30 September 2015

Senator the Hon Mitch Fifield
Minister for Communications and the Arts
Parliament House
CANBERRA ACT 2600

Dear Minister

In accordance with subsection 46(1) of the Public Governance, Performance and Accountability Act 2013, I am pleased to present the annual report on the activities of the Australian Communications and Media Authority (the ACMA) for the 2014–15 reporting year.

Further, I certify that in line with the Commonwealth Fraud Control Framework 2014, the ACMA has fraud risk assessments and fraud control plans in place (including appropriate fraud prevention, detection, investigation, reporting and data collection procedures and processes) that meet the specific needs of the agency. The ACMA has taken all reasonable measures to minimise the incidence of fraud in the agency and to appropriately deal with fraud relating to the ACMA.

Yours sincerely

Chris Chapman
Chairman
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This is the 10th annual report of the Australian Communications and Media Authority (the ACMA) and, since I am reaching the statutory limit on my term as an Authority Member, the final one for which I will be providing a foreword. In such circumstances, it is hopefully understandable if my remarks here reflect not only on what has happened during the last year or so but also a little perspective on the last decade.

The ACMA has had to work with a diverse collection of legislated objectives, conceived as the ACMA was to bring regulatory coherence to the convergence of the four ‘worlds’ of telecommunications, broadcasting, radiocommunications and the internet. This has been our key operational challenge over the last 10 years—bridging the gap between the legacy legislative architecture and the complex and constantly changing networked environment that now characterises media and communications.

We have sought to evolve our regulatory practice to suit the times, adapting existing tools to new purposes and extending our influence in the market by using communication and facilitation techniques, extending forbearance and exercising regulatory discretion where possible. However, these ‘workaround’ mechanisms have themselves come under strain, as the gap between legacy forms and the complex reality of modern communications has continued to widen.

In this context, the ACMA has this year worked diligently to engage with the required self-assessment under the government’s Regulator Performance Framework (RPF), released in October 2014. We have received feedback from industry stakeholders on a set of indicators and a self-assessment methodology developed to support the implementation of the RPF and will issue our first formal report under the RPF in December 2016.

We welcome the opportunity to undertake this assessment, as one helpful part of evaluating our success in achieving public interest outcomes across our broad and varied remit. Coincident with our 10th anniversary, the Minister for Communications announced a ‘root and branch’ review of the ACMA. The impulse for this review dovetails neatly with the three ‘tent-pole’ thought leadership pieces progressively published by the ACMA to frame the question of the future of regulation in communications and media—Broken concepts (published in August 2011, updated in 2013), Enduring concepts (November 2011) and Connected citizens (June 2013).

Taken together, and combined with the most recent update of our occasional paper Optimal conditions for effective self- and coregulatory-arrangements (June 2015), they frame the view that it is indeed time to consider the regulatory framework for media and communications. They articulate and support the proposition—borne of the ACMA’s day-to-day engagement with the marketplace and its broad array of stakeholders—that the current arrangements for media and communications legislation and regulation in Australia are under strain and increasingly unsuited to optimising the public interest. The opportunity for all portfolio stakeholders to engage fully with the promise of a ‘first principles’ look at regulation in our dynamic and complex communications environment is very welcome.

Another fundamental review coincident with our decade of work is the government’s current spectrum review. I am hopeful that the implementation of the recommendations from this review will result in a paradigm-shifting overhaul of the Radiocommunications Act and, as a consequence, how the ACMA can manage spectrum. This will be a signature opportunity to continue the ACMA’s renaissance in spectrum management we sought to effect. The public face of that renaissance—RadComms, our annual conference on spectrum issues—was first held in 2006. This initiative ushered in a rolling spectrum strategy—the Five-year spectrum outlook, first released in 2008 and continued each year thereafter.
In my assessment, our strategic spectrum work reached a high point in 2012–13 when we concluded the innovative digital dividend auction process to reallocate spectrum previously required for simulcasting analog and digital television transmissions. The allocation of the 700 MHz digital dividend via an auction was the third and concluding step to three important tranches of work in the switch to digital-only television broadcasting. The first was completing the switchover to digital television, while the second was to successfully clear all digital television services from the identified digital dividend band (694–820 MHz)—commonly referred to as ‘the restack’.

As the national spectrum manager, the ACMA has played a critical role over the last decade in facilitating continued growth in mobile broadband capacity. Australia is currently well placed to provide spectrum for mobile broadband services, and the release of spectrum has been harmonised with international arrangements and is consistent with international standards. The ACMA continues to be an active contributor on global spectrum management issues at forums such as the International Telecommunication Union (ITU) and Asia–Pacific Telecommunity (APT), and this year is coordinating the Australian contribution to the World Radiocommunication Conference in November 2015.

One outstanding example of this international engagement was our involvement over a number of years in developing and promoting the APT plan for 700 MHz, which is now being adopted or seriously considered in markets with a combined population of over two billion people. Australia fully participated with other countries in the region in developing, from the ground up, a new internationally harmonised plan optimised for mobile broadband, using the spectrum in the 700 MHz band freed by broadcasting’s digital switchover. Harmonisation on such a scale will lead to materially cheaper 4G LTE (Long Term Evolution) devices (including smartphones and tablets), while international roaming is also made easier.

A further example of international cooperation and coordination is in the area of online child sexual abuse material, with the ACMA an active participant in INHOPE. And, through the multi-country agreements with those who participate in the London Action Plan, the ACMA has made international cooperation a key element in a multi-tiered strategy to combat spam and unsolicited telemarketing.

These international linkages have complemented our domestic remit to deliver online consumer and citizen protection. The Australian Internet Security Initiative is a unique program that sees the ACMA partnering with ISPs to address the threat of malware. Another example, primarily focused on information and skills-building, has been our Cybersafety programs, which began in 2007–08 when the internet safety agency NetAlert merged with the ACMA. From 1 July 2015, this highly successful program (together with the ACMA Hotline for offensive and illegal online content and Cybersmart activities) passed to the Office of the Children’s eSafety Commissioner, although these will still be serviced by the ACMA. Throughout 2014–15, the ACMA has worked to ensure this new body was up and running from day one of its formal establishment.

An important milestone was reached in February 2015 when the 10 millionth number was listed on the Do Not Call Register. Of numbers listed on the register, 45 per cent are mobile numbers. On average, almost 3,500 numbers have been added to the register every day since it launched in May 2007.

