>NBN multi- technology mix – over budget</b>	<ol style="list-style-type: none"> <li>1. In 2013, the Coalition promised to deliver the NBN for peak funding of \$29.5 billion. How much peak equity and debt is the Government’s multi-technology mix now expected to require? Can you confirm it is forecast to reach \$57 billion?</li> <li>2. Why is the Coalition’s NBN requiring \$27.5 billion more in peak funding than originally promised? What can these cost increases be primarily attributed to?</li> </ol>	<b>17/11/20 Written</b>
<b>304.</b>	<b>NBN Co</b>	<b>Urquhart</b>	<b>NBN multi- technology mix – behind schedule</b>	<ol style="list-style-type: none"> <li>1. In 2013, the Coalition promised every Australian would have access to minimum speeds of 25 Mbps by the end of 2016. Can NBNCo confirm this target was missed up by up to 7 million premises?</li> <li>2. Will every Australian households have access to minimum layer 2 speeds of 25 megabits per second by the end of 2020? Or will some Fibre to the Node premises still be unable to achieve this speed?</li> <li>3. How many FTTN premises cannot currently achieve a layer 2 speed of 25 megabits per second?</li> </ol>	<b>17/11/20 Written</b>

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305.	NBN Co	Urquhart	HFC cost per premise	<ol style="list-style-type: none"> <li>1. Can NBNC Co please advise which of the following costs are included in HFC cost per premise estimates outlined in the Corporate Plan: <ol style="list-style-type: none"> <li>a. Cost of initial HFC rollout</li> <li>b. Cost of remediation to prevent noise ingress</li> <li>c. Cost of post-RFS capacity augmentation</li> <li>d. Cost of post-RFS node splitting</li> <li>e. Cost of DOCSIS 3.1 upgrades</li> </ol> </li> </ol>	17/11/20 Written
306.	NBN Co	Urquhart	Technology choice	<ol style="list-style-type: none"> <li>1. What is the total number of technology choice applications received to date? Please break down by original planned/deployed access technology.</li> <li>2. What is the total number of technology choice quotes NBNC Co has provided to date? Please break down by technology.</li> <li>3. What is the total revenue NBNC Co have received from technology choice to date? Please break down revenue from both quotes and builds.</li> </ol>	17/11/20 Written
307.	NBN Co	Urquhart	Cumulative Capex – fixed wireless	<ol style="list-style-type: none"> <li>1. What was the cumulative CAPEX for the fixed-wireless network as of 1 July 2020?</li> <li>2. How many NBN fixed wireless towers have been built? How many fixed wireless cells have been deployed?</li> <li>3. Based on the 2021 Corporate Plan, what is cumulative CAPEX for Fixed Wireless out to FY24?</li> </ol>	17/11/20 Written
308.	NBN Co	Urquhart	Cumulative Capex – HFC	<ol style="list-style-type: none"> <li>1. What was the cumulative CAPEX for the HFC network as of 1 July 2020?</li> <li>2. Based on the 2021 Corporate Plan, what is cumulative CAPEX for HFC out to FY24?</li> </ol>	17/11/20 Written
309.	NBN Co	Urquhart	Cumulative Capex – FTTC	<ol style="list-style-type: none"> <li>1. What was the cumulative CAPEX for the FTTC network as of 1 July 2020?</li> <li>2. Based on the 2021 Corporate Plan, what is cumulative CAPEX for FTTC out to FY24?</li> </ol>	17/11/20 Written
310.	NBN Co	Urquhart	Cumulative Capex – FTTN/B	<ol style="list-style-type: none"> <li>1. What was the cumulative CAPEX for the FTTN/B network as of 1 July 2020?</li> </ol>	17/11/20 Written
311.	NBN Co	Urquhart	FTTN/B footprint	<ol style="list-style-type: none"> <li>1. What is the size of the FTTB footprint?</li> <li>2. How many premises in the FTTN/B footprint are currently RFS?</li> </ol>	17/11/20 Written
312.	NBN Co	Urquhart	Equity and Debt as of FY2024	<ol style="list-style-type: none"> <li>1. What is forecast to be the outstanding amount of debt and equity by FY2024?</li> </ol>	17/11/20 Written

Number	Program: Division or Agency	Senator	Title	Question	Hansard Page & Hearing Date or In Writing
