

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2012
Broadband, Communications and the Digital Economy Portfolio
Australian Communications and Media Authority

Question No: 153

Program No. ACMA

Hansard Ref: Pages 98 – 99 (14/02/2012)

Topic: Safe Internet Day

Senator Bilyk asked:

Senator BILYK: I would like to ask about Safer Internet Day, which was held on 7 February. What role did the ACMA play in the event and how does that link with your Cybersmart program?

Mr Chapman: I might ask Ms Wright to answer your question directly about Safer Internet Day because it was by any measure an outrageous success and it is building year to year. Ms Wright can tease out a little more the breadth of what we are doing as represented by Safer Internet Day.

Ms Wright: Thank you, Senator, for your interest in this area and for the leadership role you play as chair of the Joint Select Committee on Cyber-Safety.

CHAIR: You will definitely go places!

Ms Wright: I am pleased to speak about our participation in Safer Internet Day—

Senator BILYK: It is a very important issue.

Ms Wright: the successful annual and international event, and place it in the context of our range of cyberprogram initiatives. Safer Internet Day is now celebrated in over 70 countries worldwide and on every continent except Antarctica. It promotes safer and more responsible use of online technology and mobile phones, especially among children and young people across the world. Here in Australia our cybersmart program is the contact point and coordinate for all Australian Safer Internet Day activities. ... Our Cybersmart—

CHAIR: This is a very, very lengthy response. The senator has got five minutes. You have run over by one minute already, and I am going to have to move on. So you may have to put the rest of your answer on—

Ms Wright: Thank you because we did so many things, so obviously it is more than we have time for today.

Answer:

Safer Internet Day (SID) is an annual international Day of Action promoting online safety to families and young people, marked by over 70 countries world-wide. The ACMA's Cybersmart program leads SID activities in Australia. This year, SID took place on 7 February, with the theme 'Connecting Generations and Educating Each Other'.

The Day is an important part of the Cybersmart program, allowing the ACMA to engage schools, families and other stakeholders with internet safety messages at the start of the school year. User statistics for Cybersmart programs both on the Day itself and throughout the month of February were at record levels, indicating successful engagement with target audiences.

Over 8,900 students from throughout Australia took part in Cybersmart online activities on the Day:

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- Over 1900 students engaged in the online interactive games *Cybersmart Hero*, an anti-cyberbullying activity, and *Cybersmart Networking*, teaching safe social networking.
- Another 7000 students participated in online Internet Safety Awareness presentations, which were streamed live to schools throughout New South Wales, Victoria, South Australia and Queensland.

To mark the Day, other schools showed *Tagged*, the new Cybersmart DVD resource for teenagers dealing with cyberbullying, sexting and digital reputation.

The Cybersmart website had 6,600 unique visitors and over 65,000 page views on the day, the highest daily visitor rate achieved to date. High visitor rates continued throughout February, with 137,000 visits and 99,000 unique visitors to the site, representing the highest monthly usage figure for the site since launch.

In line with SID's theme 'Connecting Generations and Educating Each Other', the ACMA provided new content on the Cybersmart site for grandparents, encouraging this audience to think and talk about online safety with their children and grandchildren. Grandparents comprise a diverse audience who have not previously been targeted with cybersafety information in Australia or internationally, and this material is an important first step in addressing the information needs of this audience.

The ACMA also produced videos, blogs, and social media content to mark the Day. The video content, which presented the view of a family, teacher and librarian, was particularly popular.

There was a strong degree of media interest in the Day, with almost 150 radio stations picking up SID content, and online coverage through social media channels.

Finally, our engagement with partner organisations in the lead-up to the Day generated strong levels of participation. Supporters included industry and community organisations, members of the Government's Consultative Working Group on Cybersafety, schools throughout Australia, and State Education and Police. The diverse range of partner support included Norton Anti-Virus launching sponsorship of a V8 supercar, in conjunction with promoting online safety messages, at a public event in Parramatta. Other partners issued media releases or social media, held forums on internet safety, and linked to our SID content.

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Program No. ACMA

Hansard Ref: Page 100 (14/02/2012)

Topic: Spectrum in 2017

Senator Birmingham asked:

Senator BIRMINGHAM: But for the spectrum to be dealt with in 2017, that will not be realised in a budgetary sense or payment until 2017, I am assuming, or the year or two before that.

Senator Conroy: I think that the department might be able to give you more guidance on the actual timing of receipts, Senator Birmingham.

Senator BIRMINGHAM: Perhaps on notice, Mr Tanner can provide his part of the answer, thank you. I have a quick question in relation to the review of live hosted radio programs, that was undertaken a little while ago by the ACMA. Have the commercial radio codes been adjusted subsequent to that review to reflect the findings of the ACMA and the actions requested?

Answer:

In relation to questions on Spectrum, these should be addressed to the Department of Broadband, Communications and the Digital Economy.

In relation to the query concerning live hosted program, Ms McNeill provided a verbal response on page 145:

‘The short answer to your question is yes, the codes have been modified following that review.’

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Question No: 155

Program No. ACMA

Hansard Ref: Page 101 (14/02/2012)

Topic: Funding for *Connect.ed*

Senator McKenzie asked:

Senator McKENZIE: Thank you for the clarification, Minister! I don't mind who answers: how much funding does the government currently allocate to the *Connect.ed* program?

Ms Wright: I cannot comment specifically in relation to *Connect.ed* because it is one of a suite of programs that we have. But I can tell you that it is one of a current range of initiatives of comprehensive information resources designed to meet the needs of children, parents, carers, teachers and library staff. It would include that amongst many other programs. In the year 2009-10 we received an additional \$21 million over five years as part of the government's overall safety initiative.

Senator McKENZIE: And *Connect.ed* encapsulates one of many—?

Ms Wright: Yes.

Senator McKENZIE: Could you take it on notice to break that down—have a look at the budget line items?

Answer:

- *Connect.ed* was launched by the ACMA's Cybersmart program in May 2011. It is an online professional development program designed to complement and build on the face to face professional development workshops for teachers. Consisting of four modules, this accredited program assists all teachers, in particular teachers in remote areas of Australia, including casual teachers and librarians to develop their knowledge and skills to help students stay safe online.
- The costs for the e-learning platform and content totalled approximately \$181 000. So that teachers can register to do *Connect.ed* at any time a booking system was developed. The cost for this component of the booking system totalled approximately \$73 000.
- Annual hosting and maintenance costs are \$30 000.

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Question No: 156

Program No. ACMA

Hansard Ref: In Writing

Topic: Al Manar

Senator Birmingham asked:

What progress is being made in ensuring al manar cannot broadcast into Australia?

Answer:

The ACMA is not taking steps directed to ensuring Al Manar cannot broadcast into Australia.

The Al Manar service is an open narrowcasting television service regulated in Australia in accordance with the:

- a. *Broadcasting Services Act 1992* (the Act);
- b. Open Narrowcast Television Codes of Practice 2009; and
- c. Broadcasting Services (Anti-terrorism Requirements for Open Narrowcasting Television Services) Standard 2011.

The Al Manar Television service originates from Lebanon and is transmitted into the Asia-Pacific region by an Indonesian owned and operated satellite. The service is received in Australia on a fortuitous basis only.