One consistently high-profile aspect of the ACMA’s work has been various broadcasting investigations, which are frequently matters attracting public attention. Rather than add to the notoriety or profile of any particular case, I’ll merely note that various review outcomes this year have demonstrated the rigour of our work in this domain. In 2013–14, our Contemporary community safeguards inquiry examined how effectively regulation manages what people see and hear on television and radio, and whether the protections the community expects are being maintained in line with rapid changes in society. The inquiry was brought to a successful resting point with the release of a consolidated report.

To further consolidate our general communication of content regulation perspectives, this year we developed the Investigations concepts series of papers to help a broad range of stakeholders better understand the ACMA’s approach to the broadcasting code requirements. Topics included ‘Accuracy’; ‘Fairness, impartiality and viewpoints’ and ‘Decency, classification, and harm and offence’.

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Another key activity for the ACMA has been the body of work that began in 2010 with our formal inquiry into customer service and complaints-handling in the telecommunications industry—part of a broad strategy called Reconnecting the Customer (RTC), the outcome of which was that industry re-engaged with key consumer issues. Following a groundbreaking report, the inquiry culminated in the registration of a new Telecommunications Consumer Protections (TCP) Code on 1 September 2012 that has helped ever since reset the norms of behaviour and customer service for the industry.

Of course the TCP Code has not been the whole story. Key industry players have also stepped up to take customer service seriously and with a view to being a sustainable product and brand differentiator. This is now being dramatically reflected in statistics from the Telecommunications Industry Ombudsman (TIO). The ACMA has also not rested on its laurels, continuing with multi-faceted compliance work over the last year in areas such as complaints-handling policy and practices; usage alert notifications for data, voice calls and SMS; lodgement of documents with the industry compliance body and the provision of a critical information summary to customers.

The ACMA’s long-term strategic numbering work since 2010 includes remaking, in 2015, the Telecommunications Numbering Plan (to provide flexible, efficient and effective numbering arrangements for the future communications environment) and outsourcing the ACMA’s numbering allocation and administrative services to ZOAK Solutions Pty Ltd (which will over time deliver significant cost savings to industry).

Having already been a significant portfolio contributor to the government’s red-tape reduction program, at the start of 2014–15 the ACMA restructured to respond further to continued financial pressures and our dynamic role in the context of media and communications reform in Australia. The successful and relatively seamless implementation of this change, as well as various prior structural adjustments, highlights the ongoing effectiveness of the ACMA’s transformational program, which was first launched in 2007.

This program has been a vigorous investment in leadership, a reinvention of processes, the eradication of legacy systems and a heightened focus on the policy context. Having placed a premium on agility and resilience, I am pleased to report that the resultant organisation has embraced an outcomes focus and the application of innovative thinking to match the realities of an ever-changing environment.

On a personal note, the level of engagement and commitment from the ACMA staff and Members of the Authority through our transformation, as well as in our myriad other activities, has made the last 10 years the most professionally interesting and stimulating of my career, and a delight to reflect on and report.

Chris Chapman
Chairman
At a glance—significant issues and developments

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Part 2—
Agency overview
Chapter 1: About the ACMA
Chapter 1 details the functions, structure and corporate governance that enable the ACMA to perform its role, administer regulations and legislation, and deliver its services.

The ACMA’s regulatory functions and responsibilities are set out in Part 2, Division 2 of the *Australian Communications and Media Authority Act 2005* (the ACMA Act).

**Functions and responsibilities**

During the reporting period, the ACMA was a statutory authority within the Communications portfolio. The Department of Communications has changed its name to the Department of Communications and the Arts in accordance with the Administrative Arrangements Orders issued on 21 September 2015.

The ACMA is responsible for the regulation of broadcasting, the internet, radiocommunications and telecommunications.

In accordance with the relevant legislation, the ACMA’s specific responsibilities include:

> regulating telecommunications and broadcasting services, internet content and datacasting services

> managing access to radiofrequency spectrum bands through radiocommunications licence arrangements, and resolving competing demands for that spectrum through price-based allocation methods

> planning the availability of segments of radiofrequency spectrum bands used by broadcasting services, and managing access to that spectrum through broadcasting licence arrangements

> regulating compliance with the relevant legislation, licence conditions, codes of practice, standards, service guarantees and other safeguards

> promoting and facilitating industry self-regulatory and co-regulatory solutions to emerging issues

> where necessary, exercising powers to create legislative and other instruments, often in the form of standards or service provider rules

> facilitating the provision of community information to promote informed decisions about communications products and services

> reporting on matters relating to the communications industry, including its performance

> representing Australia’s communications interests internationally

> advising the government on specific matters from time to time.
Strategic work program

To enhance the ability to effectively deliver against the ACMA’s outcome of a communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice, the ACMA has framed its strategic work program around five Key Results Areas (KRAs).

The ACMA’s KRAs are:

> KRA 1—That the allocation and use of public resources maximise the public value to the Australian community.

> KRA 2—That national safety and security interests are appropriately supported in the planning and delivery of communication infrastructure services.

> KRA 3—That consumer, citizen and audience safeguards are effective, reflect community standards and deliver on consumer experience.

> KRA 4—That citizens engage positively, confidently and securely in the developing information economy and evolving networked society.

> KRA 5—That the ACMA remains relevant as an increasingly resilient, agile, efficient and knowledge-based organisation.

These KRAs are mapped and contribute directly to the strategies and deliverables contained within the Portfolio Budget Statements. The use of the KRAs lends coherence to the implementation of the ACMA strategic vision. The KRAs are used in business planning within the organisation and to structure the ACMA corporate plan.
Structure

The Authority
At 30 June 2015, the Authority comprised the Chairman, the Deputy Chair, one Full-time Member, four Part-time Members and one Associate Member (see Table 1).

About the Authority

Chairman—Chris Chapman
Appointed 27 February 2006 for five years
Reappointed 14 October 2010 for five years
Reappointed 28 March 2013 until 26 February 2016

Chris Chapman commenced as the inaugural Chairman and CEO of the ACMA in February 2006. He was also appointed an Associate Member of the Australian Competition and Consumer Commission (ACCC) in September 2007.