313.	NBN Co	Urquhart	QON221 – Additional Estimates March 2020	<p>With reference to the response below:</p> <p style="text-align: center;"><b>Senate Standing Committee on Environment and Communications</b> <b>Answers to Senate Estimates Questions on Notice</b> <b>Additional Estimates March 2020</b> <b>Communications Portfolio</b> <b>NBN Co Limited</b></p> <p style="text-align: right;"><b>Question No: 221</b></p> <p><b>NBN Co Limited</b> <b>Hansard Ref: Written, 16/03/2020</b></p> <p><b>Topic: FTTC distribution units</b> <b>Senator Nita Green asked:</b> How many NBN FTTC distribution units (DPUs) have been replaced since July 2019? Can NBN confirm up to 400 or more are being replaced every month?</p> <p><b>Answer:</b> The estimated swap-out rate of FTTC DPUs that have been replaced and identified to be unusable equates to approximately 3 per cent. This value is below the expected FTTC DPU fault rate.</p> <ol style="list-style-type: none"> <li>1. How many FTTC DPUs have been deployed nationwide?</li> <li>2. What is the “swap-out” rate? Is that annual? Is that monthly? What does the 3 per cent figure refer to?</li> </ol>	17/11/20 Written
314.	NBN Co	Urquhart	Median usage FTTN	<ol style="list-style-type: none"> <li>a) What was the median amount of monthly usage on FTTN in October 2020?</li> <li>b) What was the median monthly usage on FTTN in February 2020?</li> </ol>	17/11/20 Written
315.	NBN Co	Urquhart	Revenue Trajectory 2021 Corporate Plan	What revenue and/or ARPU trajectory assumptions does NBN assume in the 2021 Corporate Plan as part of the long term projections beyond FY24? Does it continue to assume 2.5 per cent ARPU growth year on year?	17/11/20 Written
316.	NBN Co	Urquhart	Cash flow	In what financial year is NBNC Co now forecast to be cash flow positive?	17/11/20 Written
317.	NBN Co	Urquhart	Peak debt	<ol style="list-style-type: none"> <li>a) In what year does NBNC Co debt peak?</li> <li>b) Does the NBN Corporate Plan assumed any repayments on the principal of debt before FY2024? If yes, how much?</li> </ol>	17/11/20 Written



<b>Number</b>	<b>Program: Division or Agency</b>	<b>Senator</b>	<b>Title</b>	<b>Question</b>	<b>Hansard Page &amp; Hearing Date or In Writing</b>
318.	NBN Co	Urquhart	Cash flows FY2024	a) How much in free cash flow does the 2021 Corporate Plan forecast NBN will generate in FY2024? b) Have these cash flows been committed? If yes, towards what?	17/11/20 Written
319.	NBN Co	Urquhart	Pit remediation	a) As part of the FTTP overbuild in the FTTN footprint, who is responsible for the costs of remediating Telstra's pits – Telstra or NBNSCo?	17/11/20 Written
320.	NBN Co	Urquhart	Data usage	a) What was average data consumption in the month of October 2019? b) What was median household data consumption in the month of October 2019?	17/11/20 Written
321.	NBN Co	Urquhart	Service faults - total	a) Please provide the total number of service faults lodged with NBN in FY19-20. b) Please provide the total number of service faults lodged with NBN in FY19-20, broken down by access technology.	17/11/20 Written
322.	NBN Co	Urquhart	Co-existence	a) What proportion of FTTN nodes have had co-existence switched off?	17/11/20 Written
323.	NBN Co	Urquhart	Copper purchases	a) How many metres of new copper has NBN purchased to date? b) What proportion of this was purchased from Brazil and Turkey?	17/11/20 Written
324.	NBN Co	Urquhart	Rebates	a) In terms of its accounting, does NBN book its rebates to retail service providers (for example for incentives to sell particular plans) as a cost? b) In relation to promotions and sales incentives, does NBNSCo receive the full wholesale cost from retail providers and then pay them the rebate afterwards? Or does it discount the charge from the initial payment? c) Do NBNSCo's accounting systems keep track of rebates and discounts given to retail providers as part of sales promotions?	17/11/20 Written
