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SECTION 4

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APPENDIX 1 AGENCY RESOURCE STATEMENT AND RESOURCES FOR OUTCOME

Table 4.1 Agency resource statement – 2008–09

	Actual Available Appropriations for 2008–09 \$'000	Payments Made 2008–09 \$'000	Balance Remaining \$'000
	(a)	(b)	(a–b)
Ordinary Annual Services¹			
Departmental appropriation			
Prior year departmental appropriation	75 222	–	75 222
Departmental appropriation	115 224	110 483	4 741
Departmental appropriations reduced (Appropriation Act section 10)	(229)	–	(229)
Repayments to the Commonwealth (FMA Act section 30)	334	334	–
S.31 Relevant agency receipts	4 298	1 001	3 298
Total	194 850	111 818	83 032
Administered items			
Prior year Administered appropriations	375 482	15 862	
Administered appropriations reduced (non CAC) (Appropriation Act section 11)	(358 474)	–	
Outcome 1	209 110	173 712	
Repayments to the Commonwealth (FMA Act section 30)	2 372	2 372	
Payments to CAC Act Bodies	1 049 870	1 049 870	
Total	1 278 360	1 241 816	
Total ordinary annual services	1 473 210	1 353 634	
Other services²			
Departmental non-operating			
Prior year departmental appropriations	625	–	625
Equity injections	303	221	82
Total	928	221	707
Administered non-operating			
Payments to CAC Act Bodies— non-operating	28 836	28 836	
Total	28 836	28 836	
Total other services	29 764	29 057	

	Actual Available Appropriations for 2008-09 \$'000	Payments Made 2008-09 \$'000	Balance Remaining \$'000
Special Appropriations			
Special Appropriations limited by amount			
<i>Financial Management and Accountability Act 1997, section 28(2)</i>		3 234	
Total special appropriations		3 234	
Special accounts			
Opening balance	70		
Non-appropriation receipts to Special Accounts	2 460 877		
Payments made		2 460 947	
Closing Balance			–
Total Resourcing and Payments	3 963 921	3 846 872	

The above statement excludes FMA Act s30A appropriations (appropriations to take account of recoverable GST)

- 1 Appropriation Bill (No.1) 2008-09 and Appropriation Bill (No.3) 2008-09
- 2 Appropriation Bill (No.2) 2008-09 and Appropriation Bill (No.4) 2008-09

Table 4.2 Resources for outcome – 2008–09

Outcome 1 – Development of a vibrant, sustainable and internationally competitive broadband and communications sector which promotes the digital economy for the benefit of all Australians

	Budget* 2008-09 \$'000	Actual 2008-09 \$'000	Variation \$'000
	(a)	(b)	(a-b)
Output Group 1.1: Policy advice and program management that delivers competitively priced, accessible and high quality broadband and other communication services and that supports the digital economy.			
Administered Items			
ABC & SBS Digital Interference Scheme	100	2	98
Australian Broadband Guarantee	85 800	84 183	1 617
Community Broadcasting Foundation	8 607	8 707	(100)
Connect Australia	55 546	44 510	11 036
Cyber-safety	3 790	3 369	421
Digital Television Switchover	6 669	7 346	(677)
E-Security	1 079	1 150	(71)
ICT Centre of Excellence	27 338	27 338	-
International Organisations Contributions	5 388	5 720	(332)
National Transmission Network Residual Funding Pool	670	721	(51)
Regional Equalisation Plan	1 300	300	1 000
Telecommunications Action Plan for Remote Indigenous Communities	283	280	3
Telecommunications Consumer Representation and Research	1 500	1 363	137
Television Black Spots Program – Alternative Technical Solutions	600	-	600
Television Towers	850	308	542
Departmental Outputs			
Departmental Appropriations	115 224	117 075	(1 851)
Revenues from other sources	1 520	1 986	(466)
Special Accounts			
Opening balance	70	70	-
Non-appropriation receipts to Special Accounts ¹	91 946	104 457	(12 511)
Subtotal for Output Group 1.1	408 280	408 885	(605)

	Budget* 2008-09 \$'000	Actual 2008-09 \$'000	Variation \$'000
Total for Outcome 1	408 280	408 885	(605)
Departmental	116 814	119 131	(2 317)
Administered	291 466	289 754	1 712
Average staffing level (number)	608		

* Full-year budget, including any subsequent adjustment made to the 2008-09 Budget

¹ These amounts include non-appropriation receipts from interest earned on the investments of the Communications Fund and transfers from the Building Australia Fund to the BAF Communications Portfolio Special Account.

APPENDIX 2 PARLIAMENTARY COMMITTEES

The Department's involvement in the following Parliamentary Committees ranged from preparing or providing input to Australian Government responses, to appearing before and making written submissions to committees.

SENATE STANDING COMMITTEE ON ENVIRONMENT, COMMUNICATIONS AND THE ARTS

Inquiry into the Broadcasting Legislation Amendment (Digital Radio) Bill 2008

On 25 September 2008, the Senate referred the Broadcasting Legislation Amendment (Digital Radio) Bill 2008 to the Committee for inquiry and report. On 8 October 2008, the Department provided a confidential submission to the inquiry, following a request from the Committee to respond to issues raised by Commercial Radio Australia. The Committee's report was tabled on 13 October 2008. The Committee recommended that the Bill be passed.

The Bill was passed on 23 October 2008 and received Royal Assent on 31 October 2008.

Inquiry into the Broadcasting Legislation Amendment (Digital Television Switch-over) Bill 2008

On 25 September 2008, the Senate referred the Broadcasting Legislation Amendment (Digital Television Switch-over) Bill 2008 to the Committee for inquiry and report by 25 November 2008. On 24 October 2008, the Department provided the Committee with a submission on the Bill. The Committee held public hearings on 12 November 2008 at which the Department appeared, upon invitation from the Committee. The Committee's report was tabled on 25 November 2008. The Committee recommended that the Bill be passed.

The Bill was passed on 4 December 2008, with an amendment by the Senate, agreed to by the Government, that requires the Minister to report quarterly on digital transmission blackspots. The Bill received Royal Assent on 18 December 2008.

The reporting of sports news and the emergence of digital media

The Senate Environment, Communications and the Arts Committee published its report on its inquiry into the reporting of sports news and the emergence of digital media on 14 May 2009. The report included five recommendations.

As at 30 June 2009, the Department was coordinating the development of a Government response to the report in consultation with relevant agencies.

SENATE STANDING COMMITTEE ON REGULATIONS AND ORDINANCES

Australian Postal Corporation Amendment Regulations 2008 (No.1)

The Committee wrote to the Minister for Broadband, Communications and the Digital Economy on 19 June 2008 to advise him of its view that it sees value in the amendment either specifying a retention period or identifying practices which would govern record retention in relation to the records required to be kept by state and territory government agencies engaged in the inspection of interstate mail for quarantine purposes.

