

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Supplementary Budget Estimates Hearings November 2016**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 168**

**NBN Co Limited**

**Hansard Ref: Page 20-21, 25/11/2016**

**Topic: Medical alarm subsidy Scheme-envelope**

**Senator Dastyari, Sam asked:**

**Senator DASTYARI:** In July of this year, NBN Co established a medical alarm subsidy scheme to assist with the migration of services to the NBN—is that correct?

**Mr Morrow:** That is correct.

**Senator DASTYARI:** Is that what you were writing to these—

**Mr Morrow:** No, that was a different matter. The letter that you are referring to that we will get you a copy of, assuming that there are no issues for us or that it might fall into the non-disclosure category, was different. That was just a reminder. This medical alarm scheme was just, more broadly, about how this works—how over the top layers work, how our retailers and of course the portion that NBN Co steps in and fills in works. This was in consultation with policy with the government but something that is important for everybody and involves the entire industry.

**Senator DASTYARI:** I will come to that consultation in a moment. Where is information about the subsidy scheme available? Is that available on the website?

**Mr Morrow:** I believe there is information on the website. We will check for you.

**Senator DASTYARI:** What is the estimated level of subsidy per eligible user?

**Mr Rue:** We will have to take that away.

**Senator DASTYARI:** Okay. But you have done calculations on that obviously. How big is the envelope for the scheme?

**Mr Rue:** Again, we will take that on notice. I do not have it here. I will see if I can get it.

**Answer:**

The estimated total cost of the subsidy scheme inclusive of contracted services, project and contract management, quality assurance and audit, and other associated overheads is expected to be approximately \$100m at rollout completion.

The underlying per-user subsidies is commercial-in-confidence between nbn, its contractors and the monitored medical alarm industry. Releasing it would be prejudicial to ongoing and future commercial negotiation. The subsidies are paid to alarm providers, not end users, for provision of new monitored alarms for end users that do not rely solely on a fixed line connection.

As monitored medical alarm providers liaise closely with their end users, specific details of the Medical Alarm Subsidy Scheme are not published on nbn's website. It is not necessary for eligible end users to apply for the scheme; access to the scheme will be offered to them by their existing alarm provider on a proactive basis.