325.	NBN Co	Urquhart	FTTC lead-ins	a) How many FTTC lead-ins have been replaced to date? Please provide the total number and the proportion. b) How many FTTC lead-ins have been remediated to date? Please provide the total number and the proportion. c) How many FTTC Distribution Point Units (DPUs) have been replaced to date? d) What is the main cause of fault on the DPUs?	17/11/20 Written
326.	NBN Co	Urquhart	FTTC lead-ins	a) What proportion of the current FTTC footprint is served by dual-mode DPUs that support both VDSL2 and G.Fast?	17/11/20 Written
327.	NBN Co	Urquhart	Subscriber payments	a) Were total forecast subscriber payments to Telstra reduced in the 2021 Corporate Plate?	17/11/20 Written

<b>Number</b>	<b>Program: Division or Agency</b>	<b>Senator</b>	<b>Title</b>	<b>Question</b>	<b>Hansard Page &amp; Hearing Date or In Writing</b>
328.	NBN Co	Urquhart	Staff numbers	<ul style="list-style-type: none"> <li>a) How many staff do NBN currently employ? Please provide a breakdown for temporary staff (contractors)</li> <li>b) How many staff work in the company's IT department? How many staff have been temporarily contracted into the IT department?</li> <li>c) What is the current head count for NBN's corporate affairs and public relations functions? Please break down by employment band.</li> </ul>	17/11/20 Written
329.	NBN Co	Urquhart	Median Usage FTTP	<ul style="list-style-type: none"> <li>a) What is the median amount of monthly usage on FTTP?</li> </ul>	17/11/20 Written
330.	NBN Co	Urquhart	COVID relief	<ul style="list-style-type: none"> <li>a) How many unconnected low-income families with school children have been connected under the COVID- relief measures announced on 17 April 2020?</li> <li>b) How many small business services were assisted by financial relief measures announced on 17 April 2020?</li> </ul>	17/11/20 Written
331.	NBN Co	Urquhart	First time	<ul style="list-style-type: none"> <li>a) How many unconnected low-income families with school children have been connected under the COVID- relief measures announced on 17 April 2020?</li> </ul>	17/11/20 Written
332.	NBN Co	Urquhart	Cumulative common and other CAPEX	<ul style="list-style-type: none"> <li>a) What was cumulative Common and Other CAPEX as of the end of FY20? I.e. CAPEX not tied to the network build.</li> <li>b) What is cumulative Common and Other CAPEX forecast to be as of FY2021 based on the 2021 Corporate Plan?</li> <li>c) What is cumulative Common and Other CAPEX forecast to be as of FY2022 based on the 2021 Corporate Plan?</li> <li>d) What is cumulative Common and Other CAPEX forecast to be as of FY2023 based on the 2021 Corporate Plan?</li> <li>e) Please provide a description of what Common and Other Capex typically includes</li> </ul>	17/11/20 Written
333.	NBN Co	Urquhart	Cumulative network build CAPEX	<ul style="list-style-type: none"> <li>a) What was cumulative network build CAPEX forecast as of the end of FY2020?</li> <li>b) What is cumulative network build CAPEX forecast to be as of FY2021 based on the 2021 Corporate Plan?</li> <li>c) What is cumulative network build CAPEX forecast to be as of FY2022 based on the 2021 Corporate Plan?</li> <li>d) What is cumulative network build CAPEX forecast to be as of FY2023 based on the 2021 Corporate Plan?</li> <li>e) Do the figures above include or exclude Transit capex?</li> </ul>	17/11/20 Written

334.	NBN Co	Urquhart	Cumulative Capital Expenditure	<p>With reference to the QON below:</p> <p>Question No. 857</p> <p><b>Senator Kitching</b> asked the Minister representing the Minister for Communications, Cyber Safety and the Arts, Senator the Hon Linda Reynolds CSC, upon notice, on <b>18 September 2019</b></p> <p>With reference to the NBNCo — Capital Expenditure Forecasts:</p> <p>The past four NBN Corporate Plans have included a table forecasting capital expenditure across key networks and segments. An example from the 2019 Corporate Plan is attached.</p> <p>However, the latest 2020 Corporate Plan did not include such a table. Can the attached capital expenditure table be completed based on the 2020 NBN Corporate Plan.