

**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**  
**Department of Broadband, Communications and the Digital Economy**

**Question No: 51**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: Funding for Cybersafety activities beyond 2013**

**Senator McKenzie asked:**

**Senator McKENZIE:** In May 2008 the government committed \$125.8 million to cybersafety activities. Has the government committed any funding for cybersafety activities beyond the 2013-14 financial year?

**Mr Rizvi:** I might take the initial part of that question and I may have to take the detail of it on notice. The \$125 million was allocated over a four-year period. Some portions of that funding were ongoing. For example, the portion of funding that related to the boosting of law enforcement capabilities was ongoing and hence continues. There were other aspects that were also ongoing. For example, the youth advisory group was ongoing. There were some portions that were for a limited period but if I could take that on notice I could provide you with a breakdown of those portions that were ongoing and those portions that were once-off.

**Senator McKENZIE:** Thank you. Could the department provide a breakdown of departmental administrative expenses for that \$125.8 million? This should include: outcomes around overhauling the existing online safety website, making it easier to use and ensuring it provides the best available information; development of new websites, especially for children; educative resources and a dedicated cybersafety helpline; supporting further Australian research into the online environment; and a facilitator youth advisory group to ensure the program remains relevant and on-target.

**Mr Rizvi:** Those costs are spread across both the department and the ACMA, the ones that you mentioned. I will have to take the specifics on notice and we can provide you with a breakdown between departmental and administrative costs too.

Answer:

1&2. Yes. The Government will provide annual funding of \$2.0m ongoing to the department for cybersafety activities beyond the 2013-14 financial year.

In the 2008-09 Budget, the Government allocated \$125.8m over four years to the Cybersafety Plan. Details of the package are shown at page 97 of the 2008-09 Budget Paper No. 2. Details concerning the breakdown of administered and departmental expenses for the department are shown at page 33 of the Broadband, Communications and the Digital Economy Portfolio Budget Statement 2008-09. \$51.3m over four years was provided to the department.

In the 2010-11 Budget, \$40.8m of existing cyber safety funding was reallocated between the department, the Australian Communications and Media Authority and the Attorney-General's Department to expand other cybersafety initiatives. Information concerning this funding can be provided by the respective agencies.

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**Question No: 52**

**Program No. 1.2**

**Hansard Ref: Pages 59-60 (14/02/2012)**

**Topic: Government Business Enterprises and Council Planning Requirements**

**Senator Macdonald asked:**

**Senator IAN MACDONALD:** You and Mr Fahour avoid the basic question I ask you in my letters; that is, it used to be the case that for government business enterprises, although they are by law not required to abide by council planning requirements, the government has always insisted that as good citizens they should follow those town planning and other regulatory requirements of local authorities. I am asking you, Minister: is the policy still there for the government—

**Senator Conroy:** No, you are asking me to comment on past practice or past policy.

**Senator IAN MACDONALD:** No, I am asking you: is it still the case?

**Senator Conroy:** No. What I will do is I will take on notice to establish the point you make, which is that past policy has been X. Before I say, 'We are going to do what we have done in the past,' I would just like to ascertain whether or not what you describe as past policies is actually the past policies.

**Answer:**

Government Business Enterprises, such as Australia Post, must take into account a full range of issues when determining how to best meet their operational requirements. These include commercial considerations, workplace implications and local planning, building and environmental laws. Government Business Enterprises are subject to the Commonwealth's *Competitive Neutrality Policy Statement* (available from the Treasury website). In particular, the *Commonwealth Competitive Neutrality Guidelines for Managers* provides that, as far as practicable, government businesses should operate in the same regulatory environment as private sector competitors.

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**Question No: 53**

**Program No. 1.2**

**Hansard Ref: Page 64 (14/02/2012)**

**Topic: Funding for Edith Cowan University**

**Senator McKenzie asked:**

**Senator McKENZIE:** Great; thank you very much. How many grants since 2008 have been awarded to consultants to undertake the research into the online environment? I assume that, as you are doing these surveys—

**Mr Rizvi:** Both the parents' survey and the teachers' survey were commissioned to an organisation by the name of Iris—I forget the precise name, but I can get you the details of the firm that was commissioned. As I mentioned, the other piece of research in this space was commissioned through Edith Cowan University in Western Australia.

**Senator McKENZIE:** Was that a competitive process, the Edith Cowan?

**Mr Rizvi:** Yes, it was.

**Senator McKENZIE:** Could you provide a breakdown of the funding and how much Edith Cowan got to do their online research?