The Minister wrote to the Committee on 18 August 2008 to assure it that adequate arrangements are in place for the proposed retention of records. On 28 August 2008, the Committee advised that the Minister's advice had answered its concerns.

SENATE SELECT COMMITTEE ON THE NATIONAL BROADBAND NETWORK

On 25 June 2008, the Senate established the Committee to 'inquire into and report on the Government's proposal to partner with the private sector to upgrade parts of the existing network to fibre to provide minimum broadband speeds of 12 megabits per second to 98 per cent of Australian homes and businesses on an open access basis'. The Department appeared before the Senate Select Committee on 8 October 2008 and 4 March 2009. The Committee provided two interim reports, which were tabled on 2 December 2008 and 12 May 2009.

On 7 April 2009, the Government announced that it had terminated the previous Request for Proposals process, replacing it with an initiative that would connect 90 per cent of Australian homes, workplaces and schools with fibre-to-the-premise, and would connect all other premises in Australia with next generation wireless and satellite technologies, ensuring every Australian house, school and workplace can access fast affordable broadband.

Consequently, on 14 May 2009, the Senate revised the terms of appointment of the Committee, reflecting the change in the Government's policy direction and allowing the Committee to effectively continue and complete its inquiry into the National Broadband Network. The revised Terms of Reference can be found at www.aph.gov.au/Senate/committee/broadband_ctte/tor.htm. On 14 May 2009, the Senate revised the terms of appointment of this Committee and called for new submissions that directly related to these changes by 3 July 2009. Following consideration of submissions the Committee will hold public hearings.

The Committee's final report is expected to be tabled on 23 November 2009.

SENATE STANDING COMMITTEE ON REGULATIONS AND ORDINANCES

Telecommunications (National Broadband Network) Determination under subsection 531H(4) 2008 (No. 1) and the Telecommunications (National Broadband Network—Restricted Recipients and Storage, Handling and Destruction of Protected Carrier Information) Rules 2008 (No. 1)

On 4 September 2008, the Committee Chair wrote to the Minister seeking advice as to the intended meaning and operation of the phrase ‘duly and punctually’ in Schedule 1 to the *Telecommunications (National Broadband Network) Determination under subsection 531H(4) 2008 (No. 1)* and the *Telecommunications (National Broadband Network—Restricted Recipients and Storage, Handling and Destruction of Protected Carrier Information) Rules 2008 (No. 1)*. The Committee was concerned that the meaning of the words could give rise to dispute in particular situations.

The Department prepared a response from the Minister to the Committee.

The Committee advised the Minister on 13 November 2008 that the advice provided had answered its concerns.

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON COMMUNICATIONS

Inquiry into cyber crime

On 18 May 2009, the Minister for Broadband, Communications and the Digital Economy asked the House of Representatives Standing Committee on Communications to inquire into and report on the nature and incidence of cyber crime in Australia. Submissions to the inquiry were due on 26 June 2009.

The Department provided a written submission to the Committee on 8 July 2009. The Committee will table its report in 2009–10.

Phoning Home—Inquiry into International Mobile Roaming

On 29 May 2008, the Minister for Broadband, Communications and the Digital Economy asked the House of Representatives Standing Committee on Communications to inquire into and report on international mobile roaming.

The Department provided a submission to the Committee on 15 August 2008. The Department appeared before the Committee on 24 September 2008 and gave evidence to assist in the inquiry.

The Committee tabled its report on 19 March 2009. The Committee made five recommendations aimed at improving prices and competition in the international mobile roaming market and to encourage increased consumer information and awareness.

The final report was tabled in Parliament on 9 September 2009.

JOINT STANDING COMMITTEE ON FOREIGN AFFAIRS, DEFENCE AND TRADE

Inquiry into Australia's Relationship with the Association of Southeast Asian Nations (ASEAN)

On 25 June 2008, the Minister for Foreign Affairs, the Hon Stephen Smith, asked the Committee to inquire into and report on Australia's relationship with ASEAN.

The Department provided a written submission to the Committee on 22 August 2008. The Department appeared before the Committee to give evidence to assist the inquiry on 2 October 2008. As at 30 June 2009, the Committee had not tabled its report.

SENATE STANDING COMMITTEE ON FOREIGN AFFAIRS, DEFENCE AND TRADE

Inquiry into the Major Economic and Security Challenges Facing Papua New Guinea and the island states of the southwest Pacific

On 24 June 2008, the Senate Standing Committee on Foreign Affairs, Defence and Trade announced that it would inquire into the major economic and security challenges facing Papua New Guinea and the island states of the southwest Pacific.

The Department provided a written submission to the Committee on 26 August 2008. Two departmental officers appeared before the Committee on 20 November 2008 to give evidence to assist in the inquiry. As at 30 June 2009, the Committee had not tabled its report.

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON PETITIONS

Telstra services on the NSW Central Coast

On 19 March 2008, the Federal Member for Robertson, Ms Belinda Neal MP, tabled a petition in Parliament concerning Telstra mobile phone coverage on the NSW Central Coast. The Department gave evidence at the Committee's public hearings on 24 September 2008. The Department provided a submission on 19 November 2008 that addressed questions on notice from the Committee.

ABC radio service in Nannup, WA

On 2 September 2008, Ms Nola Marino MP, Member for Forrest (WA) tabled a petition in the House of Representatives regarding the program content of the ABC Local Radio service broadcast in Nannup, Western Australia. On 4 September 2008, the Chair of the Standing Committee on Petitions, Mrs Julia Irwin MP, wrote to the Minister seeking a written response to the issues raised in the petition. The Minister provided a response on 24 September 2008.

On 24 September 2008, the Department appeared at a public hearing convened by the Standing Committee on Petitions which considered this matter.

Community radio broadcasting in central Victoria and Goldfields Community Radio in Bendigo

On 22 September and 20 October 2008, Mrs Julia Irwin MP, Member for Fowler (NSW) tabled petitions in the House of Representatives regarding the ongoing availability of spectrum (channels) for community radio broadcasting in central Victoria. In October 2008, Mrs Irwin, in her capacity as Chair of the Standing Committee on Petitions, wrote to the Minister seeking a written response to the issues raised in the petitions. The Minister provided a response on 22 November 2008.

Information about these petitions can be viewed on the webpages of the Standing Committee on Petitions at www.aph.gov.au/house/committee/petitions.

APPENDIX 3 EXTERNAL SCRUTINY

The Australian National Audit Office (ANAO) issued four reports of relevance to the Department in 2008–09. Three reports required the direct participation of the Department. The fourth report was of special interest to the Department.

