

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates Hearings May 2012
Broadband, Communications and the Digital Economy Portfolio
Department of Broadband, Communications and the Digital Economy

Question No: 212

Program No. 1.3

Hansard Ref: Page 52 (24/05/2012)

Topic: Indigenous radio station 4K1G Too Deadly

Senator Ian Macdonald asked:

Senator IAN MACDONALD: Absolutely. The context of my letter, which may or may not have got to your desk yet, was: is there any way that these radio stations could get some funding to assist them through the difficulties? There are a number of reasons why there are difficulties and, as I say, I have written to you recently about that.

Senator Conroy: I will have that chased up. I will take it on notice now and try and get you a comprehensive response, if possible.

Answer:

The Indigenous Broadcasting Program (IBP) supports Indigenous broadcasters across Australia to provide relevant content for their communities.

In 2012-13, \$15.4 million is available for the IBP. Funding is highly contested and a fair and equitable allocation approach is applied. For a number of years, funding to individual Indigenous broadcasting organisations under the IBP has undergone a process of adjustment aimed, broadly, at providing a similar amount of funding to organisations with similar functions. This has meant that funding has been increased to some broadcasters and reduced to others.

Several organisations, including Townsville Aboriginal and Islanders Aboriginal Media Corporation (TAIMA/radio station 4K1G) have received reduced funding over the last few years. In adjusting the funding for TAIMA toward parity with similar services, care has been taken to make gradual reductions over several years in order to limit the impact on the stability of the service.

TAIMA is still funded at a higher level than equivalent organisations funded under the IBP. In 2012-13, funding made available for most major regional radio stations through the IBP was \$280,000, TAIMA will receive \$310,000.

Under the community broadcasting sponsorship regulations in the *Broadcasting Services Act 1992* (the Act), community stations, such as 4K1G, are subject to constraints when it comes to the broadcast of promotional material. The term 'sponsorship' is used to distinguish between the on-air promotional activity, which is permitted on community stations, and advertising that occurs on commercial stations. Community stations can sell sponsorship announcements, not advertising, which are restricted to five minutes within any broadcasting hour. Community broadcasting services are provided for community purposes and are not operated for profit like commercial radio stations.

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In June 2012 the Community Broadcasting Foundation (CBF) approved a Financial Distress Assistance Grant which provided TAIMA with \$25,000 in additional funding to assist with wages and operational costs.

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Question No: 213

Program No. 1.3

Hansard Ref: Pg 54 (24/05/2012)

Topic: Digital Switchover

Senator Smith asked:

Senator SMITH: Just turning specifically to Western Australia; it is mentioned that there are 652 radio services, 360 transmission sites and 60 studio sites. Can you give me a breakdown in terms of how many of those are in Western Australia? I am happy to take that on notice.

Ms O'Loughlin: I think I will need to take that on notice.

Senator SMITH: Specifically, are there any delays being experienced in Western Australia around the transition?

Answer:

In the 2012-2013 Budget the Australian Government provided additional funding to the ABC to enable it to move the radio services it provides on the Aurora satellite to the VAST satellite platform.

The ABC estimates that in Western Australia there are about 120 satellite radio receivers at 109 sites that rely on Aurora for the primary signal input or as a backup in the event that the main signal input feed fails. These satellite radio receivers will be replaced by new VAST receivers.

The ABC is currently conducting an audit of sites where the Aurora satellite provides a signal input for an ABC-run radio service, including in WA and the final numbers may change.

The ABC will be providing radio services on VAST by the end of 2012, and between July 2012 and the end of 2013, the ABC will convert its radio receivers across Australia that are fed by the Aurora service to a VAST signal input.

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Question No: 214

Program No. Program 1.3

Hansard Ref: Page 57 (24/05/2012)

Topic: DSD Self-help licence holders

Senator McKenzie asked:

Senator McKENZIE: My questions are around the self-help licence holders. How many applications have been received from self-help licence holders seeking to upgrade their facilities to digital since the ACMA guidelines for applications were released on 24 February?

Ms O'Loughlin: As at 27 April, 16 Queensland councils and three New South Wales councils have applied for licences from the ACMA to retransmit their licensed area television services.

Senator McKENZIE: Of those, how many applications have been approved?

Ms O'Loughlin: I do not believe I have that detail with me, as it is probably better addressed to the ACMA, but I can certainly find that information for you.

Senator McKENZIE: Is it possible to get that this afternoon?

Ms O'Loughlin: If I count up what is here then I may be able to give it to you. That is the full amount, so I will have to take that on notice...

Answer:

- Since the release of the ACMA guidelines on 24 February 2012, seven self-help licensees across Australia have applied to the ACMA for the upgrade of ten retransmission facilities. Six of these retransmission facilities have been approved from five applicants.
- Evidence provided at the hearings covered all applications, not just those received by the ACMA after the release of its guidelines.

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Question No: 215

Program No. 1.3

Hansard Ref: Page 58 (24/05/2012)

Topic: Self-help towers

Senator McKenzie asked:

Senator McKENZIE: You might want to take this one on notice. Please list all self-help towers not expected to be upgraded by the broadcasters.

Ms O'Loughlin: Self-help towers, by their nature, are usually run by councils, progress associations and a variety of others. Perhaps I can let you know how many have decided to date, but in future areas the councils are only asked to make a decision as we come into that area. There are some who have not been asked to make the decision as yet.

I do not have it by council. I have it by towers in the areas that we have been in, to date. The total number of self-help towers in Queensland was 110 and, of that, 20 towers were opted out of SSS, which means 20 towers were going to be converted by councils out of the 110. In remote South Australia there were 46 self-help towers and only two towers in remote South Australia are opting out. From memory, I think at least one of those is owned by the Department of Defence and serves Woomera. In southern New South Wales there are 20 self-help towers and no councils are upgrading.

Answer:

Self-help towers, by their nature, are usually run by councils, progress associations and other community organisations. Broadcasters will only take over a self-help tower and upgrade it to digital if they consider that it is commercially viable to do so.

The table below provides the number of self-help towers by state, not expected to be upgraded to digital by the broadcasters or the self-help licensee as at 18 June 2012.

Self-help towers not being upgraded to digital		
Region	Total number of self-help towers	Total number of self-help towers not being upgraded to digital as at 18 June 2012
QLD	110	90
Remote SA	45	43
Southern NSW	20	20
Northern NSW	22	22
WA	150	127*
NT	112	84*

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Self-help towers not being upgraded to digital		
Region	Total number of self-help towers	Total number of self-help towers not being upgraded to digital as at 18 June 2012
Total	459	386

*Some self-help licensees in these areas are yet to advise their intentions regarding upgrading to digital or not.

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Question No: 216

Program No. 1.3

Hansard Ref: Page 58 (24/05/2012)

Topic: VAST

Senator McKenzie asked:

Senator McKENZIE: Can you advise, on notice, how many installations have been carried out under the VAST SSS broken down by electorate?

Senator Conroy: I do not think the department keeps a breakdown by electorate. We can give it to you by state.

Ms O'Loughlin: We may not, but we could take it on notice.

Senator Conroy: We could do it by state quickly.

Senator McKENZIE: Electorate would be fantastic if you have that data.

Answer:

Under the Satellite Subsidy Scheme there have been 11,920 Viewer Access Satellite Television (VAST) installations as at 19 June 2012. Total VAST installations broken down by electorate are provided below.

Electorate	State	Number of VAST Installations
Calare	NSW	449
Eden-Monaro	NSW	199
Farrer	NSW	7
Gilmore	NSW	69
Hume	NSW	112
Parkes	NSW	197
Riverina	NSW	75
Throsby	NSW	12
Capricornia	QLD	302
Dawson	QLD	299
Flynn	QLD	1 577
Herbert	QLD	115
Hinkler	QLD	2
Kennedy	QLD	1 316
Leichhardt	QLD	2 148
Maranoa	QLD	1 647
Wright	QLD	5
Grey	SA	983
Mayo	SA	24

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Electorate	State	Number of VAST Installations
Ballarat	VIC	268
Corangamite	VIC	133
Flinders	VIC	16
Gippsland	VIC	838
Indi	VIC	401
Mallee	VIC	116
McEwen	VIC	372
McMillan	VIC	23
Wannon	VIC	215
Total		11 920

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Question No: 217

Program No. 1.3

Hansard Ref: Page 59 (24/05/2012)

Topic: VAST

Senator McKenzie asked:

Senator McKENZIE: Through the minister, is the government aware of how many VAST STBs or satellites have been returned to contractors due to faults?