**Mr Rizvi:** Yes.

**Answer:**

Since May 2008, two consultancies for research have been commissioned, with the consultants selected through competitive tender processes:

- Edith Cowan University: Review of existing Australian and international cybersafety research— 2009 - \$97,700 (GST inclusive)
- Illawarra Regional Information Service (Iris): Australian Childrens' Cybersafety and E-Security research project – survey of parents/carers and teachers, 2009 - \$206,786 (GST inclusive). Iris has been commissioned to repeat the survey in 2012.

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**Question No: 54**

**Program No. 1.2**

**Hansard Ref: Page 65 (14/02/2012)**

**Topic: Definition of Bullying**

**Senator McKenzie asked:**

**Senator McKENZIE:** Great. I have some questions around the recommendations out of the government's response to the report. It is around the definition of bullying. The department was to work with the youth advisory group and the teachers and parents advisory group to come up with a consistent definition. I wonder whether you have considered the definition and how the work is progressing around that.

**Mr Rizvi:** I would have to take that on notice. I am not aware of precisely where our work on that would be up to.

**Senator McKENZIE:** In your answer, could you also please give an answer on how long the department believes the process for getting an agreement from those three groups around a definition of bullying in the cyber environment?

**Mr Rizvi:** We will see what we can provide. I would have to say that the definition of bullying is not a simple issue.

**Answer:**

A definition of cyberbullying has been developed by the Safe and Supportive School Communities (SSSC). The SSSC is a Working Group of the Australian Education, Early Childhood Development & Youth Senior Officials Committee (AEEYSOC). The Working Group includes nominated representatives of all Australian education jurisdictions - all state, territory and federal education departments as well as national Catholic and independent schools are represented.

The definition of cyberbullying the Working Group agreed upon is:

“Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Cyberbullying refers to bullying through information and communication technologies.”

The CWG considered and agreed to the SSSC cyberbullying definition at its 5 September 2011 meeting. The SSSC have advised that the AEEYSOC will be finalising the definition out of session during the first half of 2012.

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**Question No: 55**

**Program No. 1.2**

**Hansard Ref: Page 65 (14/02/2012)**

**Topic: Progress on Recommendation 25**

**Senator McKENZIE asked:**

**Senator McKENZIE:** I am just wondering if the department is undertaking any work on recommendation 25, which goes to the consultative working group on cybersafety investigating the possible improvements to the information provided to parents at the point of sale of computers and mobile phones.

**Mr Rizvi:** That is also something that the consultative working group is look at. The consultative working group has on it, for example, the Australian Mobile Telecommunications Association, which represents a number of the providers in this space. That is a discussion that is still ongoing.

**Senator McKENZIE:** Are we very far along?

**Mr Rizvi:** I would have to take that on notice. It is a matter that AMTA has been discussing with its members and I would need to get further advice from AMTA as to where they are up to in terms of their discussions.

**Senator McKENZIE:** I would really appreciate that.

**Answer:**

Recommendation 25 was raised with the CWG at its 5 September 2011 meeting and was again discussed at the 7 March 2012 meeting.

At the 7 March 2012 meeting, AMTA advised the CWG on the increasing difficulty and resource intensity of trying to place point-of-sale (POS) materials in-store. AMTA indicated that the modern retail environment is less suited to the use of printed material and the provision of necessary display space, particularly for non-commercial material. In addition the logistics needed to effectively manage the supply and distribution of POS material would be a significant issue.

It was also noted that insertion of material into product boxes is also very challenging, as in-box space is extremely limited and packaging is most often undertaken overseas.

CWG noted this advice and agreed to explore other means of improving provision of information to parents on cybersafety. AMTA agreed to investigate the possibility of preloading the Cybersafety Help Button on smartphones via carriers and manufacturers.

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**Question No: 56**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: Internet filter**

**Senator Birmingham asked:**

- a. What progress has been made on progressing the mandatory internet filter?
- b. What feedback has been received on the voluntary filter?
- c. Have results of voluntary filtering been tested or audited in any way?

**Answer:**

- a. The Australian Law Reform Commission (ALRC) report, *Classification – Content Regulation and Convergent Media* which reviews the National Classification Scheme was released on 1 March 2012 and the Government is considering its recommendations.

Since July 2011, three ISPs - Telstra, Optus and CyberOne commenced voluntarily blocking a list of child abuse material managed by Interpol under an arrangement with the Australian Federal Police (AFP).

The AFP is liaising with other ISPs for them to also block the Interpol list of child abuse material.

- b. Positive feedback has been received from ISPs that are voluntarily blocking the Interpol list of child sexual abuse domain names.

