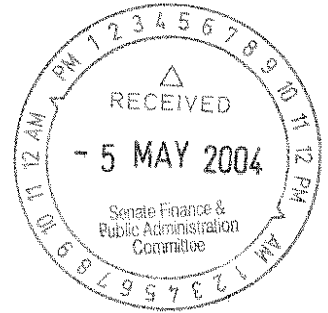




Australian Government
Department of Finance and Administration

Reference: 2004 February Estimates Hearing
Contact: Sean Giddings
Telephone: 02 6215 3590
e-mail: estimates@finance.gov.au



Mr Alistair Sands
Committee Secretary
Senate Standing Committee on Finance and Public Administration
Parliament House
CANBERRA ACT 2600

Dear Mr Sands

Response to Questions on Notice – February 2004 Hearings

I am pleased to provide to the Committee the Finance and Administration portfolio's responses to another 40 questions on notice raised at the Senate Estimates Hearing on 17 February 2004. These are enclosed in both hard copy and compact disk.

The Department has previously provided responses to 70 questions on notice and these were tabled with the Committee on 21, 23 and 30 April 2004.

We are continuing to work on responses to the remaining questions and will provide these to you as soon as possible.

Should you have any queries, please do not hesitate to contact Mr Sean Giddings on 6215 3590.

Yours sincerely

Ian McAuley
Branch Manager
Parliamentary and Corporate Support

3 May 2004

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F1

Outcome: Australian Electoral Commission

Topic: Director of the Cormack Foundation

Hansard Page: F&PA 4

Senator John Faulkner asked:

Can you confirm that Mr Hugh Matheson Morgan is a director of the Cormack Foundation?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

As advised at the Hearings (Hansard F&PA 20), Mr Hugh Matheson Morgan is a director of the Cormack Foundation.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Kathy Mitchell

Telephone No: 02 6271 4413

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F2

Outcome: Australian Electoral Commission

Topic: Amalgamations

Hansard Page: F&PA 19

Senator Robert Ray asked:

What was the date on which the report on amalgamations was forwarded and to which minister?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

The Report on Efficiency, Scrutiny and Regionalisation within the Australian Electoral Commission "Is This Where I Pay The Electricity Bill?" was Report Number 2 of the Joint Standing Committee on Electoral Matters (JSCEM) which was published in October 1988. The Australian Electoral Commission is unaware as to the date on which the JSCEM may have forwarded the report. However, the AEC is aware that the report was tabled in Parliament on 1 June 1989 by the Hon. Stewart West MP, Minister for Administrative Services.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Paula Barnett

Telephone No: 02 6271 4748

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F3

Outcome: Australian Electoral Commission

Topic: Mobile Polling

Hansard Page: F&PA 20

Senator Jan McLucas asked:

Could I have a list of the prisons where mobile polling occurred please, for the last election?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

For the 2001 federal election, mobile polling occurred at the following prisons:

Australian Capital Territory

Fraser Belconnen Remand Centre

New South Wales

Calare Bathurst Correctional Centre

Hunter Cessnock Correctional Centre

Parramatta Parramatta Correctional Complex

Reid Metropolitan Remand Centre

Reid Mulawa Correctional Centre

Reid Silverwater Prison

Victoria

Melbourne Melbourne Assessment Prison

Bendigo HM Prison Tarrengower

Western Australia

Brand Casuarina Maximum Security Prison

Canning Hakea Prison Complex

Canning Karnet Prison Farm

Kalgoorlie Broome Regional Prison

Kalgoorlie Eastern Goldfields Regional Prison

Kalgoorlie Roebourne Regional Prison

O'Connor Albany Regional Prison

O'Connor Greenough Regional Prison

O'Connor Pardelup Work Farm

Pearce Bandyup Women's Prison

Swan Nyandi Prison for Women

Northern Territory

Lingiari Alice Springs Correctional Centre
Solomon Darwin Correctional Centre

No mobile polling was provided to prisons in Queensland, South Australia or Tasmania.

Mobile polling teams often do not attend prisons at the express wish of prison management. For example, at the 2001 federal election, after discussion between respective prison managers and Divisional Returning Officers, it was agreed not to visit Goulburn Correctional Centre (NSW, Hume), Long Bay Correctional Complex (NSW, Kingsford Smith), Bunbury Regional Prison (WA, Forrest), Arcacia Prison (WA, Pearce) and Woorooloo Prison Farm (WA, Pearce) because of security issues.

Eligible electors in prisons not serviced by mobile polling teams are provided with electoral services by postal voting. Postal vote applications and information posters are provided to all prisons, including those scheduled to be visited by a mobile team. Some inmates are registered as general postal voters (this means that they do not have to complete a fresh postal vote application for each federal election and their postal voting material is sent to them as soon as nominations close and ballot papers are produced).

Date: 22 March 2004
Cleared by (SES): Andy Becker
Group/Branch: Australian Electoral Commission
Contact Officer: Tim Evans
Telephone No: 02 6271 4466

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F4

Outcome: Australian Electoral Commission

Topic: Indigenous voter registration and education programs

Hansard Page: F&PA 20

Senator Jan McLucas asked:

In those Divisions that have high Indigenous populations [Kennedy, Leichhardt, Maranoa in Queensland; Grey in South Australia; Kalgoorlie in Western Australia; and the Northern Territory], what are the programs that are being operated to ensure people are enrolled and informed about their democratic rights?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

The AEC's National Electoral Public Awareness Action Plan specifically addresses initiatives to promote public awareness of the rights and responsibilities of indigenous electors in the electoral system and to improve access to electoral information. It is expected to be finalised by May 2004.