The ACMA has no outstanding complaints against the Al Manar television service.

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Question No: 157

Program No. ACMA

Hansard Ref: In Writing

Topic: Racism complaints

Senator Birmingham asked:

When considering complaints about racism and/or anti-Semitism, does ACMA consult with an expert on racism and/or anti-Semitism? If not, why not?

Answer

- The ACMA does not routinely consult experts in relation to broadcasting investigations. Although, the ACMA may obtain information, relevant to its broadcasting content functions, as it sees fit. (Section 168 of the BSA – see background)
- In assessing the compliance of content with relevant provisions, a key starting point for the ACMA is the ‘*ordinary reasonable viewer or listener*’ test: what the average person would have taken away from or understood from particular content or program material.
- The ordinary reasonable listener/viewer has been described by the Australian Courts to be:
A person of fair average intelligence, who is neither perverse, nor morbid or suspicious of mind, nor avid for scandal. That person does not live in an ivory tower, but can and does read between the lines in the light of that person’s general knowledge and experience of worldly affairs.
- Once the ACMA has determined what the material has conveyed to the ordinary reasonable listener/viewer the ACMA then determines whether a code has been breached, applying relevant instruments such as industry codes of practice.
- The ACMA may gather information from a range of sources. In determining where a breach of the Codes has occurred, the ACMA considers the Code provisions, relevant guidelines, any court or tribunal decisions on equivalent legislation, and any other relevant considerations.
- The ACMA may draw on both qualitative and quantitative research that the ACMA or other accredited experts have conducted.
- The ACMA is not limited to a consideration of material made available through an investigation in relation to the matter, but can and does take into account such other matters as it considers relevant, including the knowledge and experience of the Members (Section 169 of the BSA – see background).

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Background

Broadcasting Services Act 1992

Section 168

- (1) In informing itself on any matter relevant to its broadcasting, content and datacasting functions:
- (a) may consult with such persons, bodies and groups as it thinks fit, and may form consultative committees for that purpose; and
 - (b) may conduct investigations and hold hearings; and
 - (c) may otherwise inform itself in any manner it thinks fit.

Section 169

Decision-making by the ACMA not limited to matters discovered by investigation or hearing

In making a decision on any matter relating to the functions referred to in subsection 168(1), the ACMA is not limited to a consideration of material made available through an investigation or hearing conducted in relation to the matter, but may take into account such other matters as it considers relevant, including the knowledge and experience of the members.

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Question No: 158

Program No. ACMA

Hansard Ref: In Writing

Topic: Digital Switch

Senator Birmingham asked:

- a. What conditions are placed or must be met for licence and approvals to be granted for the establishment or upgrade to digital self-help transmission facilities?
- b. Do all channels available on VAST need to be retransmitted? Is it possible to retransmit HD channels in Mpeg4 format via a self-help facility to avoid transcoding Mpeg2?

Answer:

- a. The ACMA has set out in published guidelines the matters it will take into consideration when authorising digital self-help retransmission services that retransmit the VAST satellite service. The guidelines do not limit the matters the ACMA may take into consideration and all proposals from self-help providers will be assessed on their merits. The matters included in the guidelines are concerned with whether the self-help retransmission service provider will be providing substantially the same service as the 'source' broadcaster. This includes consideration of whether the full suite of commercial and national digital television services will be available to viewers and whether the coverage of the digital retransmission service will be largely equivalent to the analog television service it replaces. The guidelines also include consideration of whether captioning, EPGs, and classification information and other data necessary for the effective functioning of a parental lock in digital receivers are to be provided. Additionally, the ACMA will consider whether services will be transmitted using the MPEG-2 compression format at the DVB-T standard.

The ACMA will also impose conditions on apparatus licences issued for self-help television retransmission services. These licence conditions again reflect the intention that the retransmission services will be substantially the same as broadcaster-provided services. These conditions require:

- > services to be transmitted using the MPEG-2 compression format at the DVB-T standard
- > services to be provided in the same definition (for example, HD or SD) as the source service
- > that an EPG is available
- > that service information include the following:
 - > program classification information
 - > Now/Next
 - > logical channel numbering (in accordance with the applicable standard or operating practice)
 - > Time and Date Table and Time Offset Table.

Self-help retransmission service providers will also be required to acknowledge two significant areas of potential risk. The first relates to the possible need for self-help providers to change channel allocations if required under the restack process. Restack is the process of moving

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digital television services from the digital dividend band to non-dividend spectrum to free up spectrum for new services. The second potential risk relates to the use of professional decoders to receive VAST to feed terrestrial retransmission sites. These decoders may not automatically respond to changes made to the satellite platform that affect VAST. Consequently, any such changes could have a significant impact on the retransmission services, in terms of both time and cost for the self-help provider. The ACMA will also expect self-help providers to acknowledge that they understand this risk and that they may be required to respond to changes made to the VAST satellite platform at their own expense.

- b. When considering applications from self-help providers, the ACMA will take into account whether the viewer experience from the digital television retransmitted services will be substantially the same as from a broadcaster-provider service. Essentially, this entails self-help providers retransmitting all commercial and national digital television services that are not otherwise provided to the viewer terrestrially. For example, where broadcasters are not providing any digital television services terrestrially in a location, the self help provider would be expected to retransmit the full suite of available services. Where broadcasters are providing one or more, but not all, digital television services in a location, the self-help provider would only be required to provide the 'missing' services (e.g. if all the services from three commercial networks and the ABC are already available terrestrially in the area, the self-help provider would only need to retransmit the 'missing' SBS service, although requests to provide additional services would be considered on a case-by-case basis.)

It is technically possible to retransmit HD channels in MPEG-4 compression format. However, the guidelines and the conditions on apparatus licences require all retransmitted services to be transmitted using the MPEG-2 compression format. While both MPEG-4 and MPEG-2 receivers are available in the Australian market and compatible with the MPEG-2 format, MPEG-2 receivers are not compatible with MPEG-4. Providing services in MPEG-2 will ensure that they can be received by all digital receivers.

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Question No: 159

Program No. ACMA

Hansard Ref: In Writing

Topic: Spectrum

Senator Birmingham asked:

- a. How were pricing of spectrum in the 800 megahertz band due for renewal set? Is the current estimated return to Government less than previous estimates of the value of this spectrum?
- b. How have estimates of values of spectrum to be auctioned been determined? Has setting limits on the amount of spectrum one organisation can purchase reduced the expected sale price?

Answer:

- a. The Australian Communications and Media Authority (ACMA) was not involved in the pricing setting process for the 800 MHz spectrum band and has sought advice from the Department of Broadband, Communications and the Digital Economy. The Department has advised the ACMA that the price was set by the Minister for Broadband, Communications and the Digital Economy informed by independent expert advice on the value of the spectrum and through public consultation.

A public consultation was conducted, during December 2011 and January 2012, on a draft price for the 800 MHz band of \$1.46/MHz/pop, which incorporated a 50 per cent premium for certainty of renewal. Following the public consultation and consideration of submissions, the Minister issued a direction to the ACMA (*Radiocommunications (Spectrum Access Charges) Direction 2012*) on 10 February 2012. The Direction set the price for the 800 MHz band at \$1.23/MHz/pop, which incorporates a 27 per cent premium for certainty of renewal. Both the draft and final prices fall within the range recommended by the independent expert valuation.