ISPs have advised the arrangements are efficient and effective and there has been no noticeable impact on internet speeds.

- c. Telstra has reported from the period 1 July 2011 to 15 October 2011, more than 84,000 attempts to access child sexual abuse material on the Interpol list were blocked.

The AFP is currently undertaking a review of the arrangements for the voluntary blocking of the Interpol list by ISPs.

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**Question No: 57**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: NBN Telehealth**

**Senator Birmingham asked:**

- a. Who are the independent experts who assisted the Department develop its evaluation framework for the telehealth trial?
- b. How much did the development of this framework cost? How much were each of the experts paid?
- c. Does the framework require regular reporting of results? To whom? Will these reports be made public?
- d. What are the measures of performance being evaluated? KPIs?

**Answer:**

- a. Griffith Health at Griffith University assisted the Queensland Government with the development of an evaluation framework for the Townsville NBN Enabled Diabetes Telehealth Trial. Similarly, assistance for the NSW Telehealth to the Home Trial has been provided by the George Institute and by the Centre for Health Service Development at the University of Wollongong.
- b. The Australian Government will provide up to \$3.76 million in funding to the Queensland Government under the Digital Regions Initiatives (DRI) National Partnership Agreement (NPA). The Queensland Government is responsible for the delivery of the Townsville NBN Enabled Diabetes Telehealth Trial, which includes developing a framework and ensuring an independent evaluation of the trial in conjunction with the respective local health entity.

The Australian Government will provide up to \$4 million in funding to the New South Wales Government under the DRI NPA. The New South Wales Government will be responsible for the delivery of the NSW Telehealth to the Home Trial, including an independent evaluation of the trial.

- c. Under the National Partnership Agreement (NPA) participating authorities are required to provide regular reports to the Australian Government against project milestones. The DRI NPA outlines these arrangements at:  
[www.federalfinancialrelations.gov.au/content/national\\_partnership\\_agreements/Other/digital\\_regions\\_initiative/national\\_partnership.pdf](http://www.federalfinancialrelations.gov.au/content/national_partnership_agreements/Other/digital_regions_initiative/national_partnership.pdf)

Results for all telehealth trials will be provided to the respective governments that have funded the trials. Release of these results will be a matter for these governments.

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- d. The trials will measure clinical outcomes for patients, clinician and patient satisfaction and impact on health services, for which a range of specific metrics have been developed by the respective health entities.



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**Question No: 58**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: National Curriculum**

**Senator Birmingham asked:**

What role does the Department have in the development of the National Curriculum? Has the Department of Education, Employment and Workplace Relations sought any assistance from DBCDE in developing ICT related aspects of the National Curriculum?

**Answer:**

The Department of Broadband, Communications and the Digital Economy does not have a specific role in relation to the development of the National Curriculum. Responsibility for the National Curriculum resides with the Australian Curriculum, Assessment and Reporting Authority (ACARA).

The Department works with the Department of Education, Employment and Workplace Relations (DEEWR) to provide cybersafety policy information and advice in the development of its programs. This includes DEEWR's participation in the Australian Government's Consultative Working Group on Cybersafety which includes key government agencies, industry stakeholders and non-government organisations.

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**Question No: 59**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: Telehealth**

**Senator Boyce asked:**

1. What number of diabetics must the Townsville study recruit to have sufficient power—credibility—to achieve significant findings?
2. In regard to the \$20.6 million fund to conduct the trials using the NBN, who funded that?

**Answer:**

1. The Townsville trial aims to collect data from up to 150 diabetes patients. Recruitment targets for the Townsville trial are based on sample sizes and results from comparable telehealth trials in other countries. The trial has been approved through the relevant ethics process. The Department of Health and Ageing, Queensland Health, the Townsville Mackay Medicare Local, Griffith Health at Griffith University, and other health professionals, all contributed to the trial development.
2. The Australian Government through the Department of Health and Ageing has provided funding for the \$20.6 million NBN Enabled Telehealth Pilots Program. This program was announced by the Minister for Health, the Minister for Mental Health and Ageing, and the Minister for Broadband, Communications and the Digital Economy on 22 January 2012.

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**Question No: 60**

**Program No. 1.2**

**Hansard Ref: In Writing**

**Topic: *Interactive Gambling Act 2001***

**Senator Xenophon asked:**

1. In relation to contraventions of the Interactive Gambling Act, does the Minister or Department rely on reports from the general public and industry groups, or is there a monitoring system in place?
  - a. If so, how does this work?
2. On average, how many of the contraventions reported to the AFP for investigation end in prosecution?
  - a. How much has been collected in fines under the provisions of the Act since 2001?