Mr Chapman has had an extensive career including leadership roles in the media; broadcasting and film; internet, telecommunications and internet business; and the sports and infrastructure sectors. Before joining the ACMA, Mr Chapman held a number of senior management positions with Babcock & Brown, Optus, Stadium Australia Management and the Seven Network. Mr Chapman has also been the Chairman of Film Australia and SportsVision Australia, and a previous member of the National Film and Sound Archive's Advisory Council.

Mr Chapman has a Bachelor of Laws and a Bachelor of Commerce from the University of New South Wales, and has completed the Harvard Business School Advanced Management Program (AMP).

Deputy Chair—Richard Bean
Appointed 14 October 2010 for five years

Richard Bean has worked in a variety of senior roles in Australia's media and communications industries. Before joining the ACMA, he oversaw the legal and regulatory affairs and human resources functions at Unwired, the wireless broadband infrastructure owner and ISP.

He had previously held positions responsible for the legal and business affairs side of Network Ten's programming activities, and practised as a commercial, media and litigation lawyer at national commercial law firm Blake Dawson. Prior to that, Mr Bean worked in program administration and policy development in a number of Australian Government organisations.

Mr Bean holds an honours degree in Literature and Philosophy from the University of Sydney, and a law degree from the University of New South Wales.
Full-time Member—Chris Cheah

Appointed 1 July 2005 for four years
Reappointed 1 July 2009 for five years
Reappointed 1 July 2014 for one year until 30 June 2015

Chris Cheah was previously head of the Telecommunications Division of the then Department of Communications, Information Technology and the Arts (now DoC), advising the government on telecommunications issues. He has also managed accessibility funding programs and held positions with Austel and Telstra.

Part-time Member—Louise Benjamin

Appointed 14 October 2010 for five years

Louise Benjamin has extensive experience in media and telecommunications, from both a regulatory and executive perspective. Prior to joining the ACMA, Miss Benjamin held senior strategy positions with News Ltd and Foxtel. She was a competition law partner at Allens Arthur Robinson from 1995 to 2004 and the national Chair of the Law Council of Australia’s Trade Practices Committee, which plays a significant role in competition law policy. She has also served as Deputy Chair of the Australian Publishers’ Bureau.

Miss Benjamin holds a Bachelor of Arts, Bachelor of Laws and Master of Laws from the University of Sydney.

Part-time Member—Anita Jacoby

Appointed 5 August 2013 for five years

Anita Jacoby is one of Australia’s most experienced media professionals. In a career spanning 30 years, she’s worked as a journalist and editor in print and publishing, and produced TV programs for every major network. For 10 years, Anita was an executive with Zapruder’s other films, an independent TV production company creating original content including *Gruen Planet* and *Enough Rope*.

Anita is currently Managing Director of ITV Studios. She is also a director of Headspace and the Arts Law Centre of Australia.

Part-time Member—James Cameron

Appointed 5 August 2013 for five years

James Cameron has over 20 years of Australian Government public policy experience, including senior executive roles in the telecommunications, radiocommunications, broadcasting and digital economy fields. James has held executive positions managing government policies and programs supporting Australia’s arts and sports sectors and, immediately prior to joining the ACMA, was Chief Executive Officer of the National Water Commission.

James has also represented government agencies in parliament, in the media, at conferences and internationally.
Part-time Member—Rosemary Sinclair  
*Appointed 5 August 2013 for five years*

Rosemary Sinclair is CEO of Energy Consumers Australia, a company established by COAG Energy Ministers. Rosemary was a Member of the Telecommunications Universal Service Management Agency and Chair of the Regional Telecommunications Inquiry 2011–2012. She was also CEO of the Australian Telecommunications Users Group and Director of Strategic Development at the Australian Broadcasting Corporation.

Associate Member—Rod Sims  
*Appointed 1 August 2011 for five years*

Rod Sims was appointed Chairman of the ACCC in August 2011 for a five-year term.

Mr Sims has extensive business and public sector experience as Chairman of the Independent Pricing and Regulatory Tribunal of New South Wales, Chairman of InfraCo Asia, Commissioner on the National Competition Council, Director of Ingeus Limited, and member of the Research and Policy Council of the Committee for Economic Development of Australia. Mr Sims was also a Director of Port Jackson's Partners Limited, where he advised the CEOs and boards of some of Australia’s top 50 companies on commercial corporate strategy over many years.
Corporate structure

The ACMA's day-to-day activities are managed by an executive team comprising the Chairman, the Deputy Chair, the Full-time Member, four general managers and 11 executive managers.

The ACMA's corporate structure at 30 June 2015 is set out in Figure 1.

At 30 June 2015, the ACMA employed 470 staff under the Public Service Act 1999, most of whom are located in the ACMA's offices in Canberra, Melbourne and Sydney. The ACMA also has field offices in Brisbane, Hobart and Parramatta.

The ACMA will continue to provide service within acceptable time frames to all areas of Australia by utilising field staff from its Melbourne, Sydney, Canberra, Brisbane and Hobart offices. Contact details for offices are provided in Appendix 1. Detailed information about the ACMA's staff is provided in Appendix 3.

Table 1: The Authority membership, 30 June 2015

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<tr>
<th>Role</th>
<th>Name</th>
<th>Appointment date</th>
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<tr>
<td>Chairman and Chief</td>
<td>Chris Chapman</td>
<td>27 February 2006 for five years</td>
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<td>Executive Officer*</td>
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<td>Reappointed 14 October 2010 for five years</td>
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<td></td>
<td>Reappointed 28 March 2013 until 26 February 2016</td>
</tr>
<tr>
<td>Deputy Chair</td>
<td>Richard Bean</td>
<td>14 October 2010 for five years</td>
</tr>
<tr>
<td>Full-time Member</td>
<td>Chris Cheah</td>
<td>1 July 2005 for four years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reappointed 1 July 2009 for five years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reappointed 1 July 2014 for one year to 30 June 2015</td>
</tr>
<tr>
<td>Part-time Member</td>
<td>Louise Benjamin</td>
<td>14 October 2010 for five years</td>
</tr>
<tr>
<td>Part-time Member</td>
<td>Anita Jacoby</td>
<td>5 August 2013 for five years</td>
</tr>
<tr>
<td>Part-time Member</td>
<td>James Cameron</td>
<td>5 August 2013 for five years</td>
</tr>
<tr>
<td>Part-time Member</td>
<td>Rosemary Sinclair</td>
<td>5 August 2013 for five years</td>
</tr>
<tr>
<td>Associate Member</td>
<td>Rod Sims</td>
<td>1 August 2011 for five years</td>
</tr>
</tbody>
</table>

* From 1 July 2014, for the purposes of the PGPA Act 2013, the Chair is the accountable authority of the ACMA.
Figure 1: ACMA corporate structure as at 30 June 2015
Chapter 2: Revenue and fees
Revenue collection

The ACMA collects revenue on behalf of the Australian Government through broadcasting, radiocommunications and telecommunications taxes, charges and licence fees. It also administers non-regular revenue from spectrum auctions.