The following activities were undertaken to ensure Indigenous people are enrolled and informed about their democratic rights in the Divisions identified.

Leichhardt:

The activities undertaken by the Division include: using a database of Queensland Indigenous organisations, writing annually to Indigenous organisations located within the Divisions advising them about electoral enrolment and the AEC's availability to conduct electoral education sessions; as part of the Continuous Roll Update (CRU) program, conducting an annual Remote Area enrolment program which included a mailout of enrolment material, print and radio advertising and the employment of a CEIO on Thursday Island for 3 weeks to co-ordinate activities. This remote area enrolment strategy has resulted in significant roll updates and additions and enabled access to communities to provide electoral education (focussing on the Torres Strait during 2003, resulting in 690 enrolments in a six week period).

Kennedy

The activities undertaken by the Division include: using a database of Queensland Indigenous organisations, writing annually to Indigenous organisations located within the Divisions advising them about electoral enrolment and the AEC's availability to conduct electoral education sessions; as part of the Continuous Roll Update (CRU) program, conducting an annual Remote Area enrolment program supplemented by visits as wet season conditions permitted, telephone contact, and interviews on Indigenous Community Radio; during 2002, two Community Electoral Information Officers were employed for a period of three months specifically to visit communities and provide enrolment and electoral information.

Maranoa

The activities undertaken by the Division include: using a database of Queensland Indigenous organisations, writing annually to Indigenous organisations located within the Divisions advising them about electoral enrolment and the AEC's availability to conduct electoral education sessions (during 2003, 12 Aboriginal and Torres Strait Islander organisations were visited); and as part of the Continuous Roll Update (CRU) program, conducting an annual Remote Area enrolment program resulting in 144 enrolments.

All Queensland divisions:

The AEC Queensland Head Office maintains a database of Indigenous organisations in Queensland. Prior to an election, all the Indigenous organisations are provided with: information about the distribution of the booklet *Your Guide to the Federal Election* (containing information on the voting process including completing ballot papers and counting of votes); the election advertising campaign via Indigenous media – newspapers, publications and radio; the Community Electoral Information Officer (CEIO) program; the advertising of polling places in *The Courier Mail* on the Friday prior to polling day; and the AEC national 13 23 26 enquiry line.

Queensland has an extensive Continuous Roll Update (CRU) program. However, Australia Post does not deliver to street addresses in many remote area towns. For this reason, each division with remote areas is required to conduct an annual Remote Area enrolment program.

Grey

At the 2001 Federal Election, an Indigenous Community Electoral Information Officer was employed in the Division of Grey on a temporary contract to visit a number of Indigenous and remote communities and conduct enrolment and election information sessions.

During the ATSI 2002 Regional Council Election, three Community Electoral Information Officers were employed to promote the election process. This involved visits to each community to: meet with community elders and managers to promote enrolling and voting; and to identify new electors, duplicate electors, deceased electors and electors no longer resident in that community. AEC staff also promoted local aspects of the election using Umeewarra Media (an Indigenous community radio station based in Port Augusta) and PY Media (a community radio station in the AP Lands (Anangu Pitjantjatjara Lands)).

The Divisional Returning Officer for Grey visited the Anangu Pitjantjatjara lands over the first two weeks of March 2004 to implement the Division's Remote Area Enrolment Program, training a Community Assistant in each of the 13 major communities in the remote regions of South Australia to manage the day to day enrolment matters of their community. It is intended that the program run for a 12-month period and each Community Assistant will be reimbursed for 3 hours work per month.

Kalgoorlie

As an ongoing program for Indigenous communities, the Division of Kalgoorlie conducts field visits to Aboriginal communities to increase electoral awareness through information sessions and improve access to electoral information. In 2003/04 so far, the staff from the Division have visited the Central Desert Communities twice, and the Kimberley, Laverton area, Pilbara, South Western, and Northern communities once. In total, these regions contain about 60 towns and communities.

In addition, prior to each electoral event, Community Electoral Information Officers are employed on temporary contracts to carry out field trips to Aboriginal communities and organisations throughout Western Australia to inform them about the importance of, and arrangements for, the electoral event, and to encourage and assist all eligible people to enrol and vote. During the 2001 Election, five Community Electoral Information Officers were engaged for this purpose.

Northern Territory

In 2002, the Northern Territory (NT) piloted a Remote Area Services Unit, which was staffed by two officers. The Unit concentrated on assessing the electoral needs and enrolment shortfalls of Indigenous communities across the NT, and developing ways of delivering electoral enrolment and awareness programs. The Unit established partnerships with some of the Indigenous Community Governments to enable reviews of enrolment. The process involved visits to train local Indigenous Community Government employees.

Also in 2002, the NT piloted a more concentrated enrolment and public awareness drive using the Wadeye ATSIC Further Election as a vehicle. It was estimated that there were about 280 eligible people not enrolled at Wadeye. The Division adopted a partnership approach to develop awareness of the electoral process and increased community participation in the electoral event. With the cooperation of community elders and local agencies and the assistance of five local women, the drive resulted in 218 new enrolments.