</p> <p><b>Senator the Hon Linda Reynolds CSC</b> – the answer to the Senator’s question is as follows:</p> <p>The response from NBNCo is below:</p> <table border="1" data-bbox="786 632 1653 1046"> <thead> <tr> <th rowspan="2">Capex (\$ billions)</th> <th colspan="5">Corporate Plan 20</th> </tr> <tr> <th>FY19 (A)</th> <th>FY20</th> <th>FY21</th> <th>FY22</th> <th>FY23</th> </tr> </thead> <tbody> <tr> <td>FTTP</td> <td>0.3</td> <td>0.3</td> <td>0.2</td> <td>0.2</td> <td>0.2</td> </tr> <tr> <td>FTTN/B</td> <td>1.2</td> <td>0.7</td> <td>0.2</td> <td>0.1</td> <td>0.1</td> </tr> <tr> <td>FTTC</td> <td>1.4</td> <td>1.1</td> <td>0.2</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>HFC</td> <td>1.5</td> <td>0.7</td> <td>0.2</td> <td>0.1</td> <td>0.3</td> </tr> <tr> <td>Fixed Wireless</td> <td>0.4</td> <td>0.5</td> <td>0.3</td> <td>0.2</td> <td>0.2</td> </tr> <tr> <td>Satellite</td> <td>0.1</td> <td>0.1</td> <td>0.0</td> <td>0.0</td> <td>0.0</td> </tr> <tr> <td>Transit</td> <td>0.2</td> <td>0.2</td> <td>0.1</td> <td>0.2</td> <td>0.2</td> </tr> <tr> <td>Common Capex &amp; Other</td> <td>0.7</td> <td>0.8</td> <td>0.5</td> <td>0.5</td> <td>0.4</td> </tr> <tr> <td><b>Total Capex</b></td> <td><b>5.9</b></td> <td><b>4.3</b></td> <td><b>1.7</b></td> <td><b>1.4</b></td> <td><b>1.4</b></td> </tr> </tbody> </table> <p>Please provide an updated table, but this time based on the 2021 Corporate Plan (out to FY24) rather than the 2020 Corporate Plan.</p>	Capex (\$ billions)	Corporate Plan 20					FY19 (A)	FY20	FY21	FY22	FY23	FTTP	0.3	0.3	0.2	0.2	0.2	FTTN/B	1.2	0.7	0.2	0.1	0.1	FTTC	1.4	1.1	0.2	0.0	0.0	HFC	1.5	0.7	0.2	0.1	0.3	Fixed Wireless	0.4	0.5	0.3	0.2	0.2	Satellite	0.1	0.1	0.0	0.0	0.0	Transit	0.2	0.2	0.1	0.2	0.2	Common Capex & Other	0.7	0.8	0.5	0.5	0.4	<b>Total Capex</b>	<b>5.9</b>	<b>4.3</b>	<b>1.7</b>	<b>1.4</b>	<b>1.4</b>	17/11/20 Written
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335.	NBN Co	Urquhart	Operating Expenditure	<p>Based on actuals and forecasts underpinning the 2021 Corporate Plan, complete the following table:</p> <table border="1" data-bbox="748 1310 1854 1509"> <thead> <tr> <th>\$ billions</th> <th>FY2019 (A)</th> <th>FY2020 (A)</th> <th>FY2021</th> <th>FY2022</th> <th>FY2023</th> <th>FY2024</th> </tr> </thead> <tbody> <tr> <td>Operating expenditure</td> <td>2.6</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	\$ billions	FY2019 (A)	FY2020 (A)	FY2021	FY2022	FY2023	FY2024	Operating expenditure	2.6						17/11/20 Written																																																			
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338.	NBN Co	Urquhart	<b>Debt profile</b>	<p>Based on actuals and forecasts underpinning the 2021 Corporate Plan, complete the following table:</p> <table border="1"> <thead> <tr> <th>\$ billions</th> <th>FY2019(A)</th> <th>FY2020 (A)</th> <th>FY2021</th> <th>FY2022</th> <th>FY2023</th> <th>FY2024</th> </tr> </thead> <tbody> <tr> <td>Debt funding</td> <td>\$13.1</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>This information was provided on page 56 of the 2019 Corporate Plan, and page 48 of the 2020 Corporate Plan, but was not disclosed in the 2021 Corporate Plan. That is why this QoN is seeking the information.</p>	\$ billions	FY2019(A)	FY2020 (A)	FY2021	FY2022	FY2023	FY2024	Debt funding	\$13.1						<b>17/11/20 Written</b>
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339.	NBN Co	Urquhart	RFS profile	<p>Please provide an RFS profile for each access technology below based on the 2021 Corporate Plan</p> <table border="1" data-bbox="748 164 1673 517"> <thead> <tr> <th data-bbox="748 164 943 228">\$ billions</th> <th data-bbox="943 164 1126 228">FY2021</th> <th data-bbox="1126 164 1310 228">FY2022</th> <th data-bbox="1310 164 1494 228">FY2023</th> <th data-bbox="1494 164 1673 228">FY2024</th> </tr> </thead> <tbody> <tr> <td data-bbox="748 228 943 292">FTTN/B</td> <td data-bbox="943 228 1126 292"></td> <td data-bbox="1126 228 1310 292"></td> <td data-bbox="1310 228 1494 292"></td> <td data-bbox="1494 228 1673 292"></td> </tr> <tr> <td data-bbox="748 292 943 355">HFC</td> <td data-bbox="943 292 1126 355"></td> <td