**Answer:**

1. The IGA operates on a complaints basis.

In relation to the provision of interactive gambling services, the Australian Communications and Media Authority (ACMA) considers complaints. If the service is hosted in Australia and the ACMA considers it warrants further investigation, the ACMA must refer it to an Australian police force. The ACMA will investigate overseas hosted content itself and, if satisfied the content is prohibited, must notify the content to approved PC filter providers and a police force, if appropriate.

In relation to the advertising of interactive gambling services, the Department of Broadband, Communications and the Digital Economy considers complaints, and if it appears that a breach may have occurred, refers the matter to the Australian Federal Police or the ACMA.

2. In 2009 the ACMA took action against a number of television networks for breaching their broadcasting licence conditions. This was as a result of the networks broadcasting interactive gambling service advertisements in contravention of the *Interactive Gambling Act 2001* (IGA).

There have been no prosecutions by the AFP, nor fines issued for alleged contraventions of the IGA.

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**Question No: 61**

**Program No. 1.2**

**Hansard Ref: In Writing**

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

**Senator McKenzie asked:**

1. Has the Department undertaken any work to further recommendation 26? If so, what?
2. What progress has been made to further recommendation 27?
3. Has the YAG made any recommendations about further education campaigns?
4. Has any funding been committed to Cybersafety education campaigns? How much money has been dedicated to this over the forward estimates? Please split into departmental and administered funding.
5. Has the Department undertaken any work to progress recommendation 29? If so, what?
6. How much is committed to expanding the website?
7. How many officers administer the operation of the website?
8. What are their APS classifications?
9. Has the Department undertaken any work to further recommendations 30; 31 and 32? If so, what?
10. Could the Department please provide a breakdown of Departmental and Administered funding for Cyber Safety Activities from May 2008 to present?
11. In the 2010-11 Budget the Government reallocated funding from the Department of Broadband Communications and the Digital Economy for "Cyber-Safety Enhancement"  
Could the department break down Departmental and Administered funding for the Cyber Safety Enhancement over the forward estimates?

**Answer:**

1. The Department of Broadband, Communications and the Digital Economy has assisted in a number of initiatives to help increase affordable access to crisis help lines, with a view to ensuring greater accessibility by young people seeking assistance. These include:
  - assisting in the provision of financial assistance over three years to Lifeline to increase the capacity of that organisation to respond to more calls and to support free calls from mobiles. The department also helped in negotiations that resulted in Telstra, Optus and Vodafone Hutchison Australia allowing mobile phone calls to be made free of charge to Lifeline from anywhere in Australia as of 1 July 2011.
  - promotion of Kids Helpline, which provides a free online counselling service for young people aged between five and twenty five. The Helpline is promoted through a number of channels, including the Australian Communication and Media Authority's (ACMA) Cybersmart initiative, and it is a prominent feature in the Cybersafety Help Button. Kids Helpline is a service provided by Boystown. Mobile phone calls to the Kids Helpline counselling service are free on the Optus and Vodafone networks.

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- continuing to work with the Australian Mobile Telecommunications Association (AMTA) and the Communications Alliance on the issue of accessibility to crisis help lines through the Consultative Working Group (CWG) on Cybersafety.

During 2010 and 2011 the ACMA has been examining a wide range of issues related to the regulatory framework for telephone numbers including the cost of calls from mobile phones to freephone (180) and local rate (13/1300) numbers which many organisations use to provide crisis help and to provide other key community services.

In October 2011 the ACMA released a public discussion paper - *Numbering: Calls to freephone and local rate numbers – the way forward*. The paper sought public feedback on a proposal to amend the Numbering Plan in such a way that:

- calls from mobile phones to freephone numbers would be free, and
- calls from mobile phones to local rate numbers are limited to the amount that a consumer would expect to pay for a local call made from a fixed line phone.

The paper also sought alternative solutions which would have the same effect for consumers as the regulatory changes proposed. Submission to this paper closed on 30 November 2011. A total of 94 submissions and 500 form email responses have been published on the ACMA website at [www.acma.gov.au/WEB/STANDARD/pc=PC\\_410246](http://www.acma.gov.au/WEB/STANDARD/pc=PC_410246). The ACMA is currently considering responses.

2. The department continues to consult with the Consultative Working Group on Cybersafety (CWG) and the Youth Advisory Group on Cybersafety (YAG) on methods to enhance the effectiveness of cybersafety awareness campaigns and educational programs.