Questions on projected revenues should be directed to the Department of Finance and Deregulation.

- b. While the ACMA understands the 700 MHz (digital dividend) and 2.5 GHz spectrum to be auctioned is likely to be of significant value to prospective bidders, it does not have a firm expectation about the spectrum's dollar value. The ACMA is focussed on conducting a fair and competitive auction process that will successfully identify the spectrum's value to the market, and ensure an appropriate return to the public.

The ACMA will consider the value of 700 MHz and 2.5 GHz bands in the context of setting reserve prices for the upcoming auction. In setting the reserve prices, the ACMA will consider a range of factors, including:

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1. results from previous auctions for similar spectrum internationally and in Australia
2. which parties might participate in the auction
3. the expected value of obtaining lots in the auction to those potential bidders
4. demand predictions for mobile communications services and the spectrum over the period leading up to the auction
5. the broader external environment, for example, the global financial situation.

The ACMA will be considering these factors during 2012, with a view to setting reserve prices during the period leading up to the auction's commencement.

The Minister for Broadband, Communication and the Digital Economy has directed the ACMA to impose limits on the amount of spectrum any single participant can purchase in the digital dividend auction. The Minister advised the ACMA that the purpose of the limits is to prevent a single participant from monopolising the spectrum at the expense of competition and outcomes for consumers.

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Question No: 160

Program No. ACMA

Hansard Ref: In Writing

Topic: ACMA bias investigations

Senator Birmingham asked:

- a. In reference to the ACMA's finding of bias in its investigation of ABC's 891's Matthew Abraham and David Bevan in relation to their April 2011 interview with then South Australian Deputy Premier Kevin Foley, what appeal options does the ABC or the presenters involved have?
- b. What, if any, action does the ACMA expect the ABC to take in response to this finding?
- c. How does the ACMA determine bias in such investigations?
- d. What was found to be biased, as opposed to simply confronting or challenging?

Answer:

- a. The ABC and the presenters can each seek review of the ACMA's decision to make breach findings, under the *Administrative Decisions (Judicial Review) Act 1977* Cth.
- b. This remains under discussion with the ABC.
- c. and d. Clause 3.4 of the *ABC Code of Practice 2007*, required content to 'be impartial'.

The ACMA's general approach to such investigations is set out at pages 3-4 of Investigation Report 2582, which is available on the ACMA website at http://www.acma.gov.au/WEB/STANDARD/pc=PC_310275.

The findings specific to that investigation and the reasons for those findings are set out at pages 7-15 of Investigation Report 2582, which is available on the ACMA website at http://www.acma.gov.au/WEB/STANDARD/pc=PC_310275.

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Question No: 161

Program No. ACMA

Hansard Ref: In Writing

Topic: Wireless Audio & Digital Dividend Restack

Senator Birmingham asked:

- a. According to written public submissions from device vendors, in recent years more than 30,000 wireless audio products have been supplied each year to Australian users – including schools, universities, churches, broadcasters, performing arts groups, the convention industry and so on. Given the lifespan of these devices, how many of these devices does the Department believe are currently in use?
- b. According to written public submissions from device vendors, over 80 per cent of these units have a tuning range within in the 694-820 Mhz space which will be affected by the Digital Dividend restack. How many of these devices does the Department currently believe are in use are likely to be non-compliant or redundant because of spectrum re-allocation?
- c. What is this Government’s plan to communicate with the owners of this equipment, and ensure they understand the equipment they own is a “wireless audio device” subject to an LIPD Class License?
- d. What is this Government’s plan to facilitate owners of this equipment in working out what the spectrum use and “tenability” of the device they own is?
- e. Does the Department have any modelling on what percentage of non-compliant devices they expect will be used after the cut-off date?
- f. What enforcement actions are available to ACMA to prosecute churches, schools, individuals, and small businesses who continue to use unlicensed devices after the cut off date?
- g. Does the government believe that there will be sufficient compliant wireless equipment in the global supply chain to meet Australian demand once there is a certain regulatory environment?
- h. How does the Government envisage these devices will be replaced? Will owners be compensated?
- i. When will the revised regulatory environment be finalised to allow manufacturers to design compliant equipment and insert that into their respective manufacturing timetables?
- j. How many jobs have already been lost because of lack of certain regulatory environment for wireless audio devices?

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- k. How much investment has been delayed or cancelled because of lack of certain regulatory environment for wireless audio devices?

Answer:

- a. No estimate on the number of devices in use can be reliably made by ACMA based on the information available. The lifespan of devices varies considerably based on the quality of the equipment, and the needs of the diverse range of users.
- b. The restack planning processes and planning for the use of the digital dividend are in progress. The frequencies that will be used or available for use by wireless audio devices following restack/digital dividend planning have not been finalised. Until the planning has been finalised the number of non-compliant or redundant devices cannot be quantified.
- c. Any changes to the LIPD class licence proposed by the ACMA must be released for public consultation before they are implemented. The ACMA also publishes information on issues affecting the operation of wireless audio devices on its website.

In addition, the ACMA is aware that an industry group the Australian Wireless Audio Group (AWAG) are developing a plan aimed at educating users and assisting them in the changeover process. AWAG have been in contact with the Department of Broadband, Communications and the Digital Economy and the ACMA regarding their work on this plan and believe that the industry is well placed to undertake this work.

- d. See the previous answer to Question (c) above.
- e. See answer to Question (b) above.
- f. The ACMA provides interference resolution services on a complaints basis: complaints are the primary mechanism by which the ACMA becomes aware of the operation of unlicensed radiocommunications devices. Where the ACMA becomes aware of unlicensed operation, it adopts a graduated risk-based approach to compliance and enforcement. The approach recognises the importance of co-regulation and engaging with the regulated community to obtain to the greatest extent possible, voluntary compliance. A graduated risk-based approach provides mechanisms for the ACMA to take compliance and enforcement action that is appropriate to the particular facts of each case. Overall, the ACMA's approach to compliance and enforcement is to take action that is commensurate with the seriousness of the conduct, which includes consideration of the consequences of the conduct and any detriment and damage caused. Where the ACMA becomes aware of the unlicensed operation of radiocommunications devices, the compliance and enforcement options available to it include:
- Provision of information;
 - Letters of advice;
 - Warning notices;
 - Infringement notices;
 - Enforceable undertakings; and

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- Criminal prosecution.
- g. It is the ACMA's usual practice to communicate upcoming changes to licensing arrangements well in advance of anticipated variations, so that manufacturers are able to provide equipment in good time for new arrangements to come into effect.

Once the restack planning process is complete, it is expected that the Department of Broadband, Communications and the Digital Economy will meet with equipment manufacturers to discuss the availability of wireless audio devices compliant with anticipated variations to the *Radiocommunications Class Licence (Low Interference Potential Devices) 2000* (the 'LIPD class licence').