In 2014–15, the ACMA administered $2,789.16 million of revenue (2013–14: $656.98 million) and nil expenses (2013–14: nil). The significant increase in revenue is due to the digital dividend spectrum auction and expiring 15 year spectrum licences (see Figure 2).

Revenue and fees

The ACMA is responsible for the efficient regulation and allocation of public resources such as telecommunications numbering and the radiofrequency spectrum. It also collects annual revenues through broadcasting, radiocommunications and telecommunications licence taxes, levies, fees and charges. The administration of taxes, levies, fees and charges plays a key role in the planning, allocation and use of public resources. These public resources are indispensable inputs to industry in the innovative and dynamic communications sector of the economy.

Where feasible under the applicable legislation, the ACMA sets fees, taxes and charges so they support the effective use of public resources. They also recover the costs of regulating the industry. In accordance with government cost-recovery policy and guidelines, and where it is cost-effective, the ACMA seeks to charge individuals or firms for the costs of providing the activity.

Revenue raised by the ACMA in taxes, charges, levies and other revenue is shown in tables 2 to 5.
Telecommunications services funding

In 2011, the government signed an agreement with Telstra for basic universal telecommunications service outcomes during and after the rollout of the nbn network. Public policy reforms to support the transition to the nbn network included establishing the Telecommunications Universal Service Management Agency (TUSMA) under the Telecommunications Universal Service Management Agency Act 2012 (TUSMA Act). TUSMA commenced operations from 1 July 2012 to deliver the government’s public policy objectives in the telecommunications sector, including giving all Australians reasonable access to a standard telephone service and payphones (the universal service obligation or USO) and managing emergency call-handling and the National Relay Service (NRS).

The funding of these telecommunications services and TUSMA’s administrative costs were provided by the government, with the remainder shared by a telecommunications industry levy (TIL) on telecommunications carriers that earn above $25 million.

On 20 October 2014, the ACMA made a written assessment under the TUSMA Act of each participating person’s TIL for the 2013–14 eligible levy period, which was based on eligible revenue for the 2012–13 period. The total TIL assessed was $221 million, based on the Minister for Communication’s advice of 24 September 2014. A participating person is a carrier that earns eligible revenue of $25 million or more for an eligible revenue period.

Table 2: Resource taxes

<table>
<thead>
<tr>
<th>Description</th>
<th>Revenue in 2013–14 ($m)</th>
<th>Revenue in 2014–15 ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reissue of 15-year spectrum licences*</td>
<td>nil</td>
<td>172.39</td>
</tr>
<tr>
<td>Apparatus auctions</td>
<td>0.04</td>
<td>0.20</td>
</tr>
<tr>
<td>Number auctions</td>
<td>1.54</td>
<td>1.66</td>
</tr>
<tr>
<td>Spectrum licence tax</td>
<td>0.32</td>
<td>0.37</td>
</tr>
<tr>
<td>Annual numbering charge</td>
<td>60.00</td>
<td>60.00</td>
</tr>
<tr>
<td>Apparatus licence tax</td>
<td>171.00</td>
<td>149.14</td>
</tr>
<tr>
<td>Broadcasting licence fees and datacasting charge*</td>
<td>157.19</td>
<td>185.35</td>
</tr>
<tr>
<td>Digital dividend spectrum auction</td>
<td>nil</td>
<td>1,953.77</td>
</tr>
<tr>
<td><strong>Total taxes</strong></td>
<td><strong>390.09</strong></td>
<td><strong>2,522.88</strong></td>
</tr>
</tbody>
</table>

*Previously reported as ‘Spectrum auctions’.


Table 3: Cost recovery charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Revenue in 2013–14 ($m)</th>
<th>Revenue in 2014–15 ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual carrier licence charge</td>
<td>38.30</td>
<td>38.65</td>
</tr>
<tr>
<td>Fee-for-service charges</td>
<td>3.92</td>
<td>3.26</td>
</tr>
<tr>
<td>Do Not Call Register charges</td>
<td>3.30</td>
<td>2.41</td>
</tr>
<tr>
<td><strong>Total charges</strong></td>
<td><strong>45.52</strong></td>
<td><strong>44.32</strong></td>
</tr>
</tbody>
</table>

Table 4: Industry levies

<table>
<thead>
<tr>
<th>Description</th>
<th>Revenue in 2013–14 ($m)</th>
<th>Revenue in 2014–15 ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecommunications Industry Levy (TIL)</td>
<td>220.81</td>
<td>221.00</td>
</tr>
<tr>
<td><strong>Total levies</strong></td>
<td><strong>220.90</strong></td>
<td><strong>221.00</strong></td>
</tr>
</tbody>
</table>

Table 5: Other administered revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Revenue in 2013–14 ($m)</th>
<th>Revenue in 2014–15 ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fines and penalties</td>
<td>1.15</td>
<td>0.19</td>
</tr>
<tr>
<td>Other</td>
<td>0.47</td>
<td>1.76</td>
</tr>
<tr>
<td><strong>Total other administered revenue</strong></td>
<td><strong>1.62</strong></td>
<td><strong>1.95</strong></td>
</tr>
</tbody>
</table>
Eligible revenue assessment
Any person holding a telecommunications carrier licence for any time during an eligible revenue period is required to submit an eligible revenue submission so that the ACMA may determine each carrier’s eligible revenue. Carriers that earn revenue below $25 million during an eligible revenue period and submit an eligible statutory declaration to the ACMA by 31 October of the relevant period are not required to submit an eligible revenue return, and are exempt from the TIL and the annual carrier licence charge. For the 2013–14 eligible revenue period, participating persons were required to lodge submissions with the ACMA by 31 October 2014. The ACMA made a written assessment of participating persons’ eligible revenue for the 2013–14 eligible revenue period on 7 May 2015.