Ms O'Loughlin: I have the information. We have had a very low complaint rate on our programs, both the HAS program and the SSS program. In general, our complaint rate has been under one per cent of installations.

Mr Harris: That does not necessarily answer your question. I think you asked about equipment failure.

Senator McKENZIE: How many returns have there been to contractors due to faults?

Ms O'Loughlin: I would probably have to take that on notice.

Answer:

As at 24 May 2012, a total of 236 Viewer Access Satellite Television (VAST) set-top boxes have been returned to contractors due to faults. This equates to approximately 1.3% of VAST set-top boxes provided by the Digital Switchover Taskforce under the Household Assistance Scheme and Satellite Subsidy Scheme.

All faulty VAST set-top boxes provided have been replaced under the 12-month warranty provisions at no cost to the customer.

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Hansard Ref: Page 59 (24/05/2012)

Topic: VAST

Senator Cameron asked:

Ms O'Loughlin: Yes. That is what is called the safe work methods. They have to comply with state and territory occupational health and safety requirements.

CHAIR: Can you table them?

Mr Harris: We can get a copy. If we can get a copy up here before tonight, which I am sure we can, we will table them. If not, we can supply you with a copy directly. They form part of our revised contractual arrangements. As I said, we had to solve the problem, which is why we came to the committee last year, as much as anything, to say that there is this problem and we are going to have to suspend while we solve it.

CHAIR: All senators are concerned about asbestos. There are a couple of senators on this committee who have had a long involvement and experience in relation to that. I would like to see how it is being carried out.

Answer:

The Digital Switchover Taskforce has rigorous contractual arrangements for the delivery of the Satellite Subsidy Scheme. Under these arrangements, head contractors are required to have Safe Work Method Statements (SWMS) in place, including in relation to asbestos.

These systems require compliance with all legislation, regulations, ordinances, policies and codes relevant to the performance of the services, including applicable state and national building codes, licensing obligations and workplace health and safety legislation.

Tabled overleaf is an example copy of the SWMS used by head contractors. Installers are required to complete a SWMS assessment for each installation that is undertaken. This assists to identify, mitigate and deal appropriately with site-specific risks. Company details have been redacted in the attached.

Safe Work Method Statement (SWMS) SMS11-SWMS004

Document No: SMS11-SWMS004



SMS11-SWMS004 V11

Activity: Installation of Satellite/Antenna Receiving and Transmitting Equipment
Start Date: APRIL 2012

Coverage: This document refers to the above work carried out in all Australian States and Territories

Subcontractors Company Name:	Printed Name of all Technicians completing the SWMS	
	1.	2.
Date:	3.	4.

Applicable Legislation referenced Acts, Regulations, Standards & Codes of Practice**COMMONWEALTH**

Commonwealth Work Health and Safety Act 2011
Commonwealth Work Health and Safety Regulations 2011

VICTORIA

Vic Occupational Health and Safety Act 2004
Vic Occupational Health and Safety Regulations 2007
Vic Code of Practice Communicating occupational health and safety across languages
Vic Code of Practice Workplace amenities and work environment
Vic Code of Practice Confined spaces
Vic Code of Practice First aid in the workplace
Vic Code of Practice Prevention of falls in general construction
Vic Code of Practice Managing asbestos in workplaces
Vic Code of Practice Removing asbestos in workplaces

TASMANIA

Workplace Health and Safety Act 1995
Workplace Health and Safety Regulations 1998
Dangerous Goods Act 1998
Dangerous Substances (Safe Handling) Act 2005
Dangerous Goods (General) Regulations 1998
Dangerous Goods (Road and Rail Transport) Regulations 1998
Dangerous Substances (Safe Handling) Regulations 2009
Code of Practice for Working at Heights in Commercial Construction COP004

ACT

ACT Work Health and Safety Act 2011
ACT Work Health and Safety Regulations 2011
Codes of Practice (WHS) (refer below)

NORTHERN TERRITORY

NT Work Health and Safety (National Uniform Legislation) Act 2011
NT Work Health and Safety (National Uniform Legislation) Regulations 2011
NT Dangerous Goods Act 2012
Fatigue Management (NT)
Codes of Practice (WHS) (refer below)

QUEENSLAND

Qld Work Health and Safety Act 2011
Qld Work Health and Safety Regulations 2011
Codes of Practice (WHS) (refer below)

SOUTH AUSTRALIA

Occupational Health, Safety and Welfare Act 1986
Occupational Health, Safety and Welfare Amendment Safe Work SA Amendment Act 2005
Approved Code of Practice for the Safe Handling of Timber Preservatives and Treated Timber
Approved Code of Practice for Working Hours

Code of Practice for the Safe Use of Reinforced Plastics COP007
 Induction for Construction Work COP018
 Occupational Licensing (Standards of Electrical Work) Code of Practice 2008 COP015

WESTERN AUSTRALIA

WA Occupational Safety and Health Act 1984
 WA Occupational Safety and Health Regulations 1996
 AS-NZS 4576-1995 Guidelines for scaffolding
 Concrete and masonry cutting and drilling - Code
 Fatigue management for commercial vehicle drivers - Code
 First aid-workplace amenities-personal protective clothing-Code
 Managing noise at workplaces - Code
 Manual tasks - Code of practice
 Prevention of falls at workplaces - Code of practice
 Safeguarding of machinery and plant - Code
 Violence aggression and bullying at work – Code
 Working Hours –Code
 Working hours risk management guidelines - Code

NEW SOUTH WALES

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011
 Risk Assessment
 Safe work on roofs, Part 1 - Commercial and Industrial buildings
 Work Near Overhead Power Lines
 Manual Handling: [NOHSC]
 Induction for construction work: [NOHSC]
 Occupational Health, Safety and Welfare Regulations 2010
 Dangerous Substances Act 1979
 Dangerous Substances Regulations 2002
 Dangerous Goods Transport Regulations 2008
 Codes of Practice (WHS) (refer below)

Codes of Practice (WHS)

How to manage Work Health and Safety Risk
 Hazardous Manual Tasks
 How to Prevent Falls at Workplaces
 Labelling of Workplace Hazardous Chemicals
 Preparation of Safety Data Sheets for Hazardous Chemicals
 Confined Spaces
 Managing Noise and Preventing Hearing Loss at Work
 Managing the Work Environment and Facilities
 Work Health and Safety consultation, cooperation and coordination
 How to Safely Remove Asbestos
 How to manage and control asbestos in the workplace

NATIONAL LEGISLATION

National Code of Practice Confined Spaces
 National Code of Practice Control of Workplace Hazardous Substances [NOHSC:2007(1994)]
 Induction for Construction Work
 National Code of Practice -Labelling of Workplace Substances [NOHSC:2012(1994)]
 Management and Control of Asbestos in Workplaces [NOHSC:2018(2005)]
 National Code of Practice -Safe Removal of Asbestos 2nd Edition [NOHSC:2002(2005)]
 Guidance note on the membrane filter method for estimating airborne asbestos fibres 2nd editions [NOHSC:3003(2005)]
 Guide to the control of asbestos hazards in buildings and structures [NOHSC:3002(1988)]
 Adopted National Exposure Standards for Atmospheric contaminants in the Occupational Environments [NOHSC:1003 91995)]
 National Code of Practice -Manual Handling [NOHSC:2005(1990)]
 National Code of Practice Noise Management and Protection of Hearing at Work - 3rd Edition [NOHSC:2009(2004)]
 Prevention of Falls in General Construction
 National Code of Practice -Prevention of Occupational Overuse Syndrome [NOHSC:2013(1994)]
 National Code of Practice -Safe Handling of Timber Preservatives and Treated Timber [NOHSC:2006(1990)]
 National Code of Practice -Storage and Handling of Workplace Dangerous Goods [NOHSC:2017(2001)]