- h. Users of the devices will be responsible for replacement of their own equipment. The issue of compensation is not part of the responsibilities of the ACMA and is an issue best directed to Department of Broadband, Communications and the Digital Economy.
- i. As indicated in Question (b) above restack planning processes and planning for the use of the digital dividend are underway. Throughout 2012 and 2013, the ACMA will be making several updates to the LIPD (Low Interference Potential Devices) class licence, under which users of wireless audio devices are authorised to operate. In addition, information regarding the finalisation of restack planning will become progressively available. These updates will progressively provide more certainty to users around the frequencies and technical restrictions under which devices will be required to operate in the future.
- j. The ACMA is unable to provide any comment on this issue.
- k. The ACMA is unable to provide any comment on this issue.

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Question No: 162

Program No. ACMA

Hansard Ref: In Writing

Topic: Cyber Safety

Senator McKenzie asked:

1. Could the ACMA please provide a breakdown of Department and Administered funding for Cyber Safety Activities from May 2008 to present.
2. Could the ACMA provide a breakdown of the number of people who administer cyber-safety and security at ACMA. Please break this down into APS classification level?

Answer:

The ACMA undertakes a range of activities relating to cyber-safety and security, these being the highly successful Cybersafety Outreach Program of school presentations with supporting teaching materials and interactive online programs for school-aged children. The ACMA also administers the Australian Internet Security Initiative and the online content co-regulatory scheme.

Departmental Funding:

2007-08	2008-09	2009-10	2010-11	2011-12
\$ -	\$6.701m	\$7.528m	\$8.206m	\$8.369m

Administered Funding: Nil

ACMA staff administering cyber-safety and security activities

APS classification level	Number of staff
SES2	0.2
SES1	1
EL2	4.4
EL1	20.3
APS6	9.3
APS5	-
APS4	1
TOTAL	36.2

NOTE: The ACMA also employs a total of 5.5 trainers on a contract basis for the delivery of Cybersmart Outreach presentations to schools.

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Question No: 163

Program No. ACMA

Hansard Ref: In Writing

Topic: Cyber Safety

Senator McKenzie asked:

Website (Cybersmart.gov.au)

- a. How many people administer the new website?
- b. How many hits does the cyber safety website receive? Please provide month-month figures and unique visitors.

Answer:

- a. There are currently three staff responsible for the administration of the Cybersmart website. The staff breakdown is as follows:
 1. Senior Advisor - EL1
 2. Online Systems Advisor – EL1
 3. Project Officer – APS 6
- b. Table 1 provides month by month analytics for the Cybersmart website, including associated educational resource sub-sites under the Cybersmart domain such as Tagged and Cybernetrix, from launch on 1 July 2009 to 29 February 2012.

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Table 1 – Cybersmart.gov.au analytics comparative - 1 July 2009 to 29 February 2012

	Visitors			Unique Visitors			Page Views		
	2009 - 10	2010 - 11	2011 - 12	2009 - 10	2010 - 11	2011 - 12	2009 - 10	2010 - 11	2011 - 12
July	19,105	39,404	50,797	14,068	28,432	35,054	214,758	420,404	441,001
August	31,902	58,663	90,971	24,697	41,249	62,538	310,608	620,618	718,047
September	37,223	51,580	73,958	28,110	36,548	53,343	350,275	488,032	585,526
October	31,144	54,479	62,798	23,877	37,732	44,958	297,602	568,448	530,873
November	29,286	51,865	65,934	21,900	36,597	48,711	317,434	504,214	505,410
December	15,146	20,711	33,804	11,656	15,146	27,346	130,793	168,170	175,361
January	15,346	19,140	27,091	12,292	13,513	20,167	106,944	126,548	160,009
February	41,349	93,034	129,273	31,571	64,800	93,499	384,631	795,686	937,757
March	40,136	103,163		28,676	68,577		383,346	896,050	
April	30,091	46,904		21,616	32,779		308,463	387,184	
May	54,171	77,534		38,564	53,437		539,419	655,578	
June	53,482	71,602		38,723	48,379		542,949	570,920	
TOTAL	398,381	688,079	534,626 (YTD)	275,383	434,793	360,900 (YTD)	3,887,222	6,201,852	4,053,984 (YTD)

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Question No: 164

Program No. ACMA

Hansard Ref: In Writing

Topic: Joint Select Committee on Cyber-Safety Interim Report Wire Act

Senator McKenzie asked:

- a. In relation to recommendation 15, what contact has ACMA had with DBCDE and the Department of Education with respect to the above recommendation?
- b. Has any funding been allocated to the expansion of this program?
- c. How much funding does the Government currently allocate to the Connect.ed program?
- d. When does this funding expire?
- e. In relation to recommendation 16, has ACMA been in contact with DBCDE or the Department of Education to discuss funding levels?
- f. How has demand for the programme changed since its inception?
- g. In relation to recommendation 17, has ACMA progressed discussions with the Department of Education to update the National Professional Standards for Teachers as identified above?
- h. When will ACMA be meeting with the Department of Education?
- i. Has ACMA undertaken any work to further the recommendation 24?

Answer:

The relevant recommendations from the Joint Standing Committee on Cybersafety referred to above are set out below for ease of reference:

Recommendation 15

That the Minister for School Education, Early Childhood and Youth and the Minister for Broadband, Communications and the Digital Economy consider extending the Australian Communications and Media Authority's Connect-ED program and other training programs to non-administration staff in Australian schools including school librarians, chaplains and counsellors.

Recommendation 16

That the Minister for Tertiary Education, Skills, Jobs and Workplace Relations and the Minister for Broadband, Communications and the Digital Economy work together to ensure that sufficient

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funding is available to ensure the Australian Communications and Media Authority can provide the necessary training for professional development of Australian teachers.

Recommendation 17

That the Minister for Tertiary Education, Skills, Jobs and Workplace Relations and the Minister for Broadband, Communications and the Digital Economy encourage all Australian universities providing teacher training courses to ensure that cyber-safety material is incorporated in the core units in their curriculums.

Recommendation 24

That the Australian Communications and Media Authority facilitate the development of and promote online self assessment tools to enable young people, parents/carers and teachers to assess their level of awareness and understanding of cyber-safety issues.

- a. The Australian Communications and Media Authority has had a number of discussions with the Department of Broadband Communications and the Digital Economy and the Department of Education, Employment and Workplace Relations regarding Recommendation 15. The *Connect.ed* program model could be expanded to economically deliver a fifth module to address the particular needs and roles of non-administrative staff. An extension of the *Connect.ed* program would be in line with the principles of the National Safe Schools Framework, which encompasses the whole school community including non-teaching staff.
- b. *Connect.ed* is part of the Cybersmart program. At this stage no funding has been allocated to the expansion of the Cybersmart program. The allocation of additional funding to expand the Cybersmart program will be considered against competing priorities in the budget context.
- c. The cost for developing and maintaining *Connect.ed* is set out in the ACMA's response to question on notice 155.
- d. Funding for the ACMA's Cybersmart Outreach program which includes *Connect.ed* is ongoing.
- e. Preliminary discussions have occurred between the ACMA and DBCDE in relation to recommendation 16. The ACMA will continue to work collaboratively with other departments to facilitate professional development training for teachers given the growing demand and interest.
- f. Demand for the Outreach program continues to grow strongly. Since its national rollout in January 2009 the number of requests received for the program has increased by an average of 25% per year. Higher numbers are expected for 2012. With regard to audience participation, in 2009 a total of 72,394 students, parents, teachers and Pre-Service teachers attended an Outreach presentation. In 2010 this number increased substantially to 170,286 and 183,982 in 2011. We anticipate a further increase this year.