The primary function of the eligible revenue process is to determine the contribution that each participating person makes to the cost of providing the USO and NRS, based on its proportion of total industry eligible revenue. The eligible revenue process is also used to determine each participating person’s contribution to annual carrier licence charges.

The ACMA’s written assessment of each participating person’s eligible revenue for the 2013–14 eligible revenue period will be used to determine the TIL and annual carrier licence charge (ACLC) for each participating person for the 2014–15 eligible levy period.

Numbering charges
On behalf of the Australian Government, the ACMA collects a set amount of revenue each year from carrier service providers (CSPs) that hold telephone numbers. The ACMA collects this revenue through the annual numbering charge (ANC), which remains at $60 million (2013–14 $60 million).

CSPs are liable for the charges they incur for the numbers they hold on the census date. The census date is in April, with the exact date determined by the ACMA each year. The census date for 2014–15 was 12 April 2015. To enable the ACMA to determine the quantity of numbers held by each CSP on the census date, an embargo on the surrender of most numbers commences 15 working days prior to the census date each year. In 2014–15, the embargo commenced on 19 March 2015.

Amount of charge
The base number charge for 2014–15 was $0.6546107728. Employing the opportunity-cost methodology applied in previous years, nine-digit numbers were charged at $6.546107728, eight-digit numbers at $65.46107728 and so on. No numbers incurred the maximum cost of $100,000 allowable under the Telecommunications (Numbering Charges) Act 1997.

Numbers used for incoming-only international services, internal network services and testing services were subject to a reduced rate of charge. Geographic numbers allocated to a CSP for the purposes of providing a standard telephone service to a customer are exempt from the charge.

At 30 June 2015, the ACMA had received $44.79 million of the $60 million revenue target, and is actively recovering the outstanding amounts. The amounts outstanding for each CSP are shown in Table 6.

Number auctions
The smartnumbers online auction system was introduced in 2004 to allocate certain freephone and local rate numbers (FLRNs)—13, 1300 and 1800 numbers. In 2014–15, the ACMA sold 4,330 smartnumbers and received $1,655,795 in revenue—the corresponding figures for 2013–14 were $1.54 million in revenue raised from the sale of 3,891 smartnumbers. The ACMA continued to meet its KPIs for smartnumbers auctions. The ACMA decided to replace the smartnumber auction system with an over-the-counter system to reduce the delay, uncertainty and complexity. It commenced operation in August 2015.
**Apparatus licence taxes**

The ACMA uses taxes on the issue of radiocommunications apparatus licences to support the efficient use of spectrum and recover the indirect costs of spectrum management. The tax is calculated by a formula that makes fees determinate, consistent, equitable and transparent. The formula encourages efficiency by making taxes higher in congested locations and spectrum bands, making taxes proportional to the bandwidth and giving discounts for low power.

In March 2015, the ACMA remade the Radiocommunications (Transmitter Licence Tax) Determination 2015 and Radiocommunications (Receiver Licence Tax) Determination 2015 to reflect annual CPI adjustments of three per cent and other updates related to the sunsetting process. The CPI adjustment reflects price changes from July 2013 to June 2014 and applies to all licence taxes except for fixed services operating below 960 MHz in remote density areas. Other updates made to the Transmitter Licence Tax Determination included changes in the census year and geographical areas for Public Mobile Telecommunications Services, and the addition of a new tax in the 3.5 GHz band.

As part of its sunsetting process, the ACMA also remade the Radiocommunications Taxes Collection (Penalties on Unpaid Tax) Determination 2015, which sets out the penalty amounts and collection procedure for unpaid licence tax payable by apparatus licence holders. The method of calculating the penalty interest remains unchanged.

Table 7 shows total revenue from radiocommunications apparatus licences collected by the ACMA in 2014–15.

**Spectrum licence tax**

The spectrum licence tax is imposed on all holders of spectrum licences at 11 October each year. It allows the ACMA to recover from spectrum licensees the indirect costs of spectrum management activities such as international coordination, domestic planning, interference investigation and policy development. The spectrum licence tax is calculated based on the bandwidth and the population covered in a licence. In 2014–15, the ACMA collected approximately $0.37 million in spectrum licence tax.

**Broadcasting licence fees and datacasting charge**

The ACMA collects broadcasting licence fees (BLF) from commercial radio and television broadcasting licence-holders under the *Television Licence Fees Act 1964* (TLF Act) and *Radio Licence Fees Act 1964*. Supporting documentation is required under sections 205B and 205C of the *Broadcasting Services Act 1992* (BSA). Fees are calculated as a percentage of the gross earnings of the licence-holders for each BLF period, less any rebates that apply.

In December 2014, television broadcasters paid a total of $148.09 million and radio broadcasters a total of $24.83 million for the 2013–14 BLF period.

Table 8 shows total BLF collected by the ACMA in the last three financial years.

Under the *Datacasting Charge (Imposition) Act 1998*, a datacasting charge is collected from commercial television broadcasting licensees who also hold a transmitter licence issued under the *Radiocommunications Act 1992* and use the transmitter licence to provide a datacasting service(s) authorised by a licence under Schedule 6 of the BSA. During the current financial year, the ACMA collected $2.08 million from datacasting services for the 2013–14 return period.

**Regional Equalisation Plan**

The Australian Government introduced a Regional Equalisation Plan (REP) rebate scheme in 2000–01 to assist the rollout of digital television broadcasting services to regional and remote Australia. REP rebates against annual licence fees administered by the ACMA and, where necessary, supplementary grants administered by the Department of Communications (DoC), are claimable by broadcasters based on their area’s progress in rolling out digital television services. The scheme will end on 31 December 2017. Commercial television broadcasters claimed total REP rebates of $1.17 million in 2014–15.
### Table 6: Annual numbering charge amounts outstanding at 30 June 2015