STANDARDS

AS/NZS 1715:1994 Selection, use and maintenance of respiratory protective devices
 AS/NZS 1716:2003 Respiratory protective devices
 AS/NZS 1801:1997 Occupational protective helmets
 AS/NZS 1873 Powder-actuated (PA) hand-held fastening tools
 AS/NZS 1892 Portable ladders
 AS/NZS 1892.1:1996 Portable Ladders - Metal
 AS/NZS 2161:2008 Occupational protective gloves
 AS/NZS 2210 Occupational protective footwear
 AS/NZS 2604:1998 Sunscreen products — Evaluation and classification
 AS/NZS 2865:2001 Safe working in a confined space
 AS/NZS 1891 series for fall prevention equipment
 AS/NZS 3760:2010 In-service safety inspection and testing of electrical equipment.
 AS/NZS 3017:2007 Electrical installations - Verification guidelines
 AS 3745 for emergency planning.
 AS1851.1 Maintenance of fire protection equipment Part 1: Portable fire extinguishers & fire blankets.
 AS1269 Occupational Noise Management.
 AS 4488.2 Industrial rope access systems – Selection use and maintenance
 AS/NZS 1367:2007 Coaxial cable and optical fibre systems for the RF distribution of analog and digital television and sound signals in single and multiple dwelling installs.
 AS/NZS ISO/IEC 29125:2012 Telecommunications cabling reqs for remote powering of data terminal equip

Plant / Equipment	Maintenance & Compliance Checks	Inspections Completed
Safety Harness	Safety Check	
Drill	Test and Tag	
Electrical Leads	Test and Tag	
Fire Extinguisher	6 Months & after use	
Ladder	Safety Checks (every use / Annual Inspection	
Asbestos Coveralls	Every Use	
Asbestos P2 Respirator & Filters	Every Use (Disposable) every 3 Uses (Filtered)	
Asbestos Goggles	6 Months	
Asbestos Gloves	Every Use	
Licences and Permits Required		
LOTO (if applicable commercial sites)		
Confined Space		
Dial before you Dig – www.1100.com.au		
Applicable Truck/Car licence		
Qualifications and experience required to complete the task:		
CCPCOHS1001A Work Safety in the Construction Industry		
CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry		
CPCCM1006A Working safely at heights		
Antenna/Satellite dish Installers Endorsement		
Asbestos Awareness Training		

Calculating the Risk Score

STEP 1 – What is the Consequence?

Consequence	Incident
Catastrophic	Fatality or permanent serious disability or permanent ill health
Major	Serious injury, permanent part disability, long-term illness
Moderate	Medical treatment required and several days off work
Minor	First aid treatment required
Insignificant	No injuries

STEP 2 - What is the Likelihood?

Likelihood	Description
Almost certain	Expected to occur in most circumstances
Likely	Will probably occur in most circumstances (ie has been known to occur, or has occurred before)
Possible	Might occur at some time (ie have heard of it happening)
Unlikely	Could occur, but no known instances previously
Rare	May occur only in exceptional circumstances

STEP 3 - What is the Risk Score? Likelihood x Consequence?

Completing the Safe Work Method Statement:

1. Read each step in the process of installing a satellite/antenna system.
2. Add any additional hazards in the space provided (p.11).
3. Assess the risk associated with each step of the process.
4. Use the risk matrix to determine the risk score. (Consequence x Likelihood = Risk Score).
5. Consider the most appropriate control measures to implement to reduce risk.
6. Re-assess the risk after a control measure has been selected and record this in the residual risk box.
7. Initial the step to confirm your understanding.
8. Enter your details and sign in the SIGN OFF section.

	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
Almost certain 5	5	10	15	20	25
Likely 4	4	8	12	16	20
Possible 3	3	6	9	12	15
Unlikely 2	2	4	6	8	10
Rare 1	1	2	3	4	5

Key: (1-5) Low Risk (6-10)Medium Risk (11-17) High Risk (18-25) Extreme Risk

IMPORTANT NOTE: IF ANY ONE RISK SCORE REMAINS GREATER THAN 11 AFTER APPLYING THE CONTROL MEASURES, DO NOT PROCEED AND CALL SKYBRIDGE TECH SUPPORT ON 1800 775 085 FOR FURTHER INSTRUCTION

STEP	JOB STEPS DESCRIPTION List tasks to perform activity in sequence	HAZARDS Against each task list hazards that could cause injury	RISK SCORE	RISK CONTROL MEASURE List control measures to eliminate or minimise risk Hierarchy of Controls: 1. Elimination 2. Substitution 3. Isolation 4. Engineering 5. Administration 6. PPE	RESIDUAL RISK (Less than 11 to proceed)	TECH SIGN OFF (Please Initial)
N/A	Induction	Unknown site specific hazards Chemicals		<ol style="list-style-type: none"> 1. Ensure where available you attend a site specific induction (usually commercial premises) 2. Ensure you have risk assessed these SWMS and have a copy with you on site for reference. 3. Pre-start inspections - Identify any risks which are not listed in these SWMS. 4. Identify any State specific legislations (refer some listed above) and ensure you are working to the "current State or Territory legislations". 5. Ensure you have all the MSDS sheets relevant to the chemicals on board, regardless of them being used on site or not (current MSDS no more than 5yrs old). 		
1.	Preparation for Job	Driving long distances Extreme Heat or Cold Forecast wet or hazardous weather conditions Fire, burns, damage to vehicle/premises		<ol style="list-style-type: none"> 1. Ensure that any long distance travel is planned, to ensure you are not starting the job fatigued, if appropriate stay overnight close to job. This may be required particularly in regional and isolated areas. When driving long distances ensure to have regular breaks (at least every 2 hours). 2. Ensure you are appropriately dressed for the weather conditions (ie Sunscreen, Long sleeves, long pants, hat to protect from radiation hazard, windcheater, and wet weather clothing in cold and damp conditions) take additional fresh drinking water when travelling in isolated areas. 3. Check the weather forecasts for the area you are travelling/working, to ensure appropriate PPE, checking road conditions for flash flooding and other safety hazards. 4. Ensure you have a fully charged fire extinguisher with you on site 5. Ensure appropriately stocked first aid kit is accessible in vehicle. 		
2.	Preparation for Work	Fatigue, lack of concentration, impaired ability to carry out tasks, dehydration, sun radiation		<ol style="list-style-type: none"> 1. Prior to work ensure that you are rested to allow clear thinking. 2. Do not commence work when you are feeling unwell. 3. Do not commence work if you are under the influence of alcohol. 4. Do not commence work if under the influence of drugs including some prescription medications. Consult your prescribing doctor for verification. 5. Ensure you are not overloaded with work as rushing causes work pressure and incidents. 6. Take breaks - Hydrate - Drink plenty of water. 7. Concentrate on the work at hand; don't be distracted with personal things and mobile phones. 8. Apply sunscreen regularly. 		