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- g. The ACMA is working closely with universities to raise awareness of the importance in incorporating cybersafety in their teacher training courses. In March this year the ACMA and the University of South Australia looked to define a curriculum progression for supporting their pre service teachers to be cybersmart. The ACMA is continuing to deliver its teacher training course across Australian universities on Cybersafety. The program consists of a lecture and tutorial for students in their final year of their education degree. To date over 75% of universities with a dedicated faculty or school of education have registered or completed the ACMA's program since it was launched nationally in January 2011.
- h. The ACMA, DBCDE and the Department of Education have been working collaboratively since the inception of Cybersmart and meet regularly at various forums including the Consultative Working Group on Cybersafety which last met on the 7th of March 2012. The ACMA has also worked closely with State and Territory Education Departments and teacher registration bodies to ensure its Cybersmart Outreach program is relevant and meeting the needs of the school community. The Outreach program's teacher professional development workshop has been endorsed or accredited by education bodies across Australia.
- i. The ACMA provides a number of targeted self assessment tools on its Cybersmart portal. At present the Cybersmart program has a number of self-assessment tools developed for parents, teachers and students. For example: the students' technology audit on the Schools' Gateway; the "How Cybersmart am I" quiz on Cybersmart kids and teens pages ; and the "Your child's online safety" quiz for parents. Consistent with recommendation 24, it is anticipated that these resources will be updated and added to over the next 12 months.

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Question No: 165

Program No. ACMA

Hansard Ref: In Writing

Topic: Contractors

Senator Humphries asked:

- a. How many contractors are currently employed in the department/agency?
- b. How many contractors have been under contract for a period of more than 2 years?
- c. How many contractors have been under contract for a period of more than 5 years?
- d. How many contractors have been under contract for a period of more than 10 years?
- e. Does the department/agency make a habit of employing contractors to fill positions on a permanent basis?

Answer:

- a. 43
- b. 2
- c. Nil
- d. Nil
- e. No

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Question No: 166

Program No. ACMA

Hansard Ref: In Writing

Topic: Efficiency Dividend

Senator Humphries asked:

- a. What is the effect of the efficiency dividend increase from 1.5 percent to 4 percent on the department/agency's budget bottom line during the financial years 2012/13, 13/14, 14/15?
- b. What percentage of the department/agency's budget is designated to staffing?
- c. What is the size of the department/agency's staffing establishment? Include figures for FTE, PT, casual, contractors and consultants.
- d. What specific strategies will the department/agency adopt to ensure continued operation within budget?
- e. Will or has consideration been made to reducing staffing compliment including contractors, and consultants?

Answer:

- a. The ACMA was not subjected to the increased efficiency dividend.
- b. 68%.
- c. FTE 568 (inclusive of 80 part time employees and 5 casual employees); Contractors 43; Consultants 19.
- d. The annual budget process prioritises activities across the ACMA to ensure continued operation within budget.
- e. Consideration regarding the staffing compliant is included in the annual budget prioritisation process.

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Question No: 167

Program No: ACMA

Hansard Ref: In Writing

Topic: Staffing

Senator Fisher asked:

- a. How many ongoing staff recruited this financial year to date and what classification are these staff?
- b. How many non-ongoing positions exist or have been created this financial year to date and what classification are these staff?
- c. This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?

Answer:

- a. There were 16 ongoing staff recruited in the financial year to 31 January 2012. Their classifications were:

Classification	No. of staff
APS3	-
APS4	2
APS5	1
APS6	6
EL1	7
EL2	-

- b. 15 non-ongoing positions were created in the financial year to 31 January 2012 with 37 non-ongoing positions existing at 31 January 2012. Their classifications were:

Classification	No. of non-ongoing positions created 1/7/11 – 31/1/12	No. of non-ongoing positions @ 31/1/12
APS1	3	3
APS2	-	3
APS3	-	-
APS4	2	5
APS5	3	8
APS6	4	6
EL1	3	7
EL2	-	3
SES1	-	1
SES2	-	1

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- c. The ACMA employed 15 employees on contract in the financial year to 31 January 2012. The average length of their non-ongoing contracts was 9 months.

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Question No: 168

Program No: ACMA

Hansard Ref: In Writing

Topic: Staffing

Senator Fisher asked:

- a. How many ongoing staff left in the year 2010-11 and what classification were these staff?
- b. How many non ongoing staff left in the year 2010-11 and what classification were these staff?

Answer:

- a. 69 ongoing staff left in the year 2010-11. Their classifications were:

Classification	No. of staff
APS3	2
APS4	6
APS5	8
APS6	19
EL1	23
EL2	8
SES1	1
SES2	2

- b. 25 non ongoing staff left in the year 2010-11. Their classifications were:

Classification	No. of staff
APS2	1
APS3	-
APS4	6
APS5	7
APS6	8
EL1	3
EL2	-

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Question No: 169

Program No. ACMA

Hansard Ref: In Writing

Topic: Staffing

Senator Fisher asked:

Are there any plans for staff reduction? If so, please advise details ie. reduction target, how this will be achieved, services/programs to be cut etc.

If there are plans for staff reductions, please give the reason why these are happening.

Answer:

There are no plans for staff reductions for the remainder of the 2011-12 financial year.

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Question No: 170

Program No. ACMA

Hansard Ref: In Writing

Topic: Efficiency Dividend

Senator Fisher asked:

- a. How will the efficiency dividend applied in the 2011-12 Mid-Year Economic and Fiscal Outlook be implemented in your agency/department?
- b. What percentage of your budget must be cut?
- c. Will any staff position be cut to meet the efficiency dividend? If yes, provide details of where the positions are located, the classification, whether the position is ongoing or not.
- d. Please list where and what spending has been reduced to meet the efficiency dividend.

Answer:

The ACMA was not subject to the increased efficiency dividend.

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Question No: 171

Program No: ACMA

Hansard Ref: In Writing

Topic: Staffing

Senator Fisher asked:

- a. Please list the SES positions you had in your department/agency in the years 2007-08, 2008-09, 2009-10, 2010-11 and financial year to date.

- b. Identify the different levels and how many are permanent positions.

Answer:

Information on the ACMA's SES positions can be found in the ACMA's Annual Reports as follows:

2007-2008	Appendix 3, Staffing Information, Table 33 (page 90)
2008-2009	Appendix 3, Staffing Information, Table 35 (page 127)
2009-2010	Appendix 3, Staffing Information, Table 38 (page 169)
2010-2011	Appendix 3, Staffing Information, Table 46 (page 171)

In the financial year to 31 January 2012 the ACMA had 6 SESB2 ongoing positions and 16 SESB1 ongoing positions.