<table>
<thead>
<tr>
<th>CSP</th>
<th>Amount outstanding ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ieseek Communications Pty Ltd</td>
<td>$6,436.13</td>
</tr>
<tr>
<td>Live Connected</td>
<td>$11,248.83</td>
</tr>
<tr>
<td>Lycamobile Pty Ltd</td>
<td>$1,200,466.48</td>
</tr>
<tr>
<td>Netsize Pty Ltd</td>
<td>$29,653.87</td>
</tr>
<tr>
<td>Novatel Telephony Pty Ltd</td>
<td>$65,461.08</td>
</tr>
<tr>
<td>Optus Mobile Pty Limited</td>
<td>$7,709,663.98</td>
</tr>
<tr>
<td>Optus Networks Pty Limited</td>
<td>$3,622,244.20</td>
</tr>
<tr>
<td>PowerTel Limited</td>
<td>$7.20</td>
</tr>
<tr>
<td>Singtel Optus Pty Limited</td>
<td>$738,547.58</td>
</tr>
<tr>
<td>Vaya Pty Ltd</td>
<td>$84,182.95</td>
</tr>
<tr>
<td>Virgin Mobile (Australia) Pty Limited</td>
<td>$1,709,590.00</td>
</tr>
<tr>
<td>Yatango Mobile (Australia) Pty Ltd</td>
<td>$33,699.36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$15,211,201.66</strong></td>
</tr>
</tbody>
</table>

*Note: Does not include late payment penalties that apply after 15 June 2014, the due date for payment.*

### Table 7: Revenue from radiocommunications apparatus licences, 2014–15

<table>
<thead>
<tr>
<th>Type of licence</th>
<th>Revenue 2014–15 ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assigned licences</strong></td>
<td></td>
</tr>
<tr>
<td>Public telecommunications service</td>
<td>57.813</td>
</tr>
<tr>
<td>Fixed</td>
<td>59.417</td>
</tr>
<tr>
<td>Land mobile</td>
<td>21.234</td>
</tr>
<tr>
<td>Satellite*</td>
<td>4.429</td>
</tr>
<tr>
<td>Defence</td>
<td>10.435</td>
</tr>
<tr>
<td>Other</td>
<td>3.281</td>
</tr>
<tr>
<td><strong>Total assigned licences</strong></td>
<td><strong>156.609</strong></td>
</tr>
<tr>
<td><strong>Non-assigned licences</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>158.073</strong></td>
</tr>
</tbody>
</table>

*Includes Earth, space, Earth receive and space receive licences.*

### Table 8: Broadcasting licence fees, 2012–13 to 2014–15

<table>
<thead>
<tr>
<th>Number of licences</th>
<th>2012–13</th>
<th>2013–14</th>
<th>2014–15</th>
<th>Total ($m)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Radio BLF</strong></td>
<td>273</td>
<td>273</td>
<td>273</td>
<td>24.40</td>
</tr>
<tr>
<td><strong>TV BLF obligation</strong></td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>294.80 144.56* 149.26*</td>
</tr>
<tr>
<td>Less digital TV conversion rebate</td>
<td>2.30</td>
<td>1.21</td>
<td>1.17</td>
<td>2.30</td>
</tr>
<tr>
<td>Less BLF rebate</td>
<td>143.4</td>
<td>n/a*</td>
<td>n/a*</td>
<td>143.4</td>
</tr>
<tr>
<td><strong>TV BLF</strong></td>
<td>149.20</td>
<td>143.35</td>
<td>148.09</td>
<td>148.09</td>
</tr>
</tbody>
</table>

*On 28 March 2013, the Television Licence Fees Amendment Act 2013 introduced amendments to the TLF Act by permanently reducing the annual licence fee payable by a commercial television broadcasting licensee by 50 per cent, to a maximum of 4.5 per cent of their gross earnings. From the 2012–13 BLF return period onwards, the BLF rebate no longer exists.*

^Relates to amounts paid for the 2013–14 return period only.
Part 3—
Report on performance
Outcome 1: A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice

**Outcome 1 strategy**

The ACMA will contribute to the achievement of this outcome by:

> planning, allocating and using the public resources for which the ACMA is responsible in a way that maximises their value to the Australian community

> providing appropriate support to national safety and security interests in the planning and delivery of communications infrastructure and services

> ensuring consumer, citizen and audience safeguards are effective, designed to keep pace with evolving market developments, reflect community standards and deliver on consumer and community expectations

> developing strategies that ensure consumers, citizens and industry benefit from their engagement in the developing information economy and evolving networked society.

**Contributions to Outcome 1:**

> Program 1.1 Communications regulation, planning and licensing—see Chapter 3

> Program 1.2: Consumer safeguards, education and information—see Chapter 4.
Chapter 3: Communications regulation, planning and licensing
Chapter 3 reflects the ACMA’s performance against the deliverables in Program 1.1.

**Program 1.1 Objective**

That the allocation and use of public resources maximises their value to the Australian community; and that national safety and security interests are appropriately supported in the planning and delivery of communication infrastructure and services.

**Program 1.1 Deliverables**

- Effective allocation and use of the radiofrequency spectrum.
- Minimisation of unacceptable interference to radiocommunications services.
- Promotion of competition, efficiency and innovation in the Australian telecommunications industry.
- Administration of licensing and number allocation arrangements.
- Provision of appropriate and reasonable support to law enforcement, emergency services and national security.
- Work in partnership with industry to improve the performance of Australia’s emergency call services.

**Program 1.1 Key Performance Indicators**

- That the public benefit from the allocation and use of the radiofrequency spectrum is maximised.
- That the instances of unacceptable interference are low; and interference complaints are resolved quickly and in a cost-effective manner.
- That competition, efficiency and innovation in the Australian telecommunications industry is maximised, resulting in a simple and flexible numbering scheme.
- That, in allocating or renewing broadcasting, telecommunications and radiocommunications licences and numbers, administrative costs on industry and citizens are minimised.
- That law enforcement, emergency services and national security providers are appropriately and reasonably supported by the ACMA and telecommunications industry.
Overview and significant outcomes

The ACMA manages the radiofrequency spectrum in Australia through planning, allocation and licensing decisions, device regulation and compliance activities. It ensures compliance with licensing requirements and investigates complaints of interference to licensed services. The scope of the ACMA’s role includes spectrum planning, apparatus licensing, class licensing, spectrum licensing, auctions and trading, and satellite communications and space systems regulation.

As in many other countries, Australia must balance the growing demand for access to spectrum by new technologies and uses against the legitimate requirements of existing users for ongoing use of spectrum. It must also strike the balance between government use of the spectrum—for example, for defence, emergency and public safety services, scientific and other applications that may be inappropriate to leave to market forces to address, and its availability for use by the broader community.

In 2014–15, the ACMA’s major spectrum initiatives included:

> undertaking processes for expiring spectrum licences, including considering reissue of licences to current licensees where that is in the public interest

> facilitating early access to the 700 MHz band following the digital dividend auction

> commencing steps to reallocate spectrum in the 1800 MHz band in regional and remote parts of Australia.