STEP	JOB STEPS DESCRIPTION List tasks to perform activity in sequence	HAZARDS Against each task list hazards that could cause injury	RISK SCORE	RISK CONTROL MEASURE List control measures to eliminate or minimise risk Hierarchy of Controls: 1. Elimination 2. Substitution 3. Isolation 4. Engineering 5. Administration 6. PPE	RESIDUAL RISK (Less than 11 to proceed)	TECH SIGN OFF (Please Initial)
				9. Wear appropriate clothing (ie cool light clothing, preferably ankle to wrist in a natural fibre. Safety footwear, a hat and sunglasses). 10. Always complete the OHS checklist referencing this document prior to any job commencing. 11. Report any hazards, near misses or incidents immediately.		
3.	Loading Vehicle Including: a) Tools b) Equipment c) Ladders	Risk of muscle damage, sprains and breaks		1. Assess the weight of items to be lifted. 2. Consider your physical abilities to lift the item. 3. Break down the load if possible or use a mechanical aid to load vehicle. 4. Do not attempt to lift awkward or heavy items by yourself. 5. Keep a straight back and bend knees. 6. Avoid twisting, reaching, bending back, lifting above shoulder height or fast movements. 7. Keep vehicle in a clean organized fashion with all tools and stock stored in a secure location and out of the passenger compartment. 8. Ensure the load is secure and cannot move and harm the driver/passenger in case of sudden shift of vehicle.		
4.	Driving	Fatigue and risk traffic accident		1. Appropriate license held for the vehicle type and abide by the road rules. 2. Complete routine vehicle inspections ensuring that the vehicle is safe to drive. 3. Ensure that you have prepared for the drive, concentrate on driving, stop and rest every 2 hours or when you feel tired. 4. Do not operate other devices whilst driving, such as phones and satellite navigation units. 5. In the event of an accident or incident contact emergency services and then soon as possible after to report the incident and wait further directions.		
5.	Arrive at site	Parking location		1. Park in a position that will allow safe access to your vehicle and reduce unnecessary manual handling. 2. Ensure that your vehicle does not restrict traffic or pedestrian flow. 3. Park off the street or in customers drive is preferred (If permitted). 4. Avoid parking on hills or steep drives.		
6.	Arrive at site Nobody home or owner needs to leave. Remote location.	Nobody to render assistance in an emergency. No communications available (in case of need to contact emergency services)		1. Work must only commence and continue when the customer (or representative) is present (On the property). Person present must be over the age of 18 years old. 2. Inform the customer that they are required to remain at the property during the installation. 3. Brief the customer about the nature of works to be performed and the need for the customer to contact emergency services or should an incident occur. 4. If entering the ceiling cavity or working at heights give the customer time limits for the activity. 5. Establish a communication method suitable for the property and customer. 6. If the customer needs to leave the property or move out of visual or hearing range then works must cease. 7. Work where it is known that there will be no one present needs to be rescheduled or a second technician required.		

STEP	JOB STEPS DESCRIPTION List tasks to perform activity in sequence	HAZARDS Against each task list hazards that could cause injury	RISK SCORE	RISK CONTROL MEASURE List control measures to eliminate or minimise risk Hierarchy of Controls: 1. Elimination 2. Substitution 3. Isolation 4. Engineering 5. Administration 6. PPE	RESIDUAL RISK (Less than 11 to proceed)	TECH SIGN OFF (Please Initial)
				8. Ensure you notify your arrival in accordance with the work instruction for the installation (via iPhone application or text).		
7.	Enter the customer's property	Dogs, trip, cuts abrasions. Unhygienic premises.		1. If there is a dog present, call the customer from outside the property and ask them to contain their dog for the duration of your visit. 2. Observe the terrain of the site for any trip hazards, mud or slippery ground; use an alternative route to avoid or remove the hazard. 3. Assess property for rubbish or debris around the working area, if present ask the customer to remove the rubbish (If capable) or find an alternate area to work. If the hazard remains cease work and inform the customer for the reasons and what needs to be rectified before work can be completed. 4. If there is any sign of drug paraphernalia on site such as needles cease work immediately, leave site and contact 5. The technician has the right not to commence work or leave site where unhygienic conditions that cannot be rectified by the customer are identified.		
8.	Assessment of installation	Unsafe installation		1. Assess the location of the installation and area you will be required to access. 2. If for any reason an area is deemed unsafe seek an alternative location if possible. If still not possible, advise the customer and call immediately. 3. In the case of a non-standard installation or if the customer refuses the suggested safe install proposed, cease work and contact for further information.		
9.	Communicate with customer and scope the job.	Aggressive customers, customers attempting to assist with works		1. Communicate in a non confrontational manner recognising that you're on their premises. 2. Always ask the customer for permission before moving to any part of their property. 3. If the customer becomes aggressive at any stage in the job, leave site and contact 4. If communication is reduced due to a non-English speaking customer, contact to arrange using a translating interpreting service. 5. Under no circumstances is the customer, or any unauthorised or untrained person, to be engaged to assist with any part of installation works.		
10.	Measure signal levels	Electric shock, needle stick injuries		1. Observe the condition of all electrical devices. 2. If practical, isolate power to the devices before making contact with any metal part of the device. 3. Do not reach or attempt to access an area where you cannot see. 4. Refer to relevant work instruction for signal measuring process. 5. Reference step 7 for hazards around the premises.		
11.	Unloading of Vehicle a) Tools b) Equipment	Risk of muscle damage, sprains and breaks		1. Assess the weight of items to be lifted. 2. Consider your physical abilities to lift the item. 3. Break down the load if possible or use a mechanical aid to load/unload vehicle, such as a trolley. 4. Do not attempt to lift awkward or heavy items by yourself.		

STEP	JOB STEPS DESCRIPTION List tasks to perform activity in sequence	HAZARDS Against each task list hazards that could cause injury	RISK SCORE	RISK CONTROL MEASURE List control measures to eliminate or minimise risk Hierarchy of Controls: 1. Elimination 2. Substitution 3. Isolation 4. Engineering 5. Administration 6. PPE	RESIDUAL RISK (Less than 11 to proceed)	TECH SIGN OFF (Please Initial)
	c) Ladders			5. Keep a straight back and bend knees. 6. Avoid twisting, reaching, bending back, lifting above shoulder height or fast movements.		
12.	Working with 1.8mt or > dish and equipment	Risk of muscle damage, sprains and breaks		1. Due to the size and weight of these items it may be necessary to use a two man lifting technique when handling these items - refer SWP (SMS11-SWP-003) 2. If using mechanical aids refer to SWP for 1.8m installation process (SMS11-SWP-004)		
13.	Using a Ladder (Including transportation).	Electric shock, Muscle damage, broken bones, damage customer's property.		1. Always use a ladder rack or roof rack when transporting a ladder, secure with a suitable means, such as a webbing strap or tie down. 2. Use a suitable ladder for the task, if accessing the roof the ladder will need to be capable of extending 1m past the gutter or edge. 3. Assess the work site for the most suitable place to erect the ladder. o Even ground or use of adjustable feet o Firm ground to ensure the ladder does not become unstable under weight. o Free from debris or trip hazards o Suitable tie off/securing points o Erect a physical barrier or safety cones around the area o Brief the customer and any other persons within close vicinity on the location of the ladder o Brief the customer that in the event of an electrical incident to contact the emergency services o If children are present inform the customer to restrain/remove the children from the work area. 4. Reference step 11 for manual handling controls. 5. Carry ladder in a manner to avoid contact with any electrical cables or the customer's premises. 6. Erect ladder in accordance with the manufacturer recommendations for that ladder type. 7. Always check overhead prior to erecting Ladder (refer checklist Working near Overhead Power lines SMS11-CHK-005 and follow guidelines before commencing any works inside open zones). 8. Erect ladder in such a way as it is in line with the area to be worked in when on the roof. 9. Allow 1m over hang at the top of the ladder. 10. Secure the ladder using a suitable device, such as a ladder mate, ratchet strap or rope. 11. Try to maintain 3 points of contact when climbing the ladder (2 hands and a foot or 2 feet and a hand). 12. Prior to stepping off the ladder or back on, check for security ladder and tie off. 13. If an electrical hazard is present reference steps 23-25 for the isolation of power procedure.		
14.	Accessing the roof to install antenna/satellite dish and mount	Fall, slip, suspension in harness.		1. Reference points mentioned in Step 13 for setting up a ladder to access the roof. 2. When working at heights greater than 2 metres or within 2 metres of an edge where the risk of falling is greater than 2 metres, a fall prevention system is to be used. 3. Suitable types of fall prevention include the use of a Harness, lanyard/rope and anchor points (All		