2008–09 DIRECT PARTICIPATION

Report No. 42 Interim Phase of the Audit of Financial Statements of the General Government Sector Agencies for the Year ending 30 June 2009

Tabled: Tuesday, 23 June 2009

This report presented the results of the interim phase of the 2008–09 financial statement audits of all portfolio departments and other major General Government Sector agencies. The purpose of this report was to provide assurance to Parliament that the systems, controls and processes in place were operating in a way that allowed agencies to prepare financial statements that accurately report their financial performance and position at year end.

The factors that contributed to the risk assessment on which the financial statement audit was focused, included program management and grant and subsidies processing and management. There were no significant or moderate risk issues identified during the 2008–09 interim audit. Testing confirmed that the Category B finding from the 2007–08 final audit, related to weaknesses in reporting expenses and accruals for broadband subsidy programs, had been addressed.

The Department's key internal controls were operating satisfactorily to provide reasonable assurance that the Department will be able to produce financial statements free of material misstatement.

Report No. 14 Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2008

Tabled: Wednesday, 17 December 2008

The *Auditor-General Act 1997* established the mandate for the Auditor-General to undertake financial statements audits of all Commonwealth entities including those of Government agencies, statutory authorities and government business enterprises.

Financial statement audits are an independent examination of the financial accounting and reporting of public sector entities. This report complements the interim report and provides a summary of the final audit results of the financial statements of all Australian Government entities.

The ANAO identified that the Department had been unable to provide evidence of a transactional banking agreement which fulfilled the requirements of the *Financial*

Management and Accountability Act 1997 and the Agency Banking framework during the 2007–08 interim audit phase.

The Department had also overdrawn its bank accounts on 15 occasions and it was noted by the ANAO that there were instances where the debit balance was not adjusted the following working day.

This audit finding had been resolved by the formal agency banking agreement with the Department's transactional banker in July 2008 and procedures were implemented that provide for any overdrawn balances to be adjusted on the following working day.

There were no significant or moderate audit issues identified in non-material entities within the portfolio in 2007–08.

Report No. 3 Establishment and Management of the Communications Fund

Tabled: Tuesday, 23 September 2008

The objective of the audit was to assess the effectiveness of the management and administration of the Communications Fund. The development and implementation of appropriate investment strategies and robustness of the governance structures and controls were assessed by the ANAO.

There were two findings in this audit report:

- > The ANAO recommended that, in future circumstances where it was proposed to seek legislative authority for the purchase of investments with higher risk than those permitted under the *Financial Management Act 1997* framework, agencies
 - assess the benefits and risks of the proposed approach so as to provide well-informed advice to the Government
 - consult with the Department of the Treasury and the Department of Finance and Deregulation.
- > ANAO recommended that, in future circumstances where agencies are seeking investment advice for asset funds, they provide
 - the selected advisor with a clear statement as to the parameters within which the funds are to be invested and accessed
 - Ministers with advice that addresses the merits of possible investment approaches.

Both recommendations were agreed by the Agencies involved.

2008–09 SPECIAL INTEREST

Report No. 25 Green Office Procurement and Sustainable Office Management.

Tabled: Wednesday, 11 March 2009

The focus of this audit was to assess and report on the progress being made by Government agencies in achieving better practice in green office procurement and sustainable office management. As part of the Audit 63 agencies were included in the audit survey and detailed validation was carried out in nine of these agencies.

The ANAO made seven recommendations designed to assist agencies in meeting the Government's stated expectations in sustainable development and promote better practice.

The draft report was sent to 22 agencies, being subject of findings, for comment. All agencies that responded were generally supportive of, and agreed to all recommendations. Some agencies however, commented on the constraints imposed by the existing standard of available building stock and the period of nominal occupancy for existing leases. Cost and resource implications of undertaking some measures were also referred to.

There were seven recommendations contained in this report and these did not require direct action by the Department but were monitored.

APPENDIX 4 LEGISLATION AND STATUTORY INSTRUMENTS

Major legislation requiring significant input from the Legal Services Group during the year is set out below.

Broadcasting Legislation Amendment (Digital Radio) Act 2008

This Act amends the *Broadcasting Services Act 1992* and the *Radiocommunications Act 1992* to extend the deadline for commercial broadcasters to commence digital radio services in the mainland state capital cities by six months to 1 July 2009, to remove the requirement for commercial broadcasters to commence digital radio services in Hobart by the extended deadline of 1 July 2009, and to retain an option for community radio stations to take up shares in the joint venture companies managing the transmission of digital radio services.

Broadcasting Legislation Amendment (Digital Television Switch-over) Act 2008

This Act amends the *Broadcasting Services Act 1992* to allow the simulcast period for particular licence areas to be shortened, and allow for different analog switchoff dates within a single licence area. The Act also confirms the timing of two statutory reviews to reflect the Government's policy that switchover be completed by the end of 2013.

Telecommunications Amendment (Integrated Public Number Database) Act 2009

This Act amends the *Telecommunications Act 1997* to allow information contained in the Integrated Public Number Database to be disclosed and used in connection with the provision of telephony-based emergency warnings, and for the supply of Location Dependent Carriage Services.

Telecommunications Legislation Amendment (National Broadband Network Measures No. 1) Bill 2009

This Bill amends the *Telecommunications Act 1997* to establish a regime to provide the Commonwealth with access to network information held by telecommunications carriers and other utilities for purposes related to the planning and roll-out of the National Broadband Network.

Statute Stocktake (Regulatory and Other Laws) Bill 2009

The Department provided significant input into the compilation of this legislation which amends a number of Commonwealth Acts to remove regulation which no longer has any function or purpose. Portfolio legislation amended in the Bill includes the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, the *Telecommunications Act 1997*, the *Telecommunications (Universal Service Levy) Act 1997*, the *Telstra Corporation Act 1991*, the *Broadcasting Services Act 1992*, and section 151CM of the *Trade Practices Act 1974*.

The purpose of the Bill is to reduce costs incurred by business in understanding and complying with outdated regulatory requirements, giving effect to the Government's commitment to reduce the level of poorly designed and ineffective regulation on Australian business.

Telecommunications (National Broadband Network—Restricted Recipients and Storage, Handling and Destruction of Protected Carrier Information) Rules 2008 (No. 1)

These Rules provide restricted recipients rules for the purposes of subsection 531N(1) of the *Telecommunications Act 1997* and rules relating to the storage, handling and destruction of protected carrier information for the purposes of subsection 531P(1) of the Act.

Telecommunications (National Broadband Network) Determination under subsection 531H(4) 2008 (No. 1)

This Determination provides a number of conditions for the purposes of paragraph 531H(4) of the *Telecommunications Act 1997*.

Telecommunications (National Broadband Network—Designated Information) Determination 2008 (No. 1)

This Determination specifies the information to be provided by specified carriers to an authorised information officer for the purposes of paragraph 531C(1)(a) of the *Telecommunications Act 1997* and the form in which it is to be provided.

