

I would like to bring to the attention of the committee the behaviour and attitude demonstrated by ABS during and after the debacle.

Us Australian are fair people and reply with respect to those who show it. However during this failure by ABS, the senior management (specifically Duncan Young during multiple interviews) continued to treat Australians and answer question with an attitude of arrogance without any humility. Even as I write this ABS senior management continued to threaten the entire Australian population with fines and effectively putting the entire country on notice with minimal consideration to the inconvenience they had caused.

It should also be noted \$1800 fine is more then what many struggling family make in weeks, threat to take away this income is simply equivalent to telling those with lower income they will risk eviction from their rental property and being unable to feed their family! Such power to implement fines should not be given to a department whose senior management demonstrated such arrogance & incompetence, and whom when they fail, refuse to accept any responsibility and show spec of humility.