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Question No: 172

Program No: ACMA

Hansard Ref: In Writing

Topic: Staffing

Senator Fisher asked:

- a. How many graduates have been engaged this year?
- b. Where have they been placed in the department/agency?
- c. Were these empty positions or are they new positions?
- d. List what training will be provided, the name of the provider and the cost.

Answer:

- a. Nil
- b. N/A
- c. N/A
- d. N/A

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Question No: 173

Program No. ACMA

Hansard Ref: In Writing

Topic: Government Advertising

Senator Fisher asked:

- a. What was the total cost of all advertising for 2007-08, 2008-09, 2009-10 and 2010-11?
- b. For each of those years, list whether the advertising is campaign or non-campaign and details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
- c. Did the Department of Finance and Deregulation provide any advice about the advertising? Provide details of each advertising item.
- d. Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.
- e. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
- f. What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?

Answer:

- a.

2007/08	\$0.819m
2008/09	\$0.332m
2009/10	\$0.735m
2010/11	\$0.323m
- b. Advertising was undertaken for a range of programs including awareness of the smartnumber program, the Do Not Call Register, Cybersafety programs, and the advertising of public notices and recruitment opportunities.
All advertising was non-campaign.
To provide more detailed answers would involve an unreasonable diversion of departmental resources.
- c. Not applicable.
- d. Not applicable
- e. Nil.

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f. Nil.

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Question No: 174

Program No. ACMA

Hansard Ref: In Writing

Topic: Hospitality and Entertainment

Senator Fisher asked:

- a. What is the Department/Agency's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events.
- b. For each Minister and Parliamentary Secretary office, please detail total hospitality spend for this financial year to date. Detail date, location, purpose and cost of each event.
- c. What is the Department's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events.
- d. For each Minister and Parliamentary Secretary office, please detail total entertainment spend for this financial year to date. Detail date, location, purpose and cost of each event.
- e. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events.
- f. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of each event.
- g. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events.
- h. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of each event.

Answer:

- a. \$13,034 - Please refer to table 1 below for details.
- b. Not applicable
- c. \$1,771 - Please refer to table 2 below for details.
- d. Not applicable
- e. Nil.
- f. Not applicable

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- g. Nil.
- h. Not applicable

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Table 1

Hospitality - July 2011 to January 2012			
Location	Date	Purpose	Cost
Sydney	6/7/11	Stakeholder meeting	1,740
Sydney	6/7/11	Stakeholder meeting	1,300
Sydney	25/7/11	Stakeholder meeting	1,751
Sydney	22/8/2011	Luncheon for Official visitor	150
Melbourne	31/8/2011	Cybersmart Access Launch	461
Sydney	5/9/11	Stakeholder meeting	1,558
Sydney	29/9/11	Stakeholder meeting	1,974
Sandy Bay	4/11/11	Cybersmart Networking Launch	1,021
Sydney	23/11/11	Stakeholder meeting	100
Sydney	25/11/11	Stakeholder meeting	1,960
Sydney	20/12/11	Stakeholder meeting	1,019
Total			\$13,034

Table 2

Entertainment - July 2011 to January 2012			
Location	Date	Purpose	Cost
Sydney	21/07/11	Farewell dinner for part-time Members with external stakeholders	1,771
Total			\$1,771

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Question No: 175

Program No. ACMA

Hansard Ref: In Writing

Topic: Grants

Senator Fisher asked:

Has the Department/Agency complied with interim requirements relating to the publication of discretionary grants?

Answer:

Not Applicable

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Question No: 176

Program No. ACMA

Hansard Ref: In Writing

Topic: Freedom of Information

Senator Fisher asked:

- a. Has the Agency received any advice on how to respond to FOI requests?
- b. What was the total cost to the Agency to process FOI requests for 2009-10 and 2010-11?
- c. What is the total cost to the Agency to process FOI requests for this financial year to date?
- d. How many FOI requests did the Agency receive for the financial year 2009-10 and 2010-11? For each financial year, how many requests were denied and how many were granted? Did the Agency fail to meet the processing times outlined in the FOI Act for any requests? If so, how many? Do any of these requests remain outstanding?
- e. How many FOI requests has the Agency received for this financial year to date? How many requests have been denied and how many have been granted? Has the Agency failed to meet the processing times outlined in the FOI Act for any requests? If so, how many? Do any of these requests remain outstanding?
- f. How many conclusive certificates have been issued in relation to FOI requests for this financial year to date?

Answer:

- a. In making any decision under the *Freedom of Information Act 1982* (the FOI Act) the Australian Communications and Media Authority (ACMA) has regard to the advice and guidance provided by the Australian Information Commissioner (see subsection 93A(2) of the FOI Act). If the circumstances of the matter require it, the ACMA may also take legal advice about individual requests from internal or external legal advisers.
- b. The total cost to the Agency to process FOI requests was:
 - 2009/2010 - \$151,493
 - 2010/2011 - \$171,153
- c. The ACMA does not have this information readily available, as the data has not been compiled ahead of the regular annual reporting cycle. A figure will be available for this financial year (2011-12) after the year's end.

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- d. Between 1 July 2009 and 30 June 2010 the ACMA received 20 valid FOI requests. Of the 20 valid requests received:
- 15 resulted in access being granted in full or in part
 - None resulted in access being refused
 - 5 were withdrawn

The Agency met the statutory processing time of requests in all instances. None of the requests remains outstanding.

Between 1 July 2010 and 30 June 2011 the ACMA received 21 valid FOI requests. Of the 21 valid requests received:

- 17 resulted in access being granted in full or in part
- 2 resulted in access being refused
- 2 were withdrawn

The Agency met the statutory processing time of requests in all instances. None of the requests remains outstanding.

- e. Between 1 July 2011 and date the question was asked, the ACMA received 19 valid FOI requests. Of the 19 valid requests received:
- 4 resulted in access being granted in full or in part
 - 10 are on-going
 - 5 were withdrawn

The Agency has met the statutory processing times of requests to date.

- f. Nil.

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Question No: 177

Program No. ACMA

Hansard Ref: In Writing

Topic: Consultancies

Senator Fisher asked:

- a. How many consultancies were undertaken in 2007-08, 2008-09 and 2009-10?
- b. How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and the cost of the arrangement, and the method of procurement (ie. Open tender, direct source, etc). Also include total value for all consultancies.
- c. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

Answer:

- a. 2007-08 41
2008-09 20
2009-10 46
- b. 2011-12 to 31 January 2012 is 19. Please refer to AusTender for details.
- c. Planned consultancies for the 2011-12 financial year are 23. Please refer to Austender for details.

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Question No: 178

Program No. ACMA

Hansard Ref. In Writing

Topic: Media Monitoring

Senator Fisher asked:

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for 2007-08, 2008-09, 2009-10 and 2010-11??

Answer:

2007-08	-	\$0.131m
2008-09	-	\$0.167m
2009-10	-	\$0.128m
2010-11	-	\$0.082m

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Question No: 179

Program No. ACMA

Hansard Ref. In Writing

Topic: Media Monitoring

Senator Fisher asked:

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?

- a. Which agency or agencies provided these services?
- b. What is the estimated budget to provide this same services for the year 2011-12?
- c. What has been spent providing these services this financial year to date?