Current Indigenous enrolment and electoral education initiatives for 2003/04 have included: field visits to communities including: Mutitjulu, Areyonga, and the Nyirranggulung Mardrulk Ngadberre Regional Council (East of Katherine); roll reviews in Utopia, Yuendumu, Timber Creek, Lajamanu, Imanpa, Ali-Curung, Santa Teresa, Haast Bluff, Papunya and Yulara; and education program presentations at a schools at Nhulunbuy, Yirrkala, Nyangatjatjara, Alice Springs, and at Batchelor College.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F5

Outcome: Australian Electoral Commission

Topic: Liaison with Indigenous communities

Hansard Page: F&PA 20-21

Senator Jan McLucas asked:

[As at the 2002 ATSIC election], how many community liaison people would be employed in each of the areas with high Indigenous populations?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

Aboriginal and Torres Strait Islander Community Electoral Information Officers (CEIOs) are employed by ATSIC regions not Divisions, and the ATSIC regional boundaries do not mirror electoral boundaries. For the 2002 ATSIC elections, the following CEIOs were employed:

Queensland: 15 (located in Brisbane, Cairns, Mt Isa, Rockhampton, Townsville and Roma)

South Australia: 5 (3 of whom are located in the Division of Grey)

Western Australia: 12 (9 of whom covered the communities within the Division of Kalgoorlie)

Northern Territory: 12

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F6

Outcome: Australian Electoral Commission

Topic: Liaison with Indigenous communities

Hansard Page: F&PA 21

Senator Jan McLucas asked:

What is the travel budget for people employed to liaise with Indigenous communities in the lead-up to elections?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

For the lead-up to the 2002 ATSI election, the total travel budget (airfares, vehicles, travel and accommodation allowances) by State/Territory for Community Electoral Information Officers in the Divisions of Kennedy, Leichhardt, Maranoa, Grey, Kalgoorlie and Northern Territory was:

Queensland:	\$144,644
South Australia:	\$ 68,853
Western Australia:	\$ 91,180
Northern Territory:	\$122,466

ATSI reimbursed the AEC for the above expenditure.

Date: 15 April 2004
Cleared by (SES): Paul Dacey
Group/Branch: Australian Electoral Commission
Contact Officer: Brien Hallett
Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F7

Outcome: Australian Electoral Commission

Topic: Visits to schools and communities in electorates with high Indigenous populations

Hansard Page: F&PA 21

Senator Jan McLucas asked:

- (a) How many school and community visits have been undertaken in each of the electorates with high Indigenous populations?
- (b) What funds are allocated to each of these electorates for this purpose over and above what is being provided in a standard form?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

- (a) For the 2003/04 year to date, visits to schools and communities are as follows:

Division of Leichhardt – 6

Division of Kennedy – 12

Division of Maranoa – 2

Division of Grey – 15

Division of Kalgoorlie – 7 field trips (covering 60 communities)

Division of Northern Territory – 13

Weather conditions have restricted travel in western Queensland, which has experienced extensive flooding this year. By arrangement with many schools and communities, materials are distributed by mail in these circumstances.

- (b) For the 2003/04 financial year, the budgets allocated by state/territory for the Schools and Community Visits Program are:

Queensland: \$51,000

South Australia: \$5,500

Western Australia: \$22,500

Northern Territory: \$14,700

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F8

Outcome: Australian Electoral Commission

Topic: Prison inmate development committees in New South Wales

Hansard Page: F&PA 32

Senator Kerry Nettle asked:

Has the Australian Electoral Commission had any contact with inmate development committees in New South Wales, or similar committees in other states, in relation to providing information on enrolments or capacity to have polling booths present on polling day?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

The Australian Electoral Commission (AEC) has not had any contact with inmate development committees in New South Wales, or similar committees in other states.

In some States and Territories, information sessions are conducted in prisons with the support and agreement of prison management. For example, at the 2001 federal election, information sessions were held at Casuarina Maximum Security Prison (WA, Brand) and Darwin Correctional Centre (NT, Solomon). At the Casuarina Maximum Security Prison information session, twenty-one enrolment forms were collected. At the Darwin Correctional Centre information session, AEC staff outlined to inmates their electoral rights and responsibilities.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Tim Evans

Telephone No: 02 6271 4466

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F9

Outcome: Australian Electoral Commission

Topic: Redistribution Enrolment Projections

Hansard Page: F&PA 38

Senator Robert Ray asked:

Had anyone detected that the overall trend, with the exception of Queensland, was always to get it wrong on the minus side?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

The research conducted by the Australian Electoral Commission (AEC) into the forward projections revealed that the trend was for the projected figure to be higher than the actual enrolment. This is identified in the research paper prepared by the AEC. The AEC and the Australian Bureau of Statistics (ABS) are engaged in a project to identify a methodology that will lead to improved projected figures.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F10

Outcome: Australian Electoral Commission

Topic: Redistribution Enrolment Projections

Hansard Page: F&PA 38

Senator Robert Ray asked:

- (a) When did inquiries start on this?
- (b) What was the motivator for those inquiries?
- (c) What pattern have you found so far?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