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				manufactured to Australian Standards). Reference step 15 for controls to be applied for this system.		
15.	Using a harness, rope (safety line), anchor point, anchor straps in a fall prevention system.	Incorrect equipment, incorrect set up, unaware on how to use the equipment. Suspension in harness.		<ol style="list-style-type: none"> Only use working at heights equipment if you are competent in its use. The system that should be employed is a fall prevention system rather than a fall arrest. <ul style="list-style-type: none"> A fall prevention system reduces your risk of falling in the first place. Only use equipment manufactured and maintained to Australian Standard AS/NZS 1891 (Check Manufacturers Label). Only use equipment that is within the specified service life, 10 years from manufacture (Check Manufacturers Label). For hardware (karabiner's, hooks, anchor points, fall prevention mechanisms) only use equipment that is rated and this rating is clearly stamped on the equipment. <ul style="list-style-type: none"> A minimum rating of 15KN should be located on the hardware. For anything less consult the manufacturer before using. Each time fall prevention equipment is used it should be examined for the following (before and after use): <ul style="list-style-type: none"> Cuts, tears, abrasions, glazing due to stretching, prolonged UV exposure. Check stitching, buckles and D ring for deformation If any of the above are noted the equipment should not be used until examined and passed by a competent person. A suitable anchor point needs to be identified and a suitable means to attached to the anchor point used, for example: <ul style="list-style-type: none"> An anchor strap (Used around an object, rafter, truss or pole). A tile roof truss clamp (Bolting onto the truss). A tin roof anchor point (affixing to the edge of the tin). Tin roof mount (affixed to multiple screws). The anchor point should be able to hold a minimum 15KN (Approximate weight of a family car). Try to set up your anchor point in a direct line to where you are working and your ladder. <ul style="list-style-type: none"> In the event of a fall you should naturally come to rest at your ladder, which can be used to assist you to get down. If a suitable anchor point cannot be located then alternative controls should be considered through the completion of a risk assessment and contactino ! <ul style="list-style-type: none"> Do not proceed prior to consulting When climbing the ladder (For ladder set up refer to step 13), try to connect to the rope/lanyard/safety line at the earliest point of the ascent. Prior to stepping off the ladder draw in all of the slack from the safety line, this will prevent a fall should the ladder give out or a slip occur, the weight will be immediately taken up by the safety line. When working on the roof pay constant attention to your location on the roof and ensure there is 		

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				limited slack in the safety line. 14. If the anchor point is directional or located over the apex of the roof, never cross the apex or double back on the anchor point. 15. When descending, only allow enough slack in the safety line to take a few steps at a time this will prevent a fall should a slip or trip occur. 16. Breaking down the system should occur in reverse. 17. Do not access a roof that is wet or damp. 18. Appropriate footwear is to be worn. 19. Notify the customer of your intention to access the roof and give the customer a timeframe for how long you will be on the roof. Inform the customer to contact emergency services should an incident occur. 20. Keep a mobile phone on you at all time to assist in communications should an incident occur.		
16.	Use of power tools	Electric shock, muscle damage sprains and breaks. Trips and falls. Drilling through Asbestos.		1. All electrical equipment must be electrically tested and tagged by a qualified electrician or testing body according to AS3760 and AS3017 (portable tools should be tested and tagged every 3 to 6 months). 2. Where possible, cordless tools are to be used, preventing the need for extension leads. 3. When extension leads are being used, they MUST also be tested and Tagged and are to be connected to a circuit that has an RCD connected that has a max trip current of 30ma. 4. All leads are to be run in a manner that limits the risk of cutting through the power lead or abrasion on sharp/rough edged. Edge protection should be used. 5. All leads are to be run in a manner that limits trip hazards. 6. When leads are run, the residents of the premises should be advised as to the location of the leads to prevent trips and falls. 7. When practical, leads are to be run overhead and not lying on the floor or ground. 8. Leads are not to be run in wet or damp areas. 9. The correct electrical equipment is to be used for the job. 10. Appropriate PPE is to be worn for the power tool being used, including and not limited to eye protection and hearing protection in accordance with AS1269 Occupational Noise Management 11. All tools are to be used as per the manufactures operating instructions. 12. When faced with no choice but to use power tools with Asbestos, please refer to Safe Work Procedure for working with Asbestos (SMS11-SWP-001).		
17.	Identification of Asbestos	Inadvertently disturbing asbestos fibres, inhalation of fibres, serious illness.		IMPORTANT NOTE: Unless you have been trained in accordance with the Safe Work Procedure (SMS11-SWP-001) for working with asbestos and have been given an authorisation number from . you should not attempt to work with ACM in anyway. Avoiding the ACM will be the only option. 1. Where possible, technicians should always look for an alternative cable route so as to not penetrate any ACM or suspect ACM. 2. Identifying asbestos – Asbestos is contained in many common building materials such as:		

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				<ul style="list-style-type: none"> o Bonded Form/Fibro Sheeting (Asbestos sheeting around eaves, ceilings, wet areas, roofing). o Friable Form (Around Hot Water Pipes) o Low Density Board (LDB) which is not to be touched by technicians in any circumstances. LDB can only be worked with by people with an "A" Class License. o Asbestos is particularly common in extensions. o Try to find out the age of the building (Houses built from 50's through to mid 80's commonly contain asbestos materials). o Timber Cover strips were used to cover the butt joints of the square edged sheeting. These timber cover flat strips commonly ranged from 32mm – 75mm x 12mm thick. Further to this "D" mould shaped timber commonly is sized from 19mm to 32mm x 12mm and 6mm in thickness. Plastic holders and aluminium mouldings were commonly used to house and cover the sheeting edges as well. <p>3. For further advice on the identification of asbestos please reference the documentation section of the technician portal for the 'identifying ACM document.</p> <p>4. Where asbestos is identified as being present, a risk assessment should be made to determine if the installation can be completed without disturbing the area containing asbestos.</p> <p>5. If the installation can still take place without penetrating Asbestos then this should be noted on the risk assessment and the alternate means of installation noted for example:</p> <ul style="list-style-type: none"> o Use silicon affix conduit in lieu of drilling fasteners, or appropriate adhesive o Choose alternate cable run to avoid asbestos. o Alternate area chosen for the mount. <p>6. If there is no alternate method for cable installation, please refer to MS11-SWP-001 Working with Asbestos - Version 7 for instructions on how to safely penetrate the ACM.</p> <p>7. Where a technician is required to remove an existing antenna or satellite dish and they are faced with disturbing Asbestos in their process, the technician is not to proceed with the removal of the <u>mount or any hardware connected to the Asbestos</u>. In this instance the technician should explain to the customer that removing the mount connected to the antenna or satellite dish has the potential to disturb asbestos. The technician should also contact to advise.</p> <p>8. <u>IMPORTANT:</u> Any technicians who identify that they have unknowingly disturbed or been exposed to Asbestos (ACM) without the correct precautions taking place must report this immediately to</p>		
18.	Removal of old antenna/satellite dish	Falling objects, cuts and abrasions, fire. Possibility of disturbing Asbestos		<p>1. Ensure the correct tools are being used for the job.</p> <p>2. If drilling or cutting is required all PPE appropriate for the job is to be worn, including and not limited to, gloves, goggles, hearing protection.</p> <p>3. If hot works are required (eg grinding) a fire extinguisher is to be within 2m of the work area and this cannot be done on days of total fire ban (Contact local authorities or reference tech updates).</p> <p>4. Assess the area for existing cables, pipes or other installations prior to drilling or cutting.</p>		