Broadcasting Services (Anti-Siphoning Monitoring) Direction (No. 1) 2005 (Amendment No. 1 of 2008)

This Direction amends the Broadcasting Services (Anti-Siphoning Monitoring) Direction (No. 1) 2005 by revoking clause which required the Australian Communications and Media Authority to investigate and periodically report on its findings to the Minister in relation to the operation of the anti-siphoning provisions of the *Broadcasting Services Act 1992*.

Carrier Licence Conditions (Telstra Corporation Limited) Declaration 2007 (Amendment No. 1 of 2008)

This Declaration amends the Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997 to remove the obligation under clause 12 which is no longer required as a result of the revocation of the Digital Data Service Provider Declaration 1999 (No. 1).

Digital Data Service Provider Declaration Revocation 2008 (No. 1)

This Declaration revokes the Digital Data Service Provider Declaration 1999 (No. 1).

Telecommunications Amendment Regulations 2009 (No. 1)

The Regulations amend the Telecommunications Regulations 2001 to describe circumstances in which disclosure or use of information or a document, consisting of, or relating to information contained in an integrated public number database, would be permitted.

Radiocommunications (Duration of Community Television Transmitter Licences) Determination (No. 1) 2008

This Determination extends the expiry date for transmitter licences related to community television licences until 31 December 2013.

Universal Service Subsidies (2008–09 Extended Zones) Determination (No. 1) 2008

This Determination sets the subsidies available to universal service providers for the supply of standard telephone services and the supply, installation and maintenance of payphones in the Extended Zones universal service area for the 2008–09 claim year.

Universal Service Subsidies (2008–09 Contestable Areas) Determination (No. 1) 2008

This Determination sets the subsidies available to universal service providers for the supply of standard telephone services and the supply, installation and maintenance of payphones in the contestable universal service area for the 2008–09 claim year.

Universal Service Subsidies (2008–09 Default Area) Determination (No. 1) 2008

This Determination sets the subsidies available to universal service providers for the supply of standard telephone services and the supply, installation and maintenance of payphones in the default universal service area for the 2008–09 claim year.

Telstra Carrier Charges—Price Control Arrangements, Notification and Disallowance Determination No. 1 of 2005 (Amendment No. 1 of 2009)

This Determination amends the Telstra Carrier Charges—Price Control Arrangements, Notification and Disallowance Determination No. 1 of 2005 to extend the expiry date of the price control arrangements from 30 June 2009 to 30 June 2010. Similarly the rollover provisions under clause 30 of the original Determination are extended by a further 12 months so that the relevant clauses continue to apply in the 2010–11 financial year.

APPENDIX 5 STAFFING STATISTICS

Table 4.3 Full-time and part-time staff—30 June 2009

	Ongoing employees			Non-Ongoing employees				Total			
	Full-time		Part-time		Part-time		Casual				
	Male	Female	Male	Female	Male	Female	Male		Female		
Male	243	301	10	46	16	15	1	4	2	2	638

Note: These figures include staff employed by the Department as at 30 June 2009. Inoperative staff have been excluded including temporary reassignment of duties into the agency. These figures include the Department's Secretary.

*Inoperatives are defined as those staff who were recorded as being on leave without pay as at 30 June 2009 for a total period greater than 13 weeks.

Table 4.4 Staff by classification groups and location—30 June 2009

State	APS1	APS2	APS3	APS4	APS5	APS6	EL1	EL2	SES1	SES2	SES3	SEC1	Grand Total
ACT	14	19	13	65	80	116	176	91	25*	10	2	1	612
NSW				2		8	8	5	2		1		26
Grand Total	14	19	13	67	80	124	184	96	27	10	3	1	638

Note: These figures indicate ongoing and non-ongoing staff employed by the Department as at 30 June 2009. Inoperative staff have been excluded.

Classifications with local designations, for example Legal and Public Affairs, have been subsumed into equivalent APS or EL levels. These figures include the Department's Secretary.

* 1 SES1 on long service leave prior to retirement

Table 4.4 Senior Executive Service (SES) staff—30 June 2009

	Female	Male	Total
SESB1	10	17*	27
SESB2	2	8	10
SESB3		3	3
Total	12	28	40

Note: These figures reflect nominal occupancy and do not include acting arrangements. Inoperative staff have been excluded.

* 1 SESB1 on long service leave prior to retirement

Table 4.5 Staff in EEO groups—30 June 2009

Male	Female	Total Staff	DCLB	ATSI	PWD
272	366	638	107	5	26
42.6%	57.4%	100%	24.24%	1.1%	5.8%

KEY TO TABLE

DCLB: People from diverse linguistic backgrounds (first generation or second generation) backgrounds.

ATSI: Aboriginal and/or Torres Strait Islander peoples.

PWD: People reporting a disability.

Table 4.6 Number of staff on individual arrangements or Collective Agreement—30 June 2009

Classification	Individual Arrangements*	Collective Agreement	Total
SES	40	0	40
EL2	70	26	96
EL1	111	73	184
APS1-6	31	286	317
Total	252	385	637

Note: Classifications with local designations, e.g. Legal and Public Affairs, have been subsumed into equivalent APS or EL levels. This table excludes allinoperative staff.

*Includes Australian Workplace Agreements, Common Law Contracts and section 24(1) Determinations.

Australian Workplace Agreements in place for SES and non-SES staff, Common Law Contracts in place for non-SES staff and section 24(1) Determinations are in place for non-SES and SES staff.

Table 4.7 Salary range of employees 2008-09

Classification	Collective Agreement Salary Range (\$)		Individual Arrangements* Salary Range (\$)	
	Lowest	Highest	Lowest	Highest
APS1	36 892	40 512	N/A	N/A
APS2	41 504	41 504	N/A	N/A
APS3	47 203	50 997	N/A	N/A
APS4	52 907	57 179	N/A	N/A
APS5	58 985	63 529	N/A	N/A
APS6	63 309	72 875	78 025	78 080
EL1	79 065	99 342	79 065	102 322
EL2	91 146	112 231	91 146	132 862
SES	N/A	N/A	120 000	229 020

Note: Part-time salaries have been annualised to full-time for comparison. This table excludes all inoperative staff. Classifications with local designations, e.g. Legal and Public Affairs, have been subsumed into equivalent APS or EL levels.

*Includes Australian Workplace Agreements in place for SES and non SES staff, Common Law Contracts in place for non-SES staff and section 24(1) Determinations in place for SES staff.