Spectrum review

On 23 May 2014, the minister announced a review of the spectrum policy and management framework. Established in 1992, the current regulatory framework under the Radiocommunications Act led the world in market reform of spectrum management. Now, more than 20 years later, the evolving nature of technology and increasing demand for access to spectrum has stretched the current framework to its full capacity. The review seeks to update Australia’s spectrum management framework to reflect changes in technology, markets and consumer preferences, and to better deal with increasing demand for spectrum from all sectors both now and into the future.

A key stated purpose of the review is to examine what policy and regulatory changes are needed to meet current challenges, and ensure the framework will serve Australia well into the future. In line with the government’s deregulation agenda, the review will look for ways to simplify the existing framework and reduce compliance costs for users.

In 2014–15, the ACMA continued to work closely with DoC on the details of the review.

In May 2015, the minister announced the release of a review report and made three major recommendations. The key elements of these recommendations include to:

> replace the current legislative framework with outcomes-focused legislation that facilitates timely spectrum allocations, improves user flexibility and delivers increased certainty for market participants
Digital switchover

In 2013–14, the last remaining areas of Australia completed the switchover to digital-only television, which meant the end of analog television broadcasting in Australia. The ACMA had a number of responsibilities for the digital switchover and worked closely with the Digital Switchover Taskforce and related areas of DoC during 2013–14, providing technical and regulatory advice and information on television coverage.

The final step in the move to digital-only television was for a significant number of digital television services to be moved to new channels so that the spectrum in the 700 MHz band corresponding to UHF television channels 52 to 69 could be cleared for new mobile broadband services. This process of moving digital television transmitters to new channels was referred to as the ‘restack’, and viewers were required to retune their television receivers. The channels to be used for digital television services were defined in television licence area plans (TLAPs) prepared by the ACMA between 2011 and 2013.

Spectrum licences for the mobile broadband providers using the digital dividend spectrum commenced on 1 January 2015. To ensure that the spectrum was available for use by the spectrum licensees, the designated restack day (the day by which all digital dividend spectrum was to be cleared) for digital television was 31 December 2014. All digital television services planned in a TLAP were restacked by 20 November 2014. The final non-TLAP-planned digital service, a council retransmission site in Mossman South, North Queensland, was restacked on 9 December 2014.

Restack coverage assessment project

The ACMA developed the restack coverage assessment project (ReCAP) to support the restack implementation process. The project delivers evidence-based advice to the government on managing potential restack coverage and reception issues affecting communities, and provides inputs to public education/information campaigns. In addition to its restack focus, ReCAP helped DoC to support viewers experiencing reception difficulties prior to or following the switchover from analog to digital television.

The ReCAP was successfully completed in December 2014.
With the retuning of television services across Australia finalised, DoC’s role in dealing with viewer reception issues has come to an end. The ACMA is now the first port of call in government for viewer reception and interference problems.

**Complaints under the conditional access scheme for satellite access to digital television**

The government’s Viewer Access Satellite Television (VAST) service is intended to provide an alternative reception option for individual households unable to receive adequate digital television services from existing terrestrial transmission sites. Eligibility for access to commercial services on VAST is provided for in conditional access schemes developed by industry and registered by the ACMA. Viewers who were refused access to VAST services by the scheme administrator can, under certain conditions, complain to the ACMA. The ACMA has the power to direct the scheme administrator to enable VAST access for viewers who cannot access terrestrial digital television services.

The ACMA received 177 complaints between 1 July 2014 and 30 June 2015. In 2014–15, the ACMA finalised the investigation of 119 complaints and issued 119 directions to the scheme administrator to grant VAST access to the complainants. At the end of the reporting period, 58 complaints were still under investigation.

**Wireless microphones and the digital dividend**

As part of implementing the digital dividend, wireless audio transmitters (wireless microphones) were required to cease operating in the frequency range 694–820 MHz by 1 January 2015.

As many community groups and businesses use wireless microphones on a day-to-day basis, the ACMA implemented a range of awareness and outreach activities and resources to help users prepare for this change.

For the majority of wireless audio users, operation is authorised under the Radiocommunications (Low Interference Potential Devices) Class Licence. However, to provide additional spectrum options, the ACMA sought comment in December 2014 on optional additional apparatus licence arrangements for users of wireless audio equipment. Following consideration of comments, finalised arrangements were put in place in February 2015 for the apparatus licensing of wireless microphones—expected to be mostly taken up for major events or by professional users.

**Broadcast planning**

In 2014–15, the ACMA:

> issued 19 transmitter licences for new national radio and television services
> issued five transmitter licences for new commercial radio and television services
> issued 406 new broadcasting retransmission licences
> varied 718 radio and television apparatus licences
> issued 131 special event broadcasting licences for radio and television services.

**Television licence area plans**

TLAPs are the long-term planning instruments for television broadcasting services, specifying and allotting channels to particular providers of television services, and determining the characteristics, including technical specifications, of the broadcasting services that are to be available in particular parts of Australia with the use of those channels. TLAPs were also the primary instruments for managing the restack of digital television broadcasting services.

During the reporting period, the ACMA completed four TLAP variations (see Table 9).

**Radio licence area plan variations**

Radio licence area plans (LAPs) are the planning instrument for radio services in Australia.

Over the reporting period, the ACMA completed six variations to radio LAPs (see Table 10).
### Table 9: Variations to TLAPs

<table>
<thead>
<tr>
<th>Service area</th>
<th>Purpose of variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane—December 2014</td>
<td>To extend the channel allotment end date for the Brisbane community television service contained in the TLAP from 31 December 2014 to 31 December 2015, remove obsolete channel allotments and insert missing census definition data into the Brisbane TV1 licence area.</td>
</tr>
<tr>
<td>Melbourne—December 2014</td>
<td>To extend the channel allotment end date for the Melbourne community television service contained in the TLAP from 31 December 2014 to 31 December 2015 and remove obsolete channel allotments.</td>
</tr>
<tr>
<td>Sydney—December 2014</td>
<td>To extend the channel allotment end date for the Sydney community television service contained in the TLAP from 31 December 2014 to 31 December 2015 and remove obsolete channel allotments.</td>
</tr>
<tr>
<td>Regional Victoria—December 2014</td>
<td>To amend the post-restack channel allotments for the Walwa/Jingellic area and Hunters Knob and insert the description of a previously omitted licence area into the TLAP.</td>
</tr>
</tbody>
</table>