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				5. Ensure all combustible items and debris are removed from the area. Ideally a non hot method should be used (eg Hacksaw). 6. Ensure the work area is clear and surrounds are clear to prevent injury from falling objects. 7. All items being removed and cut are to be secured in a manner that ensures they do not fall afterwards. 8. The area around and below are to remain clear, set up physical barriers, inform the customer to remain clear of this area and to keep others clear. 9. Ensure all existing equipment that is no longer required is removed and lowered from the roof by rope and stored in a safe manner on the customer property so as not to create a trip hazard. (NOTE - all equipment is the property of the customer and is ultimately their responsibility to dispose of this equipment in accordance with OH&S and the environment.) 10. Do not allow people to stand within an area that could be impacted by a falling object. 11. Where a technician is required to remove an existing antenna or satellite dish and they are faced with disturbing Asbestos in their process, the technician is not to proceed with the removal of the mount or any hardware connected to the Asbestos . In this instance the technician should explain to the customer that removing the mount connected to the antenna or satellite dish has the potential to disturb asbestos. The technician should also contact _____ to advise.		
19.	Installation of mount	Cuts, abrasions, falling objects. Asbestos Roofing.		1. Assess the integrity of the roof before stepping off ladder. 2. If the roof appears to be brittle then source and alternative location or mount type (eg: ground mount). 3. When removing roofing tiles ensure there is no risk of them falling. This may require them to be placed inside the ceiling space across joists or trusses to absorb the weight. 4. Avoid placing tiles on electrical cabling or directly onto plaster boards. 5. Where possible tools and materials should be secured in a similar means to point 4 above. 6. Reiterate to the customer not to enter the working area and prevent others from entering the area. 7. When drilling ensure all the appropriate PPE is worn, (P2 mask, safety glasses) if drilling masonry (Hearing protection). 8. Assess the area for existing cables, pipes or other installations prior to drilling or cutting. 9. Where possible use cordless tools. 10. When drilling tiles, mark them on the roof and if possible take them down to ground level to drill them using the same system to transport the dish and other equipment. 11. Under no circumstances should you ever walk on any surface that is suspected of containing asbestos to install a mount. A ground mount should be used in this instance. 12. Whenever installing extended ground mounts (>3.0metres) two people are required.		

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20.	Installation of the antenna/satellite dish	Falling objects		<ol style="list-style-type: none"> 1. Adopt a method to limit the possibility of an antenna/satellite dish falling whilst you are transporting it to the roof. 2. For dish sizes up to 84cm ONLY assembling the dish on the ground will allow the ODU arms to be used as a means to carry the dish over shoulder. Larger Dishes should be roped to the roof in accordance with the following control measures. 3. Where the need to use a rope/strap to haul equipment to the roof is required ensure ladder is set up in accordance with step 13 and reiterate to the customer that the work area below is to be clear. 4. Depending on the type of dish attach the AZEL to the dish and use this to secure a rope or strap through. 5. Only attempt to lift equipment using a rope or strap when a safe system for working at height has been established, as set out in step 14 & 15. 6. When ascending/descending ladder ensure 3 points of contact at all times. 		
21.	Fine Tuning of Antenna/Dish	Electromagnetic Radiation (EMR).		<ol style="list-style-type: none"> 1. When fine tuning a dish it may be necessary to make adjustments while the transmitter/buc is enabled. The following should be adhered to during this process: <ul style="list-style-type: none"> o Do not place any body parts inside the feed support arms, between Feedhorn and the reflector. o Rotation should be carried out by contact with the Feedhorn and LNB. o Do not stand directly in front of the dish; all work should be carried out to the side, below or behind the dish. o Limit contact with the transmitter/BUC when rotating for correct polarisation to reduce risk of exposure. 		
22.	Running the cable	Cuts and abrasions, Possible presence of Asbestos.		<ol style="list-style-type: none"> 1. Use the correct tools for the job. 2. If ladders are required, ensure they are erected as per manufacturer's specifications and on stable flat ground in accordance with step 13. 3. In accordance with step 17, risk assessment to be completed to avoid disturbing Asbestos. Where this is not possible works should be completed in accordance with SMS11-SWP007 Safe work procedure for working with Asbestos. 4. All cabling should be installed in accordance with the appropriate AS/NZ standard, as detailed in the relevant work instruction for the task. 5. Work instructions are found on the technician portal under installer documentation. 		
23.	Installing barricading/fencing around Satellite systems	Cuts and abrasions, manual handling		<ol style="list-style-type: none"> 1. Where barricading/fencing required, install following manufacturer's procedures 2. Follow correct manual handling procedures re Step 11. 		
24.	Entering the ceiling space	Electric shock, heat exhaustion, fall		<ol style="list-style-type: none"> 1. Only enter the roof space as a last resort. Exhaust all other avenues of installation methods before entering the ceiling space such as: 		

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		hazard, dust, synthetic mineral fibres, gas lines, water pipes, damaged cabling..		<ul style="list-style-type: none"> ○ Run cabling externally ○ Gain access by removing tiles and the use of a draw line (Yellow Tongue). <ol style="list-style-type: none"> 2. Technicians are not permitted to enter the ceiling unless the mains power has been isolated at the switchboard first. 3. This includes using a lock or isolation tag on circuit breaker/RCD to ensure no-one else turns the power on whilst you are working. <ul style="list-style-type: none"> ○ Inform the customer that the power will need to be turned off and that it should not be turned on until you have advised to do so. ○ Locate the switchboard and determine the circuit breaker/RCD that will isolate the entire property. ○ Engaged the switch to the "Off Position". ○ Place the lock or isolation tag on the circuit breaker/RCD or meter box. ○ Confirm the power has been isolated to the property by testing a light and a device plugged into a power point. Neither should be able to operate. ○ Reiterate to the customer that the tag should not be removed or the circuit breaker/RCD turned back on until you have given the ok to do so and should only be removed by the technician who put the tag in place. 4. The only time you are permitted to leave the mains power on to the property is if the customer requires power to be on at all times (i.e. powered equipment for breathing apparatus etc) or if you deem it would make the environment you are working in more dangerous by turning off the power. <u>A separate risk assessment must be conducted and documented.</u> 5. In the case where it is deemed necessary to keep the power turned on, identify where there is a clearly defined walkway and mains lighting in the roof space. A risk assessment needs to be completed before continuing. 6. Ensure there is adequate lighting. This may require lifting of roof tiles or the use of a good quality torch. 7. Plan the works that need to be completed in the ceiling cavity to reduce the time that needs to be spent in there. 8. Ensure you are well hydrated; spend only short periods in the ceiling cavity by taking regular breaks. 9. Notify the customer of the expected time you will be spending in the ceiling cavity and establish a communication means for the customer to verify your safety. Inform the customer if there is no response to contact emergency services. 10. If you become uncomfortable, lethargic, headaches etc then stop work and contact Skybridge to re-schedule the installation for a cooler day or first thing in the morning. 11. When accessing a steel framed property or a roof space containing foil insulation the following should be considered: <ul style="list-style-type: none"> ○ Take extreme care when opening manholes/access doors to inspect the ceiling space. 		

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				<ul style="list-style-type: none"> ○ Wearing of insulated gloves, check for voltage on the foil/frame using an electrical test meter (eg: Multimeter). ○ Isolate the power at the switchboard in accordance with control measure 3 of this step. ○ All other points as detailed in this job step. <p>12. Assess the route that needs to be taken between the entry point and where the work needs to be performed, looking out for:</p> <ul style="list-style-type: none"> ○ Electrical Cabling ○ Damaged Electrical Cabling ○ Gas Lines ○ Water Lines ○ Insulation Material <p>13. Treat all cabling as live, even if it looks uninstalled, if you can't avoid the damaged cabling then do not proceed with the installation, stop work and inform the customer that a licensed electrician will be required to assess the damaged cabling before the installation can proceed. Contact Skybridge immediately to advise.</p> <p>14. To reduce the exposure to dust or inhalation of synthetic mineral fibres use appropriate PPE such as dust masks, gloves, coveralls, safety glasses.</p> <p>15. Where possible ensure that ceiling space is well ventilated, by lifting a tile near the area you need to work.</p> <p>16. Notify the customer if a ladder needs to be set up inside and to avoid the area and ensure that children do not climb the ladder or congregate at the bottom of the ladder.</p> <p>17. Ensure you set ladder up in accordance with manufacturer specifications.</p> <p>18. Try to use 3 points of contact when climbing the ladder. If this is not possible when carrying equipment re-assess the means of carrying the equipment.</p> <p>19. When inside the ceiling cavity assess the structural integrity of the area you are putting your weight on first by testing while the majority of your weight is supported by the ladder. Continue this process when moving about the ceiling.</p>		
25.	Entering the under-floor space	Restricted space, electric shock, dust and/or Asbestos fibres, synthetic mineral fibres, gas lines, water pipes, damaged cabling, pests and vermin, heat and cold.		<p>1. Only enter the under-floor space if required. Exhaust other avenues of installation methods before entering the under-floor space such as:</p> <ul style="list-style-type: none"> ○ Run cabling externally ○ Gain access by the use of a draw line (Yellow Tongue or Push Rods). <p>2. Technicians are not permitted to enter the under-floor space unless the mains power has been isolated at the switchboard first.</p> <p>3. This includes using a lock or isolation tag on circuit breaker/RCD to ensure no-one else turns the power on whilst you are working.</p> <ul style="list-style-type: none"> ○ Inform the customer that the power will need to be turned off and that it should not be turned on until you have advised to do so. ○ Located the switchboard and determined the circuit breaker/RCD that will isolate the entire 		