- (a) As part of the Australian Electoral Commission (AEC)'s ongoing research program, a project was initiated in July 2003 that compared the projected enrolment for each redistribution with the actual enrolment. A total of 18 redistributions were studied for the period 1984-1999.
- (b) The AEC believed that the number of redistributions held (18) was adequate to give the AEC sufficient data for research purposes.
- (c) The research found that for the 1999 redistributions (New South Wales, South Australia, Tasmania) the State actual enrolment was less than the projected enrolment. This trend was not always reflected for individual divisions (In NSW 39 of the 50 Divisions actual enrolment was less than the projected enrolment). The research also found that there were a number of cases where the deviation from the State quota at the projected time was outside the 3.5% range.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F11

Outcome: Australian Electoral Commission

Topic: Redistribution Enrolment Projections

Hansard Page: F&PA 39

Senator Robert Ray asked:

Would it be possible to have that (research report) tabled either with this committee or the Joint Standing Committee on Electoral Matters?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

A copy of the report is attached.

Date: 22 March 2004

Cleared by (SES): Andy Becker

Group/Branch: Australian Electoral Commission

Contact Officer: Brien Hallett

Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F12

Outcome: Australian Electoral Commission

Topic: Redistribution Enrolment Projections

Hansard Page: F&PA 40

Senator Robert Ray asked:

When do you expect to be able to come forward with a more accurate predictor?

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

The Australian Electoral Commission and the Australian Bureau of Statistics are currently developing and researching a number of demographic models that may produce more reliable forward projections than in the past. The current research indicates that a working model should be available in November 2004.

Date: 22 March 2004
Cleared by (SES): Andy Becker
Group/Branch: Australian Electoral Commission
Contact Officer: Brien Hallett
Telephone No: 02 6271 4477

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Estimates Hearings 2003-04 – 17 February 2004

Question: F13

Outcome 3 Efficiently Functioning Parliament, Output 3.1 Services to Senators, Members and their Staff

Topic: Personal Classifications and Home Base of Second Media Adviser in Victoria

Hansard page: F&PA51

Senator Faulkner asked:

Senator FAULKNER—And you have identified which offices they are located in. Thank you for that. You have indicated that an opposition staff member has a personal classification of special adviser and the office that they are in. That is useful information. I am asking whether all those special advisers for the purposes of the table are included in the column marked ‘Adviser’.

Ms Clarke—They actually appear in ‘Adviser’, ‘Assistant Adviser’ and ‘Executive Assistant Office Manager’.

Senator FAULKNER—Can you tell us which is where?

Ms Mason—That is something that we would take on notice, if we may.

Senator ROBERT RAY—Can you also take on notice the following questions? In which offices are these special advisers allocated to? We have got that here. I mean what category would those officers have been employed under—adviser, senior adviser or whatever? What are the special advisers? In other words, tell us what their nominal position is before they become a special adviser. That was not clearly expressed, but I think you get it. With this media adviser for Senator Patterson, does that now leave her with one or two? Just one, is it?

Senator FAULKNER—No, it is two: Family and Community Services has two media advisers.

Senator ROBERT RAY—I see. Is that extra media adviser now located in the senator’s home state of Victoria?

Senator Abetz—Sorry, was that question for me?

Senator ROBERT RAY—No, it is for anyone who cares to tackle it. I am looking for the home base of the additional media adviser in Victoria.

Mr Edge—We will have to take that question on notice.

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Estimates Hearings 2003-04 – 17 February 2004

Answer:

Personal Classifications

As at 1 February 2004, the five Government staff members with a personal classification of Special Adviser are held against the substantive positions in the offices listed below:

Name of Employer	Office	Position
The Hon Peter Costello MP	Treasurer	Assistant Adviser
The Hon Mark Vaile MP	Minister for Trade	Adviser
The Hon Ian Macfarlane MP	Minister for Industry, Tourism and Resources	Adviser
Senator the Hon Chris Ellison	Minister for Justice and Customs	Adviser
Senator the Hon Rod Kemp	Minister for the Arts and Sport	Executive Assistant/ Office Manager

As at 1 February 2004, the one Opposition staff member with a personal classification of Special Adviser is held against the substantive position in the office listed below:

Name of Employer	Office	Position
The Hon Simon Crean MP	Shadow Treasurer	Adviser Level 2

Home Base of Second Media Adviser

As at 17 February 2004 the home base of the Second Media Adviser in the office of the Minister for Family and Community Services was Melbourne.

Date: 17 March 2004

Cleared by (SES): Jan Mason

Group/Branch: M&PS/Entitlements Policy

Contact Officer: Gillian Mitchell

Telephone No: 6215 3017

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F14

Outcome 3 Efficiently Functioning Parliament, Output 3.1.1 Service to Senators, Members and their Staff

Topic: Government Members Secretariat

Hansard Page: F&PA 57

Senator Faulkner asked:

Senator Faulkner – Who is in charge of the Government Members Secretariat these days? Who is the chief shebang there? The chief staffer? We know that Mr Lloyd does not have any role. You do not know who it is? You know who it was, don't you Senator Mason?

Chair – Yes, I think I do

Senator Faulkner – Do you know who it is?

Chair – No.

Senator Abetz – I am not sure who is the person in charge of the Government Members Secretariat. I can take it on notice.