Answer:

- a. Media Monitors
Meltwater News
- b. \$0.052m
- c. \$0.028m

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Question No: 180

Program No: ACMA

Hansard Ref: In Writing

Topic: Social Media

Senator Fisher asked:

Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since publication of the Australian Public Service Commission's Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online? If yes, please explain and provide copies of any advice that has been issued. If no, please explain why not.

Answer:

Yes. The ACMA's Social Media Guidelines have been updated to reflect the Australian Public Service Commission's Revisions to the Commission's guidance on making public comment and participating online, as contained in Circular 2012/1. These guidelines have been promulgated to staff and are attached.

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Question No: 181

Program No. ACMA

Hansard Ref: In Writing

Topic: Contractors

Senator Fisher asked:

For this financial year to date:

1. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details.
2. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details.
3. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details.
4. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details.
5. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details.
6. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details.
7. Has the department/agency ever employ CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details.
8. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details.
9. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.

Answer:

1-9. No.

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Question No: 182

Program No. ACMA

Hansard Ref. In Writing

Topic: Government Payment of Accounts

Senator Fisher asked:

For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e.within 30 days)? If not, why not, and what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached

- a. For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?
- b. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer:

Payments made within 30 days of a correctly rendered invoice being received: 100%

- a. Not applicable.
- b. Not applicable.

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Question No: 183

Program No. ACMA

Hansard Ref: In Writing

Topic: Government Stationary Requirements

Senator Fisher asked:

How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?

Answer:

Not applicable.

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Question No: 184

Program No. ACMA

Hansard Ref: In Writing

Topic: Media Subscriptions

Senator Fisher asked:

Does your department or agencies within your portfolio subscribe to pay TV (for example Foxtel)?

- a. If yes, please provide the reason why, the cost and what channels.
- b. What is the estimated cost for 2011-12?
- c. What is the cost for this financial year to date?

Does your department or agencies within your portfolio subscribe to newspapers?

- a. If yes, please provide the reason why, the cost and what newspapers.
- b. What is the estimated cost for 2011-12?
- c. What is the cost for this financial year to date?

Does your department or agencies within your portfolio subscribe to magazines?

- a. If yes, please provide the reason why, the cost and what magazines.
- b. What is the estimated cost for 2011-12?
- c. What is the cost for this financial year to date?

Answer:

1. a. Foxtel Business Package.
Access provides information in relation to the broadcasting, the internet, radiocommunications and telecommunications industries and environment that the ACMA regulates.
- b. \$0.024m
- c. \$0.014m
2. a. Yes.
Newspapers provide information in relation to the broadcasting, the internet, radiocommunications and telecommunications industries and environment that the ACMA regulates.
Financial Review
Sydney Morning Herald
The Australian
The Canberra Times
Daily Telegraph
The Age
- b. \$0.018m
- c. \$0.011m

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3. a. Yes.
Magazine subscriptions provide information in relation to the broadcasting, the internet, radiocommunications industries and environment that the ACMA regulates.
Australian Book Review
Choice Computer Magazine
City News
Harvard Business Review
MediaWeek Magazine
Mobility Magazine
Reed Business Info
Science Direct Journal
The Economist
- b. \$0.008m
- c. \$0.004m

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Question No: 185

Program No. ACMA

Hansard Ref: In Writing

Topic: Travel Costs

Senator Fisher asked:

1. For the financial year to date, please detail all travel (itemised separately) undertaken by employees of each department and agency within each portfolio. Include details of what the travel was for, what cost was spent on travel (including travel type – ie. Business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
2. Are employees taking the most direct route when travelling? If not, please explain why.
3. Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the cost per employee.
4. When SES employees travel, do any support or administrative staff (such as their Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.

Answer:

1. Travel \$1.679m
To attempt to provide itemised details of all travel would involve an unreasonable diversion of agency resources.
2. Yes.
3.

Qantas	SES2 – 2	Virgin	SES2 – 1
	SES1 – 14		SES1 – 5
	Lawyer – 11		EL2 – 9
	EL2 – 63		EL1 – 2
	EL1 – 35		
	APS6 – 15		
	APS5 – 7		
	APS4 – 5		

Lounge memberships are provided to optimise business requirements and are part of the ACMA's Enterprise Agreement 2011-2014.

4. No.

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Question No: 186

Program No. ACMA

Hansard Ref: In Writing

Topic: Legal Costs

Senator Fisher asked:

- a. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
- b. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
- c. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
- d. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

Answer:

- a. The agency expenditure on legal services for the financial year to 31/01/2012 within the agency was \$2,325,706.
- b. The agency expenditure on legal services for the financial year to 31/01/2012 from the Australian Government Solicitor (AGS) was \$95,251.53, for a range of litigation matters and other miscellaneous legal advice and assistance.
- c. The agency expenditure on legal services for the financial year to 31/01/2012 from private firms was \$90,166.53, for legal advice and assistance.
- d. The agency expenditure on legal services for the financial year to 31/01/2012 from other sources was \$3,181.82, for briefs to Counsel for litigation services and for miscellaneous legal advice and assistance.

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Question No: 187

Program No: ACMA

Hansard Ref: In Writing

Topic: Education Expenses

Senator Fisher asked:

For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant. Also include the reason for the study.

Answer:

The ACMA conducted a range of in-house training programs for the period 1 July 2011 to 31 January 2012 broadly covering mentoring, management, personal skills development and media training. A total of 117 staff attended these internal programs, some attending more than one session. Staff also attended conferences, seminars and professional skills training provided by external organisations.

The ACMA has 43 employees participating in tertiary studies through the ACMA's studies assistance program and, in general, up to 5 hours study leave per week is granted. The actual time taken by each officer varies and is agreed at the commencement of each semester with their delegate.

The total expenditure for the period 1 July 2011 – 31 January 2012 relating to staff training (both internal and external) and associated costs, seminars, conferences and studies assistance was \$563,270 (GST exclusive).

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Question No: 188

Program No: ACMA

Hansard Ref: In Writing

Topic: Executive Coaching and Leadership Training

Senator Fisher asked:

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for the financial year to date:

1. Total spending on these services
2. The number of employees offered these services and their employment classification
3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
4. The names of all service providers engaged

For each service purchased from a provider listed under (4), please provide:

- a) The name and nature of the service purchased
- b) Whether the service is one-on-one or group based
- c) The number of employees who received the service and their employment classification
- d) The total number of hours involved for all employees
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

Where a service was provided at any location other than the agency's own premises, please provide:

- i. The location used
- ii. The number of employees who took part on each occasion
- iii. The total number of hours involved for all employees who took part
- iv. Any costs the agency incurred to use the location

Answer:

1. Total expenditure for the financial year to 31 January 2012 was \$340,000 (excl GST)
2. 41 employees comprising: 3x Statutory Office Holders, 6 X SES2, 32 X EL2
3. 40 employees comprising: 2x Statutory Office Holders, 6 X SES2, 32 X EL2
4. Mt Eliza Executive Education, Melbourne Business School

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Question No: 189

Program No: ACMA

Hansard Ref: In Writing

Topic: Media Training

Senator Fisher asked:

In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:

1. Total spending on these services
2. The number of employees offered these services and their employment classification
3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
4. The names of all service providers engaged

For each service purchased from a provider listed under (4), please provide:

- a) The name and nature of the service purchased
- b) Whether the service is one-on-one or group based
- c) The number of employees who received the service and their employment classification
- d) The total number of hours involved for all employees
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

Where a service was provided at any location other than the agency's own premises, please provide:

- i. The location used
- ii. The number of employees who took part on each occasion
- iii. The total number of hours involved for all employees who took part
- iv. Any costs the agency incurred to use the location

Answer:

1. Total expenditure was \$11,350.00 (excl GST)
2. 14 employees comprising 1 X SESB1, 4 X EL2, 5 X EL1, 3 X APS6 and 1 X APS5
3. 14 employees comprising 1 X SESB1, 4 X EL2, 5 X EL1, 3 X APS6 and 1 X APS5
4. Clarity Business Solutions
 - a) media training
 - b) group based
 - c) refer 3. above
 - d) 94.5 hours
 - e) refer 1. above
 - f) complete package

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Question No: 190

Program No: ACMA

Hansard Ref: In Writing

Topic: Paid Parental Leave

Senator Fisher asked:

- a. Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
- b. For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.

Answer:

- a. All employees with more than 12 months service who earn less than \$150,000 per annum and are the primary care giver of the child are eligible to receive payment under the government's Paid Parental Leave Scheme. As eligibility is based on primary caring responsibility, the number of eligible staff cannot be identified.
- b. The ACMA registered to participate in the scheme and was prepared to receive and make payments from 1 January 2011. At 14 February 2012 there were 2 staff in receipt of these payments.

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Question No: 191

Program No. ACMA

Hansard Ref. In Writing

Topic: Corporate Cars

Senator Fisher asked:

- a. How many cars are owned by each department and agency in your portfolio?
- b. Where is the car/s located?
- c. What is the car/s used for?
- d. What is the cost of each car for this financial year to date?
- e. How far did each car travel this financial year to date?

Answer:

- a. Two.
- b. Sydney and Canberra.
- c. The vehicles are used for monitoring signal interference, measuring signals in relation to Digital transition requirements and general field operational requirements.
- d. \$0.003m and \$0.001m.
- e. 7,580 km and 872 km.

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Question No: 192

Program No. ACMA

Hansard Ref: In Writing

Topic: Taxi Costs

Senator Fisher asked:

- a. How much did each department/agency spend on taxis in 2007-08, 2008-09, 2009-10 and 2010-11? Provide a breakdown of each business group in each department/agency.
- b. How much did each department/agency spend on taxis this financial year to date? Provide a breakdown of each business group in each department/agency.

Answer:

2007/08 Breakdown by Division

<i>Authority and Media</i>	\$	25,214.22
<i>Legal Services</i>	\$	29,499.73
<i>Industry Output</i>	\$	93,010.85
<i>Strategic Analysis & Coordination</i>	\$	83,679.30
<i>Inputs to Industry</i>	\$	140,435.26
<i>Corporate Services</i>	\$	74,525.30
<i>Projects</i>	\$	159.10
	\$	446,523.76

2008/09 Breakdown by Division

<i>Authority and Media</i>	\$	26,862.15
<i>Legal Services</i>	\$	16,692.05
<i>Industry Output</i>	\$	81,628.34
<i>Strategic Analysis & Coordination</i>	\$	70,012.05
<i>Inputs to Industry</i>	\$	148,134.42
<i>Corporate Services</i>	\$	47,185.38
<i>Projects</i>	\$	1,448.49
	\$	392,962.88

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2009/10 Breakdown by Division

	<i>Authority and Media</i>	\$	30,132.29
	<i>Communications Infrastructure</i>	\$	130,574.06
	<i>Content, Consumer & Citizen</i>	\$	59,663.97
	<i>Digital Economy</i>	\$	74,530.29
	<i>Digital Transition</i>	\$	51,485.15
	<i>Legal Services</i>	\$	17,524.24
	<i>Corporate Services & Coordination</i>	\$	56,708.12
		\$	420,618.22

2010/11 Breakdown by Division

	<i>Authority and Media</i>	\$	39,109.28
	<i>Communications Infrastructure</i>	\$	110,675.79
	<i>Content, Consumer & Citizen</i>	\$	69,884.74
	<i>Digital Economy</i>	\$	68,415.09
	<i>Digital Transition</i>	\$	66,074.87
	<i>Legal Services</i>	\$	14,557.28
	<i>Corporate Services & Coordination</i>	\$	67,826.20
		\$	436,543.25

2011/12 January YTD Breakdown by Division

	<i>Authority and Media</i>	\$	23,276.41
	<i>Communications Infrastructure</i>	\$	45,252.29
	<i>Content, Consumer & Citizen</i>	\$	22,907.68
	<i>Digital Economy</i>	\$	26,524.85
	<i>Digital Transition</i>	\$	39,300.89
	<i>Legal Services</i>	\$	5,287.19
	<i>Corporate Services & Coordination</i>	\$	27,947.41
		\$	190,496.72

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Question No: 193

Program No. ACMA

Hansard Ref. In Writing

Topic: Credit Cards

Senator Fisher asked:

- a. How many staff in each department and agency have a corporate credit card? What is their classification?
- b. What action is taken if the corporate credit card is misused?
- c. How is corporate credit card use monitored?
- d. What happens if misuse of a corporate credit card is discovered?
- e. Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
- f. What action is taken to prevent corporate credit card misuse?

Answer:

- a. Number of staff and classification in the ACMA holding a corporate credit card are as follows:

Executive	3
Principal Lawyer	1
ACMA SES 2	5
ACMA SES 1	8
ACMA EL 2	20
ACMA EL 1	16
ACMA APS 6	22
ACMA APS 5	23
ACMA APS 4	12
ACMA APS 3	1
Grand Total	111

- b. The ACMA has a Chief Executive Instruction and Management Instruction in place relating to credit cards which outlines processes required if misuse occurs.
- c. The ACMA has a credit card coordinator who monitors all transaction made on ACMA credit cards. If there is any misuse of the credit card the matter is reported to the Chief Financial Officer for further investigation.

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- d. The process outlined in the Chief Executive Instruction and Management Instruction would be undertaken.
- e. There has been no deliberate misuse of a credit card in the 2011/12 financial year to 31 January 2012.
- f. ACMA employees who possess a credit card are educated to adhere to the appropriate Chief Executive and Management Instructions.

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Question No: 194

Program No: ACMA

Hansard Ref: In Writing

Topic: Provision of Equipment

Senator Fisher asked:

- a. Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.
- b. What equipment is provided to department/agency staff? Please list what the equipment is, the cost, the classification of the staff receiving the equipment and the reason why.

Answer:

- a. N/a
- b. The ACMA provides the following equipment to staff:
 - all staff have a PC at an average cost of \$2700-2800
 - all staff have a desk telephone at a cost of approximately \$250
 - laptops are available to staff from a loan pool at an average cost of \$1800-2200
 - some staff also have a smartphone (either a blackberry or an iphone) at an average cost of \$900
 - a few staff have been issued ipads at an average cost of \$800-900