Table 4.8 Performance payments 2008-09

Classification	Number of staff paid	Aggregate amount (\$)	Average amount (\$)	Lowest payment (\$)	Highest payment (\$)
SES	24	315 829.60	12 159.57	2 451.15	27 617.85
EL2	54	414 196.76	7 670.31	3 144.46	15 800.16
APS1-EL1	81	491 996.25	6 074.03	936.89	13 557.75
Total	159	1 222 022.61			

Note: Classifications with local designations, e.g. Legal and Public Affairs, have been subsumed into equivalent APS or EL levels.

This table includes all staff who received a performance payment for 2008-09 (includes terminated and inoperative staff as at 30 June 2009).

Table 4.9 Performance payments for 2007-08, paid in 2008-09

Classification	Number of staff paid	Aggregate amount (\$)	Average amount (\$)	Lowest payment (\$)	Highest payment (\$)
SES	2	9 936.49	4 968.25	2 451.15	7 485.34
EL2	1	9 235.44	9 235.44	9 235.44	9 235.44
EL1	4	12 702.16	3 175.54	2 782.35	3 567.62
Total	7	31 874.09			

Note: Classifications with local designations, e.g. Legal and Public Affairs, have been subsumed into equivalent APS or EL levels.

APPENDIX 6 FREEDOM OF INFORMATION

This statement is provided in accordance with section 8 of the *Freedom of Information Act 1982* (the FOI Act) and is correct as at 30 June 2009.

Section 8 of the FOI Act requires each agency to publish detailed information about its functions, decision-making powers that affect the public, and arrangements for public involvement in the formulation of policy and work of the agency. Agencies are also required to publish the categories of documents held by the agency and details of how members of the public can access the documents.

ORGANISATION AND FUNCTIONS

Information about the organisation and functions of the Department is contained in the Overview and Management and Accountability sections of this annual report. Information can also be found on the Department's internet site at www.dbcde.gov.au.

DECISION-MAKING POWERS

Decision-making powers of the Department and/or the Minister that may affect members of the public are exercised under, or in relation to, the following Acts or other instruments made under those Acts that are administered by the Minister:

- > *Australian Broadcasting Corporation Act 1983*
- > *Australian Communications and Media Authority Act 2005*
- > *Australian Postal Corporation Act 1989*
- > *Broadcasting Services Act 1992*
- > *Datacasting Charge (Imposition) Act 1998*
- > *Datacasting Transmitter Licence Fees Act 2006*
- > *Do Not Call Register Act 2006*
- > *Interactive Gambling Act 2001*
- > *National Transmission Network Sale Act 1998*
- > *NRS Levy Imposition Act 1998*
- > *Radiocommunications Act 1992*
- > *Radiocommunications (Receiver Licence Tax) Act 1983*
- > *Radiocommunications (Spectrum Licence Tax) Act 1997*
- > *Radiocommunications Taxes Collection Act 1983*
- > *Radiocommunications (Transmitter Licence Tax) Act 1983*
- > *Radio Licence Fees Act 1964*
- > *Spam Act 2003*
- > *Special Broadcasting Service Act 1991*
- > *Telecommunications Act 1997*
- > *Telecommunications (Carrier Licence Charges) Act 1997*

- > *Telecommunications (Consumer Protection and Service Standards) Act 1999*
- > *Telecommunications (Numbering Charges) Act 1997*
- > *Telecommunications (Universal Service Levy) Act 1997*
- > *Television Licence Fees Act 1964*
- > *Telstra Corporation Act 1991*
- > *Trade Practices Act 1974, Parts XIB and XIC*

ARRANGEMENTS FOR OUTSIDE PARTICIPATION AND PUBLIC INVOLVEMENT

The Department is open to the views of outside organisations and provides opportunities for members of the community to contribute to developing aspects of Australia's telecommunications, broadcasting, communication technology sectors, and the digital economy. Information about issues on which the Department is currently consulting is available on the Department's website at www.dbcde.gov.au/consultation_and_submissions.

The Department has an ongoing involvement with various external bodies, several of which are listed below. These may also play a role in consulting with the community and industry:

- > Australian Communications Consumer Action Network
- > Australian Community Television Association
- > Australian Mobile Telecommunications Association
- > Australian Subscription Television and Radio Association (ASTRA)
- > Australian Telecommunications User Group
- > Australian Community Broadcasting Foundation
- > Commercial Radio Australia
- > Communications Alliance
- > Community Broadcasters Association of Australia
- > Cyber-safety Working Group and Youth Advisory Group
- > Free TV Australia
- > Internet Industry Association
- > Online and Communications Council including its working groups (National Broadband Development Group, Indigenous Communications Group and Digital Economy Group)

CATEGORIES OF DOCUMENTS

The Department has extensive documentary holdings, in print copy and electronic form. Certain categories of documents are common throughout the Department. These include:

- > documents relating to policy development and program administration, including reports, briefings, correspondence, minutes, submissions, statistics and other documents
- > Cabinet submissions and memoranda
- > ministerial briefings
- > records of representations to the portfolio ministers and of other applications for advice and assistance
- > reference material used by staff including guidelines and manuals
- > specialist advice such as advice on legal, commercial, technical and economic matters.

The subject matter of departmental records includes the following:

National Broadband Network Implementation

- > National Broadband Network Request for Proposals process
- > National Broadband Network implementation
- > Regional Backbone Blackspots Program
- > Tasmanian Network Implementation
- > NBN Co

Networks Policy and Regulation

- > Telecommunications, radiocommunications and spectrum policy, legislation and regulation
- > National broadband network policy, legislation and regulation
- > International Telecommunications—bilateral and multilateral arrangements
- > Communications critical infrastructure protection
- > Internet Governance

Broadcasting and Digital Switchover

- > Broadcasting policy and development of regulation
- > Commercial, national, subscription and community broadcasting services, and subscription and open narrowcasting services
- > Digital television switchover
- > Digital radio
- > Television Towers Program
- > Media ownership
- > Anti-siphoning regulation and anti-siphoning list
- > Regional Equalisation Plan
- > Website information—frequently asked questions about digital television

Digital Economy and Services

- > Digital economy policy development
- > Digital economy and climate change
- > Communications convergence issues
- > ICT Centre of Excellence Program—National ICT Australia
- > Australian Broadband Guarantee
- > Clever Networks
- > Digital Regions Initiative
- > Next Generation Networks
- > Online and Communications Council
- > Online and Communications Council Standing Committee
- > National Broadband Development Group
- > Digital Economy Group
- > Indigenous Communications Group
- > Community connectivity
- > Non-profit sector and ICT issues including an e-strategy guide for non-profit organisations and the development of a model for a national non-profit ICT coalition
- > Broadband development policy
- > Digital economy skills
- > Digital economy literacy
- > Cyber-safety and online content policy and programs
- > Cyber-safety Working Group and Youth Advisory Group
- > Interactive gambling
- > Critical infrastructure protection—cyber security component
- > Online legal and regulatory framework, including spam and internet domain names, e-security and trust issues including awareness raising, IT security skills, e-security research and development, authentication, phishing and spyware
- > Online content policy and legislation
- > Copyright issues relevant to the digital economy
- > Protecting Families Online Program
- > Telecommunications and radiocommunications policy, legislation and regulation
- > Connect Australia Programs
- > Communications Fund
- > Do Not Call Register
- > Postal policy, legislation and regulation including:
 - Universal Postal Union and Asian-Pacific Postal Union
 - Maintaining international linkages and institutional frameworks through the ITU, APT, APEC, OECD, ICANN, World Trade Organisation and other relevant multilateral forums