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				<p>property.</p> <ul style="list-style-type: none"> o Engaged the switch to the "Off Position". o Place the lock or isolation tag on the circuit breaker/RCD or meter box. o Confirm the power has been isolated to the property by testing a light and a device plugged into a power point. Neither should be able to operate. o Reiterate to the customer that the tag should not be removed or the circuit breaker/RCD turned back on until you have given the ok to do so and should only be removed by the technician who put the tag in place. <p>4. The only time you are permitted to leave the mains power on to the property is if the customer requires power to be on at all times (i.e. powered equipment for breathing apparatus etc) or if you deem it would make the environment you are working in more dangerous by turning off the power.</p> <p>5. Ensure there is adequate lighting. This may require opening of hatches, vents or window dressings, or the use of a good quality torch.</p> <p>6. Plan the works that need to be completed in the under-floor space to reduce the time that needs to be spent in there.</p> <p>7. Notify the customer of the expected time you will be spending in the under-floor space and establish a communication means for the customer to verify your safety. Inform the customer if there is no response to contact emergency services.</p> <p>8. If you become uncomfortable, lethargic, headaches etc then stop work and contact Skybridge to re-schedule the installation.</p> <p>9. Assess the route that needs to be taken between the entry point and where the work needs to be performed, looking out for:</p> <ul style="list-style-type: none"> o Electrical Cabling o Damaged Electrical Cabling o Gas Lines o Water Lines o Insulation Material o Pests and Vermin o Debris <p>10. Treat all cabling as live, even if it looks uninstalled, if you can't avoid the damaged cabling then do not proceed with the installation, stop work and inform the customer that a licensed electrician will be required to assess the damaged cabling before the installation can proceed, and contact Skybridge immediately.</p> <p>11. To reduce the exposure to dust, hazardous substances or inhalation of underfloor fibres use appropriate PPE such as dust masks, gloves, coveralls, safety glasses.</p> <p>12. When drilling is required, assess the material to be drilled and if there is any possibility that ACM is present work in accordance with the SMS11-SWP007 Safe Work Procedure for Asbestos.</p> <p>13. When any ACM or suspected ACM is identified in the work route works should be completed in</p>		

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				Accordance with SMS11-SWP-001 Safe Work Procedure for Working with Asbestos.		
26.	Interconnection of STB	Electric shock, unhygienic customer, risk of cuts or stick injuries		1. Observe the condition of all electrical devices. 2. If practical, isolate power to the devices before making contact with any metal part of the device. 3. Do not reach or attempt to access an area where you cannot see. 4. Refer to relevant work instruction for signal measuring process. 5. Reference step 7 for hazards around the premises		
27.	Packing up and leaving site	Risk of muscle damage, sprains and breaks, trips falls, reversing hazards.		1. Reference step 3 for controls around re-loading the vehicle. 2. Ensure all rubbish is collected and either place in the customers bin or secured in vehicle for disposal at a refuse centre or council facility. 3. Notify the customer that all works have been completed and all equipment including ladders, fall arrest systems, safety cones, tools and rubbish have been removed and they are free to enter the area. 4. Ensure that all pets, children and the customer are away from your vehicle and route away from the customer premises when leaving site.		
Site Specific Hazards/Hazards Recognised After Creation of the SWMS						
SIGN OFF: This SWMS has been completed in consultation with contractors and employees undertaking the task. The personnel named below have read and understood the risk control measures and responsibilities:						
Print Name :		Company Name:		Signatures:	Dates:	

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates Hearings May 2012
Broadband, Communications and the Digital Economy Portfolio
Department of Broadband, Communications and the Digital Economy

Question No: 219

Program No. 1.3

Hansard Ref: Page 60 (24/05/2012)

Topic: HAS

Senator McKenzie asked:

Senator McKENZIE: Can you tell me how many installations have been carried out under the HAS?

Ms O'Loughlin: To date just over 100,000 installations have been completed under the Household Assistance Scheme. We are currently in southern regional and remote New South Wales. That is underway at the moment. There have been around 25,000 installations under that to date. It is around 100,000 that have opted in and about 96,000 where the installations have actually been completed.

Senator McKENZIE: Do you also have that data by electorate?

Ms O'Loughlin: Dr Kelleher and I have been looking at each other because I think that has been provided previously in question on notice No. 199 from the last estimates, but we are happy to provide that again.

Answer:

The table below shows the number of installations by electorate as at 21 June 2012:

Electorate	No of Installations	Electorate	No of Installations
Ballarat	3,396	Hume*	2,271
Barker	3,189	Hunter*	171
Bendigo	4,122	Indi	3,006
Blair	14	Kennedy	3,252
Calare*	3,219	Leichhardt	2,360
Canberra*	1,365	Lilley	52
Capricornia	2,823	Lyne*	2
Corangamite	1,014	Mallee	4,732
Cowper*	2	Maranoa	4,203
Cunningham*	2,741	McEwen	1,025
Dawson	2,229	McMillan	1,650
Durack*	108	Murray	3,962
Eden-Monaro*	2,756	New England*	114
Farrer*	4,584	Page*	6
Flinders	2	Parkes*	3,227
Flynn	3,866	Riverina*	3,193
Fraser*	1,471	Throsby*	3,289
Gilmore*	3,230	Wakefield	131
Gippsland	4,130	Wannon	3,055
Grey	6,008	Wide Bay	2,814

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Groom	3,130	Wright	1,090
Herbert	2,088	Unknown [#]	100
Hinkler	4,788	TOTAL	103,980

Legends:

*: Regions that are currently open and accepting opt-ins into the Scheme.

#: Includes installations where incomplete or inaccurate addresses of the households were provided to the Department and, therefore, could not be matched to an electorate. While service contractors contacted the household to obtain their location to facilitate the installation, the updated addresses were not fed back into the Department's customer database.

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Question No: 220

Program No. 1.3

Hansard Ref: Page 61 (24/05/2012)

Topic: HAS

Senator McKenzie asked:

Senator McKENZIE: Regional Victoria is a big place. Other than Mildura there are a lot of different areas and if you do not do it by electorate, maybe you could do it by north-east or Gippsland.

Senator Conroy: I have been there.

Senator McKENZIE: That is good to hear.

Ms O'Loughlin: I will take a stab at this. In question on notice No. 199 examples would be Ballarat at 3,300, Bendigo with 4,122 and Gippsland with 4,130.

Senator McKENZIE: The percentage of potentials probably gives us a better indicator.

Senator Conroy: I am confused.

Ms O'Loughlin: I would not have that.

Senator McKENZIE: Of the number of potentially eligible households what percentage took up the HAS program.

Senator Conroy: Per region?

Ms O'Loughlin: Yes.

Senator McKENZIE: Just something smaller than regional Victoria.

Ms O'Loughlin: We may be able to break it down.

Answer:

The table below shows the take-up (installation) rates for rollout areas in regional Victoria (including Mildura) as at 24 June 2012:

Rollout Area	Take up (installation) rate
Mildura	34%
Gippsland	26%
Goulburn Valley / Upper Murray	24%
North Central Victoria	26%
South West Victoria	24%
TOTAL	26%

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Question No: 221

Program No. 1.3

Hansard Ref: Page 61 (24/05/2012)

Topic: HAS

Senator McKenzie asked:

Senator McKENZIE: That would be good. What is the average payment made to contractors by the government, if not broken down by electorate then broken down by a similar boundary?