data-bbox="1126 292 1310 355"></td> <td data-bbox="1310 292 1494 355"></td> <td data-bbox="1494 292 1673 355"></td> </tr> <tr> <td data-bbox="748 355 943 419">FTTC</td> <td data-bbox="943 355 1126 419"></td> <td data-bbox="1126 355 1310 419"></td> <td data-bbox="1310 355 1494 419"></td> <td data-bbox="1494 355 1673 419"></td> </tr> <tr> <td data-bbox="748 419 943 517">FTTP (greenfield)</td> <td data-bbox="943 419 1126 517"></td> <td data-bbox="1126 419 1310 517"></td> <td data-bbox="1310 419 1494 517"></td> <td data-bbox="1494 419 1673 517"></td> </tr> </tbody> </table> <p data-bbox="748 517 1570 555">Please note this information was provided in the 2020 Corporate Plan.</p>	\$ billions	FY2021	FY2022	FY2023	FY2024	FTTN/B					HFC					FTTC					FTTP (greenfield)					17/11/20 Written
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340.	NBN Co	Urquhart	Interest and working capital	a) Based on the 2021 Corporate Plan, what is cumulative interest and working capital out to FY2024?	17/11/20 Written																									
341.	NBN Co	Urquhart	Cumulative costs to FY2024	<p>Based on the 2021 Corporate Plan:</p> <p>a) What are cumulative capital costs out to FY2024?</p> <p>b) What are cumulative operating costs out to FY2024?</p> <p>c) What are cumulative subscriber payments out to FY2024?</p> <p>d) What are cumulative statutory lease and infrastructure lease payments to Telstra out to FY2024?</p> <p>e) What are cumulative interest payments out to FY2024?</p>	17/11/20 Written																									

342.	NBN Co	Urquhart	Breakdown of operating costs	<p>With reference to the table below from page 51 of the 2020 Corporate Plan:</p> <p><b>Table 6: Operating expenses and subscriber payments</b></p> <table border="1"> <thead> <tr> <th>Opex (\$ billions)</th> <th>FY19(A)</th> <th>FY20</th> <th>FY21</th> <th>FY22</th> <th>FY23</th> </tr> </thead> <tbody> <tr> <td>Infrastructure Related Costs</td> <td>0.5</td> <td>0.6</td> <td>1.0</td> <td>1.0</td> <td>1.0</td> </tr> <tr> <td>Other Opex</td> <td>2.1</td> <td>2.3</td> <td>1.9</td> <td>1.8</td> <td>1.7</td> </tr> <tr> <td><b>Total Operating Expenses</b></td> <td><b>2.6</b></td> <td><b>2.9</b></td> <td><b>2.9</b></td> <td><b>2.8</b></td> <td><b>2.7</b></td> </tr> <tr> <td><b>Subscriber payments</b></td> <td><b>1.9</b></td> <td><b>2.3</b></td> <td><b>1.3</b></td> <td><b>0.4</b></td> <td><b>0.0</b></td> </tr> </tbody> </table> <p>Note: Due to rounding, numbers presented may not add up precisely to the totals.</p> <p>Can NBN please provide an update, based on the 2021 Corporate Plan:</p> <table border="1"> <thead> <tr> <th>Opex (\$ billions)</th> <th>FY2020(A)</th> <th>FY21</th> <th>FY22</th> <th>FY23</th> <th>FY24</th> </tr> </thead> <tbody> <tr> <td>Infrastructure related costs</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Other opex</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total operating expenses</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Subscriber payments</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Opex (\$ billions)	FY19(A)	FY20	FY21	FY22	FY23	Infrastructure Related Costs	0.5	0.6	1.0	1.0	1.0	Other Opex	2.1	2.3	1.9	1.8	1.7	<b>Total Operating Expenses</b>	<b>2.6</b>	<b>2.9</b>	<b>2.9</b>	<b>2.8</b>	<b>2.7</b>	<b>Subscriber payments</b>	<b>1.9</b>	<b>2.3</b>	<b>1.3</b>	<b>0.4</b>	<b>0.0</b>	Opex (\$ billions)	FY2020(A)	FY21	FY22	FY23	FY24	Infrastructure related costs						Other opex						Total operating expenses						Subscriber payments						17/11/20 Written
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344.	NBN Co	Urquhart	Greenfields	Have NBNC Co changed their long-term assumptions about greenfields growth and greenfields premises, compared to the 2020 Corporate Plan?	17/11/20 Written																																																												
345.	NBN Co	Urquhart	ICT spending	<p>a) What has been the cumulative total of ICT spending up to FY2020?</p> <p>b) How much was spent on ICT in FY2020?</p>	17/11/20 Written																																																												