Answer:

The Chief Government Whip, Mr Jim Lloyd MP is responsible for the day-to-day operations of the Government Members Secretariat.

Date: 24 March 2004

Cleared by (SES): Ian McAuley/Lembit Suur

Group/Branch: Parliamentary and Corporate Support

Contact Officer: Sean Giddings

Telephone No: 6215 3590

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F15

Outcome 3 Efficiently Functioning Parliament, Output 3.1.1 Service to Senators, Members and their Staff

Topic: Government Members Secretariat

Hansard Page: F&PA 57

Senator Ray asked:

Senator Ray—It says here in the document that you have given me that they have one senior adviser, four advisers, three assistant advisers and one secretary admin assistant. That gives a total of nine in all. I was wondering—because I want to have these people called before the committee—would it be the senior adviser that would be regarded as being in charge of this unit?

Senator Abetz—I am not sure that you can make that assumption.

Senator Ray—That is why I am asking.

Senator Abetz—It seems reasonable, but I would need to check that out.

Answer:

The Chief Government Whip, Mr Jim Lloyd MP is responsible for the day-to-day operations of the Government Members Secretariat.

Date: 24 March 2004

Cleared by (SES): Ian McAuley/Lembit Suur

Group/Branch: Parliamentary and Corporate Support

Contact Officer: Sean Giddings

Telephone No: 6215 3590

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Additional Estimates Hearings 2003-04 – 17 February 2004

Question: F16

**Outcome 3 Efficiently Functioning Parliament, Output 3.1.1 Service to Senators,
Members and their Staff**

Topic: Government Members Secretariat

Hansard Page: F&PA 57

Senator Faulkner asked:

Senator Faulkner – Who is in the current staff leadership position in the Government Members Secretariat?

Senator Abetz – I can take that on notice. I do not know who is in that position.

Answer:

The Chief Government Whip, Mr Jim Lloyd MP is responsible for the day-to-day operations of the Government Members Secretariat.

Date: 24 March 2004

Cleared by (SES): Ian McAuley/Lembit Suur

Group/Branch: Parliamentary and Corporate Support

Contact Officer: Sean Giddings

Telephone No: 6215 3590

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Estimates Hearings 2003-04 – 17 February 2004

Question: F17

Across all Outcomes

Topic: Government Members Secretariat

Hansard page: F&PA59

Senator Ray asked:

Senator ROBERT RAY—I just thought there might have been if there had been a restructure. You will need to take this on notice. Could I have a breakdown of the expenses of the government secretariat that you supply in terms of salaries; ministerial staff allowance; cost of supplying equipment, including computers; any newspaper subscriptions; and any travel expenses? I think you get the story. Could you give me the across-the-board expenses that you have to supply to the Government Members Secretariat, as the department is a conduit to that? By all means take it on notice.

Senator Abetz — Yes.

Answer:

The costs associated with the operation of the Government Members Secretariat (GMS) for the period 1 July 2002 to 30 June 2003 borne by the Department of Finance and Administration are as follows:

2002/2003

Payment Type	Amount (GST Exclusive)
Travel Expenses (including Fares, Car Transport Costs, Motor Vehicle Allowance ¹ and Travel Allowance)	\$159,338.61
Ministerial Staff Allowance/ Parliamentary Staff Allowance	\$106,560.08
Salaries ²	\$614,952.36
Administrative Expenses ³	\$77,936.00

¹ Motor Vehicle Allowance is paid to staff who use their own vehicle for approved travel purposes.

² Salaries includes Employer Superannuation, allowance in lieu of Private Plated Vehicle and payments in lieu of annual leave.

³ Administrative Expenses includes all administrative support expenses such as the supply of equipment, stationery, computers, newspapers, etc

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

February Estimates Hearings 2003-04 – 17 February 2004

Corporate contribution

Date: 20 April 2004

Cleared by (SES): Lembit Suur

Group/Branch: Corporate

Contact Officer: Neil Skill

Telephone No: 02 6215 3101

M&PS contribution

Date: 19 April 2004

Cleared by (SES): John Gavin (A/g GM)

Group/Branch: M&PS

Contact Officer: Greg Smith

Telephone No: 02 6215 2167

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Estimates Hearings 2003-04 – 17 February 2004

Question: F29

Outcome: Aggregated up across all Outcomes and Outputs

Topic: Australian Workplace Agreements

Hansard page: N/A

Written Question on Notice: February 2004

Senator Kim Carr asked:

Please provide figures for the number of staff employed in the Australian Electoral Commission on Australian Workplace Agreements, for the year 2002-03 and 2003-04.

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

For the year 2002-03, a total of 8 staff in the Australian Electoral Commission were on Australian Workplace Agreements.

As at 31 March 2004 the Australian Electoral Commission had a total of 154 staff on Australian Workplace Agreements, for the year 2003-04.

