

Answers to questions taken on notice

Credit and Investments Ombudsman Limited

Mr Raj Venga, Chief Executive Officer & Ombudsman

Question:

Mr Venga: No, it's not media. We have provided submissions. This is the fourth one so far. What we consider are the shortcomings of AFCA are all there. There's no reason why the transition team can't look at it and say, 'Can we fix this? Can we do this, can we do that?' It's all possible. It's all there. But I can't say these things when I'm in there, because I can't criticise it if they don't follow suit. You can't have it both ways.

Senator PATERSON: It's not the cabinet. You can have a different view to other members of the panel.

Mr Venga: I think it would be very hard. Most of these panels are under Chatham house rules and all of that to make sure that it's efficient and things like that. I wouldn't want to breach any sort of undertakings.

Senator PATERSON: Have you engaged a lobby group to represent you?

Mr Venga: Yes, I have.

Senator PATERSON: When did that engagement commence?

Mr Venga: I couldn't tell you exactly. It was last year.

Senator PATERSON: You can take that on notice if you like.

Mr Venga: Yes.

Answer:

CIO engaged the services of a government relations advisory firm in May 2016.

Question:

Senator PATERSON: I have one final quick question on that issue, because the chair wants to move the call to other senators, and that's fair enough; I've had a fair go. You are concerned about, I guess, the behaviour of a monopolist. I think even the previous witness said they pay themselves higher salaries and hire more staff. You might need to do this on notice, but can you provide the staff and staffing costs of the CIO including your remuneration package to the committee, please.

Answer:

Total CIO staff salaries (including super) is approximately \$8m.