- International communications—bilateral and multilateral arrangements
- Australia Post—corporate accountability
- > Telecommunications Service Inquiry and implementation of Government's response
- > Consumer Representation Grants Program
- > Regional Telecommunications Inquiry and implementation of Government's response
- > Regional Telecommunications Review and implementation of Government's response
- > Regional Telecommunications Inquiry community information campaign
- > Backing Indigenous Ability Telecommunications Program, and transition to Indigenous Communication Program
- > Satellite Phone Subsidy Scheme

Corporate and Business

- > Human resource management policy and operations
- > Financial and budget management
- > IT and facilities management
- > Procurement services
- > Corporate governance
- > Risk management
- > Intellectual property policy
- > Fraud control
- > Business planning
- > Performance reporting
- > Business improvement
- > Client service
- > Staff engagement
- > Reconciliation
- > Legal advice, instructions to solicitors and counsel concerning matters before courts and tribunals
- > Freedom of information requests
- > Ombudsman complaints
- > Privacy complaints
- > Documents relating to the drafting of legislation and contracts the Department's response to deregulation initiatives

MANUALS

In accordance with section 9 of the FOI Act, a list has been compiled of unpublished manuals and other documents used by departmental staff as a guide to procedures and practices to be followed when dealing with the public. The list, which is correct as at 30 June 2009, is available on request from the Department's Freedom of Information (FOI) Officer (see below for contact details), any office of the National Archives of Australia (NAA), or the NAA website at www.naa.gov.au/about-us/organisation/reporting/foi-statements.aspx.

ACCESS TO RECORDS UNDER THE FOI ACT

Members of the public are entitled to apply for access to documents held by the Department under the FOI Act. In many cases, the FOI Act may not need to be used. If the documents being sought are publicly available they may be accessible through the Department's website at www.dbcde.gov.au, by email to media@dbcde.gov.au, or by telephoning the media inquiries line on 02 6271 1777.

Decisions on granting access to documents under the FOI Act are made by the Senior Executive Service officer responsible for the work area to which the subject matter of a request relates. Access is usually provided in the form of copies of documents. Alternatively, the Department can provide a reading area for the inspection of documents made available under the FOI Act.

To apply for access to documents under the FOI Act, members of the public should make a request in writing to the Department or the relevant portfolio agency and enclose the \$30 application fee. The Department will also accept applications made by way of facsimile or email (see FOI Officer contact details below), provided the relevant fee is subsequently forwarded to the Department. Cheques and money orders should be made payable to the Department of Broadband, Communications and the Digital Economy. The Department's website includes additional information about fees and processing charges, including requests for their remission.

When making an FOI request, applicants should give as much information as they can to enable the Department to identify the documents being sought and include an address in Australia to which notifications can be posted. It is useful to also include contact details such as a telephone number and/or email address to allow officers processing the request to contact an applicant if any clarification is required. FOI requests for the Department should be addressed to:

FOI Officer
Department of Broadband, Communications and the Digital Economy
GPO Box 2154
CANBERRA ACT 2601

The Department's FOI Officer can help with this process, and can be contacted by telephone on 02 6271 1741, by fax on 02 6271 1012, or by email at foi@dbcde.gov.au.

Portfolio agencies, listed in the Overview section, are part of the Broadband, Communications and the Digital Economy portfolio but are not part of the Department's functional and organisational structure. To obtain information or documents from these agencies, please contact them directly on the details provided in the Overview section.

APPENDIX 7 ADVERTISING AND MARKET RESEARCH

A total of \$4 986 533.15, consisting of payments of greater than \$10 900 (inclusive of GST), was paid by the Department during the year to:

- > advertising agencies
- > market research organisations
- > polling organisations
- > direct mail organisations
- > media advertising organisations.

Table 4.10 Advertising agencies

Organisation name	Purpose	Amount of payment
Universal McCann	Media Buy and Brochure Translation	\$3 567 286.26
Total Advertising Agencies		\$3 567 286.26

Table 4.11 Media Advertising Organisations

Organisation name	Purpose	Amount of Payment
HMA Blaze Pty Ltd	Newspapers invitation for submissions for the ABC SBS Review public consultation process	\$12 745.63
HMA Blaze Pty Ltd	Publication of staff vacancies	\$13 227.82
HMA Blaze Pty Ltd	Publication of staff vacancy—SES	\$16 063.88
HMA Blaze Pty Ltd	Advertising for expression of interest for regional E-Security Awareness activities	\$18 664.22
HMA Blaze Pty Ltd	Advertising for 15 year license consultancy (RFT)	\$19 968.26
Avant Cards	Printing & Distribution of National E-security Awareness Week 2008 Postcard	\$21 015.50
Avant Cards	Printing of Postcards for National E-security Awareness Week 2009	\$21 450.00
HMA Blaze Pty Ltd	Call for Public Submissions in various papers	\$21 770.96
HMA Blaze Pty Ltd	Advertising costs for Request for Tender for the valuation of the 15 year spectrum licence	\$24 060.34
HMA Blaze Pty Ltd	Newspaper and radio advertising regarding ABC and SBS public consultations	\$31 439.21
HMA Blaze Pty Ltd	Satellite Phone Subsidy Scheme Advertising 2008	\$40 450.18
HMA Blaze Pty Ltd	Radio and Press advertising for Satellite Phone Subsidy 2009–10	\$49 207.69
HMA Blaze Pty Ltd	ABC and SBS Board Appointments—Advertising	\$85 290.94
Total Media Advertising Organisations		\$375 354.63

Table 4.12 Market Research Organisations

Organisation name	Purpose	Amount of Payment
Adelaide Research & Innovation	To undertake an external review of datasets generated by the Department, to project the number of Australian premises over the next 15 years	\$15 000.00
eMarketer Inc	Online statistical data subscription	\$27 573.53
Market Clarity	Purchase of Australian Telecom Infrastructure Atlas—Complete Atlas (341 Maps)	\$33 000.00
Wallis Consulting Group Pty Ltd	Client Services Charter satisfaction annual survey for 07 August 2009	\$53 516.45
Orima Research	ABG—Research Survey	\$164 120.00
Orima Research	Communication Research for the Digital Switchover Taskforce Information & awareness campaign	\$750 682.28
Total Market Research Organisations		\$1 043 892.26

APPENDIX 8 GRANTS

On 9 December 2008, the Minister for Finance and Deregulation announced a number of reforms relating to the reporting of grant program expenditure effective from 1 January 2009. As a result, for 2008-09, reporting is as follows:

- > for the period 1 July 2008 to 31 December 2008, discretionary grants only
- > for the period 1 January 2009 to 30 June 2009, all grants.