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Estimates Hearings 2003-04 – 17 February 2004

Question: F30

Outcome: Aggregated across all outcomes and outputs

Topic: Performance Assessment

Hansard page: N/A

Written Question on Notice: 17 February 2004

Senator Kim Carr asked:

1. (a) What are the current process/es of performance assessment within the portfolio agency? If more than one, please provide details of each, and the employee category it applies to;
 - (b) For each of the performance assessment process/es identified in (a), please list the range of outcomes results an employee can achieve from each of the performance assessment processes in (a);
 - (c) For each of the performance assessment process/es identified in (a), what pay or other financial change is linked to each outcome or result for the employee from the performance assessment [ie, the pay increase or one-off bonus or classification or level change];
 - (d) For each of the performance assessments identified in (a), what is the classification level of employees subject to this performance assessment (eg SES, EL1, EL2 or APS or equivalent);
 - (e) What is the principal industrial or other instrument governing each of the performance assessment mechanism/s (eg the certified agreement or AWA); and
 - (f) Does the performance assessment operate over a common cycle? Please provide the commencement and end dates of the most recent cycle of each of the assessment process/es.
2. For each performance assessment mechanism described in (1), advise the number of male and the number of female employees at each possible outcome, by classification level for the most recent cycle (if the performance mechanism does not operate over a common cycle – aggregate outcomes using the 2002-2003 financial year).

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

1. (a) There is a common Performance Management Program (PMP) that applies to all staff employed under the *Public Service Act 1999* from APS1 to Executive Level classifications. This program is hereinafter known as the AEC Performance Management Program.

There is another program that applies to the AEC equivalent senior executives, i.e. the statutory appointees and senior executives employed in the AEC under the *Commonwealth Electoral Act 1918*. This program is hereinafter known as the AEC Senior Executive Performance Appraisal Program.

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- (b) The range of outcome results that a PS Act employee can achieve from the AEC Performance Management Program is a rating on a three-point scale of: not yet competent, competent and commendable.

The range of outcome results that an employee can achieve from the AEC Senior Executive Performance Appraisal Program is a rating on a four-point scale of: unsatisfactory, competent, superior and outstanding.

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- (c) Under the AEC Performance Management Program a rating of competent or commendable provides an employee with access to the next point in the salary range applicable to their classification. A rating of not yet competent means that the employee does not advance to the next salary point in the range for their classification.

Under the AEC Senior Executive Performance Appraisal Program, salary advancement and performance pay for AEC senior executives is determined by the Electoral Commissioner in line with the AEC senior executive performance appraisal guidelines and based on the rating achieved through the appraisal process.

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- (d) The classification level of employees subject to the AEC Performance Management Program is APS 1 to EL2.

The AEC Senior Executive Performance Appraisal Program covers statutory appointees designated as Principal Executive Officers under the *Remuneration Tribunal Act 1973* and employed under the *Commonwealth Electoral Act 1918*, and senior executives employed under the *Commonwealth Electoral Act 1918*.

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- (e) The AEC Performance Management Program is governed by the AEC Certified Agreement 2001-2003 and Australian Workplace Agreements.

The AEC Senior Executive Performance Appraisal Program is governed by Australian Workplace Agreements and Remuneration Tribunal Determination 1999/15.

(f) The AEC Performance Management Program operates from 1 July to 30 June. The AEC Senior Executive Performance Appraisal Program operates from 1 July to 30 June.

2. The outcomes of the 2002/2003 AEC Performance Management Program are not available by gender.

The outcomes of the 2002/2003 AEC Senior Executive Performance Appraisal Program are not available by gender.

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Australian Electoral Commission

February Estimates Hearings 2003-04 – 17 February 2004

Question: F37

Outcome: Aggregated up across all Outcomes and Outputs

Topic: Australian Electoral Commission

Hansard page: N/A

Written Question on Notice: February 2004

Senator Stephen Conroy asked:

1. Could you provide a list of all administered programmes in the Australian Electoral Commission, including:
 - a description of the programme;
 - number of people directly receiving funds/assistance under the programme;
 - a breakdown on those receiving funds/assistance under the programme by electorate;
 - the policy objective of the programme;
 - whether the programme is ongoing;
 - the funding in each financial year of the forward estimates for the programme (with a breakdown of administered and departmental expenses), including:
 - how much funding was allocated for the programme;
 - how much is committed to the programme; and
 - how much is unspent.
 - indication of whether an evaluation of the programme effectiveness has been conducted:
 - if so, when that evaluation occurred; and
 - if so, the conclusion of that evaluation.
2. How many Senior Executive Officers (or equivalent) were employed in the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.
3. What was the base and top (including performance pay) wages of APS 1, 2, 3, 4, 5, 6 (or equivalent), Executive Level 1 and 2 (or equivalent), and SES band 1, band 2 and band 3 (or equivalent) in the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.
4. What was the average salary for an SES (or equivalent) in the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04.

5. How many staff had mobile phones issued by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date;

6. What was the total mobile phone bill for the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

7. How many SES (or equivalent) were issued with cars in the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04;

8. Could you please list all 'management retreats/training' conducted by the Australian Electoral Commission which were attended by employees during 2000-01, 2001-02, 2002-03, 2003-04 to date. For such meetings held off-site (from the Australian Electoral Commission) could you please indicate:

- where (location and hotel) and when they were held;
- how much was spent in total;
- how much was spent on accommodation;
- how much was spent on food;
- how much was spent alcohol/drinks; and
- how much was spent on transport.