3. The YAG has made several recommendations regarding further education campaigns including that:

- cybersafety awareness should also be targeted at groups other than young Australians (e.g. seniors and those not yet online) - cybersafety is an issue that affects the whole of the community;
- cybersafety seminars involving young people, police and government utilising available resources should be implemented;
- a cybersafety campaign utilising online, television, radio and print media be conducted;
- promotional merchandise and posters displaying cybersafety messages would assist in raising awareness as part of any campaign;
- more educational efforts in schools would assist to promote cybersafety messages and resources;
- more promotion of the Cybersafety Help Button is needed; and
- existing video resources could be improved by introducing real life and hard hitting Australian produced content.

CWG members are examining how each can respond to these suggestions

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4. Yes. Ongoing funding has been allocated to the department for continuing work on cybersafety programs and awareness raising as outlined below.

Year	Administered Funds	Departmental Funds
2012-13	\$0.654m	\$1.654m
2013-14	\$0.668m	\$1.349m
2014-15	\$0.682m	\$1.349m

Please refer to the Australian Communications and Media Authority and the Australian Federal Police for information on their funding commitments for cybersafety education measures.

5. The Cybersafety Help Button provides an accessible ‘central portal’ for cybersafety help, reporting and learning tools. The Help Button was created in response to advice from the YAG and in consultation with members of the CWG who provided feedback and assistance on various aspects of the Help Button and on promotion opportunities throughout the development process.

The Cybersafety Help Button provides internet users with a ‘one-stop shop’ for access to counselling, reporting and educational resources to assist children, teachers and parents to deal with online risks including cyberbullying, unwanted contact, scams and fraud, and offensive or inappropriate material. The Cybersafety Help Button also includes a section called *Cybersafety Resources* which is a comprehensive range of cybersafety information, educational programs, research and events.

The Cybersafety Help Button is available from the DBCDE website ([www.dbcde.gov.au/helpbutton](http://www.dbcde.gov.au/helpbutton)), through the ACMA’s Cybersmart website, and many other sites.

The Cybersafety Help Button is being promoted widely through organisations represented on the CWG and through education networks.

6. The Cybersafety Help Button is being promoted widely through organisations represented on the CWG and through education and other networks. Development of the Cybersafety Help Button and the version of the Help Button for mobile platforms is now complete. New material is continually being considered for inclusion on the Cybersafety Help Button.

7. The operation of the Cybersafety Help Button is administered by one officer as part of that officer’s range of responsibilities.

8. EL1.

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9. In regard to recommendations 30, 31 and 32, the department and the Australian Federal Police have made progress to further the work discussed in these recommendations.

The topics included in recommendations 30 and 31 are currently being pursued through the CWG, of which leading social network sites are members. The department has been involved in discussions, on behalf of the CWG, with social networking sites to develop a protocol to enhance processes for complaints handling and to ensure that offensive material is taken down as soon as possible.

The department's work on the Cybersafety Help Button and the Easy Guide to Socialising Online are two projects that have also been developed specifically to improve accessibility to reporting abuse and complaints assistance mechanisms for social networking sites. A significant number of social networking sites (and online game sites) participate in the Cybersafety Help Button and Easy Guide to Socialising Online initiatives.

The department has also consulted with the Internet Industry Association (IIA) on Recommendation 30. The IIA and its members indicated that they are committed to ensuring that users of social networking sites should have an understanding of acceptable behaviour, as well as access to visible and effective complaints handling mechanisms. They have also offered to work with industry, in particular social networking sites, to develop recommendations and best practice guidelines for the lodgement and resolution of user complaints.

In relation to Recommendation 32, the department understands that relevant agencies, such as the Attorney-General's Department and the Australian Federal Police, continue to investigate opportunities to reduce costs for law enforcement agencies in collecting evidence against online offenders.

10. Yes. The table below shows the breakdown of DBCDE's administered and departmental cyber-safety funding from May 2008 to the current financial year, incorporating changes, including from measures: *Cybersafety enhancement*; and *Voluntary Internet Filtering Grants Program - cessation*, as well as parameter variations since the 2008-09 Budget announcement.

	2008-09	2009-10	2010-11	2011-12
	\$'000	\$'000	\$'000	\$'000
Administered	3,790	2,450	635	638
Departmental	3,553	2,098	3,392	1,666
Total	7,343	4,548	4,027	2,304

11. Details of the breakdown of administered and departmental expenses for the *Cybersafety enhancement* measure are shown at page 17 and 18 of the Broadband, Communications and the Digital Economy Portfolio Budget Statements 2010-11.