1 JULY 2008 TO 31 DECEMBER 2008

- > Community Broadcasting Foundation
 - Core Support
 - Targeted Support
 - Transmission Support
 - National Training Program
 - Australian Music Radio Airplay Project
 - Licensees Transmission support
- > National Transmission Network Residual Funding Pool
- > Backing Indigenous Ability Program
- > Establishment of Australian Communications Consumers Action Network
- > Community Broadcasting Foundation Program—Technical Planning and Policy Implementation consultancy for community digital radio

Information on discretionary grants awarded between 1 July 2008 and 31 December 2008 is available at www.dbcde.gov.au/grantsreporting.

1 JANUARY 2009 TO 30 JUNE 2009

- > Australian Communications Consumer Action Network Establishment and Research Grant
- > National Transmission Network Residual Funding Pool
- > Cyber-safety: ISP filtering live pilot
- > Indigenous Communications Program
- > E-security National Agenda
- > Television Towers
- > Community Broadcasting Program
- > Consumer Representation Grants Program

Information on grants since 1 January 2009 is available at www.dbcde.gov.au/grantsreporting.

APPENDIX 9 ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL PERFORMANCE

The Department has continued its commitment to ecologically sustainable development and environmental performance aimed at minimising the effect that the Department's daily activities have on the environment by promoting:

- > reusing and recycling waste and materials consumed by its activities
- > complying with relevant legislation, Government initiatives and policies
- > effectively communicating environmental responsibilities, initiatives and programs
- > encouraging participation in the workplace and promoting awareness of environmental opportunities
- > applying the principles of ecologically sustainable development to capital works projects.

Specific initiatives undertaken during the year to assist in reducing our environmental footprint at work included:

- > switch off the lights in function rooms at the end of meetings
- > turn off your computer and other machines each evening
- > report leaking taps or toilets, installation of flow restrictors to taps and showerheads
- > avoid printing emails and other documents if they can be stored electronically, or print only as much as is necessary and print doubled-sided documents as default setting
- > print less often to save toner and use the toner recycling bins for empty toner cartridges
- > buy recycled packaging and then make sure it is recycled
- > put waste in the appropriate bins—paper, commingled and organic—and toner recycling facilities
- > organic recycling of kitchen food waste
- > reuse envelopes and stationery and plastic bottles where possible
- > flatten and store cardboard packaging for future use or recycling
- > promotion and monitoring of E10 (ethanol blend) fuel usage in the Department's vehicle fleet
- > participation in the Mobile Muster mobile phone recycling scheme
- > purchase of 10 per cent green energy.

These initiatives have enabled the Department to significantly reduce its use of paper and water. For example, in 2008–09 the Department used 6.5 per cent less water per person than in 2007–08.

Monitoring of the Environmental Management System continued to be a focus during the year via the energy consumption monitoring through the Department of the Environment, Water, Heritage and the Arts OSCAR online reporting system.

APPENDIX 10 REPORT ON PERFORMANCE IN IMPLEMENTING THE COMMONWEALTH DISABILITY STRATEGY

The Commonwealth Disability Strategy (CDS) requires Government agencies to report progress in achieving inclusion and participation by people with a disability in Commonwealth Government policies, programs and services in their annual report. This appendix reports the Department's performance in its policy adviser, regulator, purchaser and provider roles against the performance indicators established by the CDS.

GENERAL PERFORMANCE (RELEVANT ACROSS ALL ROLES)

The Department supports equity of access to all its policies, programs and services to ensure that people with a disability are empowered and able to access the services required to achieve economic and social participation.

All relevant policy announcements/media releases, submissions to the Department, grant program guidelines and publications adhere to plain English principles and are available in accessible formats on the Department's website. Where appropriate or on request, interpreting services are used to translate information materials into other languages and formats, including Braille and audio.

The Department's website incorporates contact details for the National Relay Service/TTY under its contact section and all contact centre staff are aware of procedures to follow if callers need assistance.

From January to June 2009 the Department commissioned an independent consultant, recommended by the Australian Government Information Management Office (AGIMO), to conduct independent audits for accessibility of all key departmental websites. Departmental websites available for archival purposes only were not within the scope of the audit project. All audited websites were found to conform to the minimum government guidelines with a number of sites exceeding the minimum accessibility requirements. All web development for the Department's sites is done in accordance with and tested against World Wide Web Consulting (W3C) standards for accessibility.

The Department's *Service Charter 2008–10* places a high value on ensuring our clients have equal access to relevant information. The Department responds promptly to any requests and to any concerns raised by members of the public about the accessibility of material.

POLICY ADVISOR ROLE

The Disability sector is a prominent portfolio stakeholder and during 2008–09 the Government made it a priority for consumers to have a strong voice and protections in the emerging environment. In its policy development and program design, the Department recognises that people with disabilities face additional barriers when it comes to participating in everyday life. Through its objectives to improve broadband, broadcasting and communications service availability, reliability, quality

and affordability the Department's work has the potential to provide people with disabilities with new opportunities for increased social and economic participation.

The Department's involvement in the establishment of ACCAN has strengthened consumer representation in respect of disability issues. ACCAN will be an Expert Advisory Committee on disability issues in the communications sector and provide a strong voice for consumers in policy and industry code of practice development.

During 2008–09, the Department provided funding to 17 consumer representation organisations through its section 593 Telecommunications Consumer Representation and Research Grants to enable their attendance at meetings of the Communications Alliance's Consumer and Disability Councils. The Department also collaborated with Telecommunications and Disability Consumer Representation (TEDICORE) on organising the *Signposts for Change: People with Disabilities and Telecommunications Forum* attended by 32 representatives of the disability sector.