9. How many overseas trips were taken by employees in the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

10. What were the destinations of each of these overseas trips.

11. What was the total cost of overseas trips of staff for by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

12. What was the total cost of domestic trips of staff for by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

13. How many overseas trips of Ministerial Staff were paid for by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

14. What was the total cost of overseas trips of Ministerial Staff paid for by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

15. How much was spent on advertising by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.
16. Did the Australian Electoral Commission produce publications that provided electorate breakdowns on spending on government programmes in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.
17. How much was spent on advertising which provided electorate breakdowns of spending by the government on programmes within the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.
18. How much was spent on consultancies by the Australian Electoral Commission in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.
19. Did the Australian Electoral Commission conduct any surveys of attitudes towards programmes run by their department in 1997, 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.
20. On what programmes administered by the Australian Electoral Commission were surveys conducted.
21. What were the findings of these surveys.

Answer:

The answer provided to me by the Australian Electoral Commission is as follows;

1. There are no specifically identified administered programmes in the Australian Electoral Commission (AEC). Every three years, grant funding is provided to the AEC for distribution to Political Parties.

2.

As at 30 June 1997	As at 30 June 1998	As at 30 June 1999	As at 30 June 2000	As at 30 June 2001	As at 30 June 2002	As at 30 June 2003	As at 1 March 2004
15	13	15	14	13	17	17	17

Senior executive staff in the AEC are engaged under section 35(1)(b) of the Commonwealth Electoral Act 1918 or are Statutory Appointees. They are not Senior Executive Service (or equivalent).

3.

Level	As at 30 June 1997		As at 30 June 1998		As at 30 June 1999		As at 30 June 2000	
	Base	Top	Base	Top	Base	Top	Base	Top
APS1	14,363	26,570	14,363	26,570	14,938	27,515	15,326	28,065
APS2	27,091	30,042	27,091	30,042	28,175	31,244	28,738	31,869
APS3	30,857	33,304	30,857	33,304	32,091	34,636	32,733	35,329
APS4	34,391	37,341	34,391	37,341	35,767	38,835	36,482	39,611
APS5	38,359	40,675	38,359	40,675	39,893	42,302	40,691	43,148
APS6	41,430	47,591	41,430	47,591	43,087	49,495	43,949	50,485
EL1	50,931	55,170	50,931	55,170	55,149	59,558	56,252	60,749
EL2	57,983	68,497	57,983	68,497	63,576	72,096	64,848	73,538
⁽¹⁾ Senior Executive	62,597	132,600	63,836	134,589	68,000	144,100	70,200	134,100

Level	As at 30 June 2001		As at 30 June 2002		As at 30 June 2003		As at 1 March 2004	
	Base	Top	Base	Top	Base	Top	Base	Top
APS1	16,455	30,310	16,455	30,310	17,442	32,129	17,442	33,093
APS2	31,037	34,419	31,037	34,419	32,899	36,484	32,899	37,579
APS3	35,352	38,742	35,352	38,742	37,473	41,066	37,473	42,298
APS4	39,401	43,178	39,401	43,178	41,765	45,769	41,765	47,142
APS5	43,946	48,162	43,946	48,162	46,583	51,051	46,583	52,583
APS6	48,646	54,524	48,646	54,524	51,565	57,795	51,565	59,592
EL1	60,752	67,577	60,752	67,577	64,397	80,000	64,397	82,000
EL2	70,036	79,421	70,036	79,421	74,238	84,186	74,238	86,712
⁽¹⁾ Senior Executive	80,115	138,700	80,115	143,300	89,254	159,988	94,274	167,132

(1) Senior executive staff in the AEC are engaged under section 35(1)(b) of the Commonwealth Electoral Act 1918 or Statutory Appointees. They are not Senior Executive Service (or equivalents).

4. Average salary for SES as at:

As at 30 June 1997 (\$)	As at 30 June 1998 (\$)	As at 30 June 1999 (\$)	As at 30 June 2000 (\$)	As at 30 June 2001 (\$)	As at 30 June 2002 (\$)	As at 30 June 2003 (\$)	As at 1 March 2004 (\$)
82,574	84,607	88,845	92,134	98,704	101,695	104,626	110,387

Senior executive staff in the AEC are engaged under section 35(1)(b) of the Commonwealth Electoral Act 1918 or are Statutory Appointees. They are not Senior Executive Service (or equivalents).

5.

Financial Year	Quantity
1996-97	188
1997-98	173
1998-99	333
1999-00	283
2000-01	307
2001-02	326
2002-03	296
2003-04	286

6.

Financial Year	Total Spend (\$)
1996-97	84,669.82
1997-98	76,155.53
1998-99	91,704.09
1999-00	100,166.62
2000-01	74,502.68
2001-02	86,615.25
2002-03	81,253.96
2003-04 (Jan)	52,153.20

7.

Year	Number of SES issued with cars
1996-97	14
1997-98	14
1998-99	12
1999-00	13
2000-01	13
2001-02	17
2002-03	14
2003-04	14

8. In May 2003, the AEC conducted a leadership training program for senior executive officers at the Kurrajong Hotel, Barton, ACT. The total cost was \$41,491 (including training materials and facilitators). Of that total, the cost of the conference package (venue, accommodation and meals) was \$4,649, and travel costs were approximately \$8,000.

9. The AEC undertakes numerous overseas trips, which are funded externally from organisations such as AusAID, UN, IFES, and IIDEA. The numbers of trips listed are only those trips which were AEC funded. To obtain the details on trips taken prior to 2001/02 would require significant resources.