Senator Conroy: This has been canvassed at considerable length both here and in the media previously. I think all of the answers have been made public previously.

Senator McKENZIE: Then it will not be an issue.

Senator Conroy: It will not be an issue for you to go and look up *Hansard* or the front page of a number of papers.

Mr Harris: I might need to provide some advice to the committee. While we will look at distributed take-up rates into a subregional option, the contractor payment arrangements will be quite complex to try to structure that way, as I am advised, and it may not be practical. If we can say, 'Yes, we will provide take-up rates', and we will need to give you what we can do, but as you would appreciate, the contractors are often PO Box X or that sort of thing.

Senator McKENZIE: Or located in one space and operating in another?

Mr Harris: Yes.

Ms O'Loughlin: It would be very complicated for us because we would have to match up every single installation against every single area and then total those costs. That is not something that we could do automatically or easily.

Mr Harris: Resourcing for this program is dedicated to delivering. As you know, we are coming into a period where we are going to do a large number together, so I would be concerned about the diversion of resources if we have to do a major exercise for data development. We will try. This is not a rejection. It is just a question of trying, but if it looks like it is hideously complicated then we are going to have to come back and tell you that it is hideously complicated.

Answer:

The Department collects payment information (by contractor) for each of the regions in which the scheme has been rolled out to date. The Department does not collect payment data by electorate. Identification of invoice data for each electorate across all switchover areas to date would require diversion of considerable departmental resources.

In any case, there is no 'average' for payments made to contractors. Payments are made specific to each installation (i.e. ranging from a set-top box only installation through to a full satellite service) based on evidence provided by the contractor.

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Question No: 222, 224

Program No. 1.3

Hansard Ref: Page 65 (24/05/2012) and In Writing

222 Topic: Licence fees

Senator Birmingham asked:

Senator BIRMINGHAM: Last point from me on this—what is built into the forward estimates? Is there a contingency hidden that I cannot see in this regard or is it in fact built into the forward estimates?

Senator Conroy: No. The government have had to make individual decisions each time, as we have waited for the Convergence Review report. I do not think there is—

Mr Harris: It is a matter better left to the minister of finance than us, anyway. We do not get told what they have—

Senator Conroy: If it is in the Convergence Review, they have not told us. We are unaware.

Senator BIRMINGHAM: Perhaps you could take on notice for me if there was anything you can add to that.

Senator Conroy: Yes, fair enough. I would not want to mislead you or give you confusing advice.

224 Topic: Licence fees

Senator Birmingham asked:

- a. Will the Government envisage an extension to the licence fee rebate beyond 2012-13?
- b. Has this been budgeted?
- c. Does this mean that as of 1st July free-to-air broadcasters will be paying the full 9% of annual gross revenues?
- d. What is the Government's expectation for the future of licence fees?
- e. What certainty for bidders of the digital dividend spectrum is there in regards to their obligations as holders of this spectrum? What obligations will there be regarding Australian content and will these matter be made clear before the auction?

222 Answer:

The Government is considering the future arrangements for licence fees for commercial television broadcasting licensees in the context of its response to the Convergence Review. The Department understands that no additional rebates to television licence fees payable by commercial television broadcasting licensees have been provided in 2012-2013, or any subsequent years, and there is no contingency within the forward estimates for any such rebates.

224 Answer:

Please refer to the response to Question on Notice No. 222 for a response to a, b and d.

c. As no licence fee rebate has been granted to commercial broadcasters for the 2012-2013 financial year, the regular level of licence fees will apply to this period. This means that licence fees will be levied as a sliding percentage of gross earnings, starting at up to 3.5 per cent for earnings up to \$5 million and rising to a maximum of 9 per cent for earnings greater than \$75 million. Licence fees are paid in the following financial year, no later than 31 December. This means that broadcasters will pay their 2012-13 licence fees in the second half of 2013.

e. On 19 June 2012, the Government announced that the auction of spectrum delivering the 'digital dividend' will occur in April 2013. The auction includes spectrum in both the 700 MHz (digital dividend) and 2.5 GHz bands. It is anticipated that the spectrum will be used to provide next generation mobile broadband services. To the extent that the successful bidders in the digital dividend auction do not provide broadcasting services, they will not be subject to the broadcasting regulatory regime, including Australian content obligations.

The Australian Communications and Media Authority (ACMA) is responsible for the auction process. The ACMA is working to ensure that bidders in the digital dividend auction will have certainty regarding their obligations as holders of the spectrum in advance of the auction taking place. The ACMA will develop a comprehensive Applicant Information Pack for the auction, which will include Marketing Plans for each band that include the conditions applying to spectrum licences that will be issued after the digital dividend auction. Initial consultation on the draft Marketing Plans was undertaken by the Australian Communications and Media Authority (ACMA) from 11 April – 14 May 2012. The ACMA has announced that a second round of consultation will take place in the third quarter of 2012. According to the indicative timetable for the auction published by the ACMA, the Applicant Information Pack, including the Marketing Plans, will be made available approximately four months prior to the auction commencing.

Further information regarding the digital dividend auction can be found at <http://engage.acma.gov.au/digitaldividend/>.

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Question No: 223

Program No. 1.3

Hansard Ref: In Writing

Topic: Household Assistance Scheme (HAS)

Senator Birmingham asked:

- a. Please detail how many occasions and by which region contractors have had to make return visits to Houses.
- b. What is the total cost of invoices received and invoices paid by the Department to contractors to date?
- c. What is the value of invoices received and paid for terrestrial STB's versus satellite STB's to date?

Answer:

- a. A return visit is due to a customer not being home, or their authorised agent being unavailable, at the time of the scheduled appointment; inclement weather where an installation would be difficult or dangerous to complete; the customer not providing an appropriate workspace for the installer; or a return visit to install satellite receiving equipment following the customer's application being approved by the VAST (Viewer Access Satellite Television) Administrator. A return visit does not indicate an incorrect installation or a faulty set-top box.

Of the 104,339 installations in Mildura, Regional South Australia, Regional Victoria, Regional Queensland and Regional Southern New South Wales, there have been 7,190 installations requiring a return visit.

- b. As at 31 May 2012 the total amount invoiced and paid to contractors is \$24.2 million GST exclusive. Additionally, the Department has received seven invoices totalling \$1.3 million GST exclusive that are subject to internal quality assurance checks and have not been paid at 31 May 2012.
- c. As at 31 May 2012, \$2.344 million (GST exclusive) has been paid for terrestrial set-top boxes and \$0.561 million (GST exclusive) for satellite set-top boxes across regional Queensland and regional Southern New South Wales.

The total value of terrestrial and satellite STBs for previous regions (Mildura, regional South Australia and regional Victoria) are not separately identifiable due to the reporting requirements in those regions.

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Question No: 225

Program No. Program 1.3

Hansard Ref: In Writing

Topic: Real Time Audio Description

Senator Fifield asked:

Minister Conroy indicated in his press release on 22 February 2012, the trial will begin in August 2012, however the government response to the final report on Media Access indicated the technical trial was originally scheduled for 2011.

- a. Why has there been a delay to the commencement of the trial?
- b. On what date was the trial originally scheduled to commence?
- c. Have there been any additional costs incurred as a result of the delay in the trial?
- d. What date will the trial commence?
- e. Is there a change to the schedule of the trial as set out by the Ministers' Press Release? For how long will the trial be conducted?

Answer:

- a. There has not been a delay to the commencement of the technical trial of audio description as, prior to the Minister's media release of 22 February 2012, the government had not committed to a commencement date. The Minister's media release indicated that the trial would commence mid-year. Funding for the trial was provided in the 2012 Budget.
- b. Please refer to the answer for question a.
- c. Please refer to the answer for question a.
- d. While some aspects of the technical trial have already commenced, the ABC has advised that the public broadcast component will commence in August 2012. The commencement date for that component will be announced shortly.
- e. No. The public broadcast component of the trial will be conducted over a period of 13 weeks. The ABC will provide the government with a report of trial in the second half of 2012.