Table 4.13 Consideration of the needs of people with disabilities in policy development

Performance Measures	2008–09 Results
Percentage of new or revised policy/program proposals that document that the impact of the proposal was considered prior to the decision making stage.	The Department's processes and templates for the development of new policy or the revision of existing policy and preparation of Cabinet submissions include mandatory consideration of the impact of proposals on different community groups.
Percentage of consultations about new or revised policy/program proposals that are developed in consultation with people with disabilities.	In developing and reviewing policy and legislation the Department routinely consulted widely with interested parties and designed consultation processes that supported the participation of those most affected and provided time for people to comment on policies and proposals. <i>At the Signposts for Change: People with Disabilities Forum accessibility was assured through provision of wheelchair access, Auslan interpreting, live captioning, materials in accessible formats, access for the vision impaired and hearing loops.</i>
Percentage of new, revised or proposed policy/program announcements available in a range of accessible formats.	All relevant policy announcements/media releases, submissions to the Department, grant program guidelines, were made available in accessible formats on the Department's website. During 2008–09 the Department also produced audio files (available as a CD and on the Department's website) as well as 10 braille copies of the National Broadband Network Regulatory Discussion Paper, 20 braille copies of the ABC SBS discussion paper and eight braille copies of the Independent Disability Equipment Program Feasibility Study for people with a vision impairment. The terms of reference for the Independent Disability Equipment Program Feasibility Study Forum were provided in rtf format on USB flash drives to all vision impaired participants.
Time taken in providing announcements in accessible formats.	The Department responds promptly to any requests or concerns raised by members of the public about the accessibility of material.

REGULATOR ROLE

In line with Government Policy, the Departmental Regulatory Plan is available on the Department's website in an accessible format. Plain English principles were followed in all publications, including explanatory legal material in Acts, Regulations and Instruments, available on the Department's website.

All legislative instruments made, are posted on the Federal Register of Legislative Instruments (FRLI). All documents on FRLI are accessible on ComLaw (a publicly available website managed by the Attorney-General's Department) and published in multiple formats.

Table 4.14 Timely delivery of information in accessible format

Performance Measure	2008–09 Result
Percentage of publicly available information on regulations and quasi-regulations requested and provided in accessible electronic formats; and accessible formats other than electronic.	No requests received.

PURCHASER ROLE

All open tender processes were available online, with all tender documentation available in PDF format for security reasons. Information on how to request tender documentation in alternative formats was included in all tender documents.

All of the Department's grant/funding program guidelines were available online (generally in html format).

The Department's standard contract terms and funding deeds required compliance with relevant legislation including the *Disability Discrimination Act 1992*. Draft contracts were supplied with all standard requests for tender.

Table 4.15 Reflecting the needs of people with disability in Commonwealth purchasing

Performance Measure	2008–09 Result
Percentage of publicly available purchasing specifications requested and provided in accessible electronic formats and accessible formats other than electronic.	No requests received.
Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities.	All purchasing specifications of goods and services that directly impact on the lives of people with disabilities incorporate accessibility requirements. For example the Request for Tender in relation to the supply, installation and demonstration of a high definition set top box to eligible households in the Household Assistance Program stated that a high priority will be placed on ensuring that the set-top box supplied is suitable for the elderly and people with disabilities.
Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i> .	All tender specifications for goods and services advise that tender organisations must comply with the Act. The Department's standard templates and tools used to generate non-standard tender documentation contain clauses to this effect.
Percentage of contracts for the purchase of goods and services that require the contractor to comply with the <i>Disability Discrimination Act 1992</i> .	All contracts entered into by the Department for the purchase of goods and services contain provisions requiring the contractor to comply with the Act. The Department's standard contract templates and tools used to generate non-standard contracts contain provisions to this effect.
Established complaints/grievance mechanisms, including access to external mechanisms, in operation.	<p>The Department's complaints/grievance mechanisms include:</p> <ul style="list-style-type: none"> > Feedback processes are outlined in the Department's Service Charter (see Provider role) > The Department's website also provides information about how citizens are able to resolve complaints about services provided by the broadband, broadcasting and communications sector where the Department's responsibilities are limited to policy and regulatory roles. In these circumstances consumers are encouraged to resolve their complaint with the relevant service provider and to escalate to the Telecommunications Industry Ombudsman or the Australian Communications and Media Authority as appropriate.

PROVIDER ROLE

The Department measures client satisfaction through an annual Client Service Survey. More information about the survey is reported in the 'Performance Review' section of this report.

The Department has effective internal audit and evaluation programs which test policy and procedural compliance and performance and examine opportunities for improvement in the Department's administration and communication of its programs. More information about these activities is reported in the 'Management and Accountability' section of this report.

Table 4.16 Customer service to people with disabilities

Performance Measures	2008–09 Result
Evidence of quality improvement and assurance systems in operation.	<p>The 2009 Client Service Survey demonstrated statistically significant improvements in the Department's website, administration of funding programs, providing further contact information in written correspondence, courtesy and politeness, technical competence and complaints handling.</p> <p>Client satisfaction with the Department's sensitivity to diversity decreased slightly from 97 per cent in 2008 to 96 per cent in 2009 however the proportion of clients rating the Department's sensitivity to diversity as good or excellent increased from 77 per cent to 79 per cent.</p> <p>In 2009, the Department commissioned an independent consultant to audit the accessibility of Departmental websites from January to June 2009. During this period, websites for the Department, the Senator the Hon Stephen Conroy, Stay Smart Online, the Online and Communications Council, the Regional Telecommunications Review and NetAlert were found to comply with all relevant checkpoints and standards. The Department's <i>E-security Education Package</i>—available online at www.staysmartonline.gov.au—was also audited and found to comply with all relevant checkpoints and standards.</p> <p>All web development for the Department's website was undertaken in accordance with and tested against World Wide Web Consulting (W3C) standards for accessibility.</p>
Established service charter that adequately reflects the needs of people with disabilities in operation.	<p>The Department's <i>Service Charter 2008–2010</i> complies with Department of Finance and Administration's 'Client Service Charter Principles' and addresses accessibility and diversity issues, through the provision of a wide range of contact options, and through clearly set out service standards that include sensitivity to diversity issues. The Charter applies to clients in the Department's policy advisor, regulator, purchaser and provider roles.</p>

Performance Measures	2008–09 Result
Established complaints/ grievance mechanisms, including access to external mechanisms, in operation.	<p>The Department's <i>Service Charter 2008–2010</i> alerts clients to an electronic feedback form on the Department's website and outlines arrangements for contacting the Department to resolve complaints including escalation of complaints to supervisors and the Client Service Manager where appropriate. The Charter also provides the Commonwealth Ombudsman's contact details.</p> <p>In the Department's Client Service Survey, three per cent of clients indicated they had lodged a complaint with the Department with 52 per cent of those clients stating they were satisfied with how the complaint was handled. This compares with 25 per cent satisfaction with complaints handled in 2008. The survey did not identify whether any of the complaints concerned discrimination or accessibility.</p> <p>Three formal service complaints were received by the Manager Corporate Strategy and Performance Reporting as the Client Service Manager in 2008–09. In each case as the complaint was the initial contact between the complainant and the Department it was referred to the relevant program area for resolution. All cases were resolved to the satisfaction of the client and none of the complaints concerned discrimination or accessibility.</p>