2001/02: 7 trips
 2002/03: 9 trips, plus 2 trips funded equally between AEC and AusAID
 2003/04: 8 trips, plus 2 trips funded equally between AEC and UN

10. The destinations of the overseas trips funded by the AEC were:

- 2001/02: 3 trips to Great Britain, Ireland and Thailand
 1 trip to Bangkok, Stockholm and London
 2 trips to Mauritius and Great Britain
 1 trip to Thailand and UK
- 2002/03: 1 trip to London
 2 trips to Fiji
 3 trips to Bangkok, Sweden and UK
 1 trip to Bangkok and Kuala Lumpur
 1 trip to Hong Kong and Delhi
 1 trip to New Zealand
 1 trip to East Timor (funded between AEC and AusAID)
 1 trip to Jakarta, Bali, Dili (funded between AEC and AusAID)
- 2003/04: 1 trip to Hong Kong and Delhi
 1 trip to Thailand
 1 trip to Jakarta, Bali and Dili
 3 trips to Chiang Mai
 2 trips to USA (funded between AEC and UN)
 1 trip to Texas, London and Chiang Mai
 1 trip to London and Stockholm

11. The AEC cannot obtain the costs of overseas trips by AEC staff for 1996-97, 1997-98, 1999-00 and 2000-01 without extensive analysis as the system has changed and details are held on hard-to-identify archive disks. The figures provided are for those trips that are AEC funded. An aggregate amount has been provided as it would require significant resources to break down the amount into the categories required.

2001-02: \$72,153
2002-03: \$45,602
2003-04 to date: \$44,966

12. The AEC cannot obtain the costs of domestic trips by AEC staff for 1996-97 and 1997-98 without extensive analysis as the system has changed and details are held on hard-to-identify archive disks.

1998-99: (*Federal Election held*): \$1.041 million fares; \$2.086 million accommodation and food allowances.
1999-00: (*Referendum and ATSIC election held*): \$1.064 million fares; \$3.181 million accommodation and food allowances.
2000-01: \$728,000 fares; \$1.672 million accommodation and food allowances.
2001-02: (*Federal Election held*): \$1.088 million fares; \$2.537 million accommodation and food allowances.
2002-03: (*ATSIC Election held*): \$981,000 fares; \$2.312 million accommodation and food allowances.
2003-04: to date \$299,000 fares, \$675,000 accommodation and food allowances.

13. None.

14. Nil.

15.

Year	(\$)
1996-97	920,000
1997-98	4,545,000
*1998-99	8,932,000
**##1999-00	7,561,000
2000-01	2,258,000
*2001-02	10,185,000
**2002-03	482,000
2003-04 to date	487,000

*Federal Election held

**ATSIC Election held

##Referendum held

16. No.

17. Nil.

18.

1996-97: \$1.919 million (paid)

1997-98: \$2.677 million (paid)

1998-99: \$5.122 million (let during the year) *(Federal Election held)

1999-00: \$1.299 million (let during the year) *(ATSIC election and Referendum held)

2000-01: \$4.210 million (paid)#

2001-02: \$3.803 million (let during the year) *(Federal Election held)

2002-03: \$1.452 million (let during the year) *(ATSIC election held)

2003-04: to date \$1.214 million (paid)

*The figures for financial years 1998-99, 1999-00, 2001-02 and 2002-03 represent consultancy contracts entered into during the year.

#The AEC was unable to identify actual expenditure due to the AEC's system combining expenditure for both consultancies and contractors.

19. As part of its routine evaluation procedures over the past decade, the AEC has regularly conducted surveys of a sample of electors after polling day during federal elections. A copy of the 2001 *AEC Post-Election Research Report* is available from the AEC. Further, following the 2001 federal election, the AEC conducted a series of customer workshops in every state. Two similar workshops were also held in the Northern Territory following the 2002 ATSIC Election.

In addition, the Client Services Unit (CSU) conducted Client Satisfaction Surveys in 1997, 1999 and 2002. The surveys were undertaken by Wallis Consulting Group. Surveys were sent to clients, returned to Wallis Consulting Group which analysed the results and produced a report for the AEC. Data for surveys conducted prior to 1997 is not readily available.

20. The regular post-polling day surveys measure the level of awareness in the general public of the AEC's advertising campaign and levels of customer satisfaction in dealing with the AEC during the election. The series of customer workshops following the 2001 federal election provided a range of views on client perspectives about the enrolment and voting process.

The Client Satisfaction Surveys were conducted to gauge client satisfaction on the level of service supplied by the Roll Products and Services Unit in the delivery of information and data. The Roll Products and Services Unit (formerly the Client Services Unit) is responsible for the delivery of electoral roll data to Senators, Members of Parliament, political parties, other federal government agencies, State electoral offices and the public.

21. The 2001 post-polling day survey found generally high levels of awareness and customer satisfaction. The customer workshops revealed that, in general, the AEC was found to be held in high regard but people indicated that they would like greater access to electoral education programs. A copy of the consolidated report of the customer workshops is also available from the AEC.

The findings of the Client Satisfaction Surveys are outlined as follows:

- The Roll Products and Services Unit improved its level of customer service each year a survey was conducted;
- Clients that completed the survey were very happy with the level of customer service supplied;
- Data quality was of a high standard; and
- Roll Products and Services should market the information/product availability.