### Table 10: Variations to LAPs

<table>
<thead>
<tr>
<th>Service area</th>
<th>Purpose of variation</th>
</tr>
</thead>
</table>
| Remote Central and Eastern Australia (Radio)—June 2015 | To make channel capacity available for additional transmitters or amend existing technical specifications for the following commercial radio broadcasting services:  
- 8SAT at Apollo Bay, Beech Forrest, Meringur, Marysville, Powelltown, Speed, Bunnaloo, Urana, Hallett, Kapunda East, Keith, Kingscote, Leigh Creek, Penong and Wilmingtong  
- 4BRL at Coolah, Karumba, Kilcoy, Tara and Thursday Island  
- 4BRZ at Karumba, Kilcoy, Stanthorpe, Tara and Thurday Island.  
The variation also amends the Remote Commercial Radio North East Zone RA1 licence area to rectify a previous administration error with the census definition data. The amendment removes two census districts that were inadvertently included and reinserts a missing census district from the licence area. |
| Goulburn (Radio)—January 2015 | To vary the technical specifications of the existing community radio broadcasting service 2GCR at Goulburn to increase the maximum effective radiated power to 2000 watts and antenna height to 20 metres, and reflect the service’s actual transmission site. The variation also expanded the Goulburn RA2 licence area for 2GCR and updated the description of the existing commercial and community radio licence areas in the Goulburn LAP to 2006 census data. |
| Hamilton (Radio)—December 2014 | To make channel capacity available for an additional transmitter for the Hamilton commercial radio broadcasting service 3HA at Portland and update the description of the existing commercial and community radio licence areas in the Hamilton LAP to 2006 census data. |
| Kempsey (Radio)—December 2014 | To make channel capacity available at North Haven for additional transmitters for the Kempsey commercial radio broadcasting service 2PQQ and the Port Macquarie community radio broadcasting service 2WAY. The variation also updated the description of the existing commercial and community radio licence areas in the Kempsey LAP to 2006 census data. |
| Riverland (Television & Radio)—December 2014 | To remove redundant technical specifications relating to national and commercial television broadcasting services and to change the title of the LAP to Licence Area Plan—Riverland Radio. |
| Young (Radio)—August 2014 | To make channel capacity available for additional transmitters for the Young commercial radio broadcasting service 2LF at Cootamundra, Cowra, Grenfell and Temora, and also for additional transmitters for the Young commercial radio broadcasting service Roccy FM at Grenfell and Temora. The variation also made channel capacity available for a long-term community radio broadcasting service in Temora and updated the description of the existing commercial and community radio licence areas in the Young LAP to 2006 census data. |
Ongoing review of spectrum planning and coordination frameworks

In addition to major spectrum projects, the ACMA is undertaking an ongoing review of spectrum planning, assignment and coordination frameworks. As part of this continuing process of improvement, the ACMA updated a number of coordination frameworks for apparatus licensing in 2014–15. This work will continue into 2015–16.

Five-year spectrum outlook

The Five-year spectrum outlook 2014–18 was released in September 2014. The outlook outlines the ACMA’s assessment of the demand for different parts of the radiofrequency spectrum and sets the key priority areas facing spectrum management in Australia. It provides an avenue for consultation with all spectrum users about emerging pressures for changing approaches to spectrum management and the ACMA’s work plan. It is a living document and is open to comment at all times.

The outlook fulfils the ACMA’s commitment to:

> provide greater insight and transparency for industry stakeholders
> facilitate discussion between the ACMA and stakeholders
> provide a useful summary of important spectrum management policies and priorities.

In keeping with Program 1.1: Communications regulation, planning and licensing, the ACMA expects to release the 2015–19 edition of the outlook in the third quarter of 2015. It will take into account information from submissions received in response to the 2014–18 edition.

Digital radio

Digital radio services, using DAB+ technology in VHF Band III spectrum, have been running on a permanent basis in the metropolitan areas of Adelaide, Brisbane, Melbourne, Perth and Sydney since July 2009.

Following a public consultation process, in May 2015 the ACMA varied the digital radio channel plans for the five mainland capital cities to incorporate the technical parameters for in-fill transmitters used to boost coverage. These transmitters extended coverage of commercial and community digital radio services to a potential 264,000 listeners. Although digital radio services have not yet begun in Hobart, the ACMA also took the opportunity to update the Tasmania Digital Radio Channel Plan to provide for updated technical parameters and change the allotment of channels for digital radio in Hobart.

Trials of DAB+ are being conducted in Canberra and Darwin by the peak commercial radio body, Commercial Radio Australia (CRA).

Land mobile frequency coordination requirements

In September 2014, the ACMA sought comment on a proposed update to coordination requirements for land mobile services operating in the VHF Mid band, VHF High band and 400 MHz frequency band. The proposed updates were to support the implementation of changes to the 400 MHz frequency in response to the 400 MHz review, and included proposed updates to existing frequency-distance constraints using revised technical assumptions that more closely reflect digital technologies.

Submissions closed in November and updated frequency-distance constraints were finalised and released in June 2015. Discussion with respondents continues on other matters raised in submissions, with a view to finalising remaining matters in the next reporting period.
The ACMA has now begun the reallocation process of the regional 1800 MHz spectrum from apparatus to spectrum licensing.

In the case of 1800 MHz spectrum in remote areas, the ACMA has been working with all interested parties on a possible method for assigning apparatus licences to meet demand, which—in contrast to the situation in regional areas—is not expected to exceed the supply of spectrum.

**Apparatus licences in the 3.5 GHz band**

The Australian Communications and Media Authority (3.5 GHz frequency band) Direction 2014, made in October 2014, required the ACMA to take all steps necessary to enable apparatus licences of a type that would be appropriate for use in the nbn network to be issued in the frequency ranges 3400–3425 MHz and 3492.5–3542.5 MHz (the 3.5 GHz band). All necessary steps were completed by 30 April 2015. This included:

- fixing a tax of $0.0037/MHz/population for apparatus licences in the 3.5 GHz band
- making RALI MS39, Frequency Coordination and Licensing Procedures for Apparatus Licensed Public Telecommunications Services in the 3.5 GHz band. RALI MS39 contains details on coordination criteria between devices operated under a 3.4 GHz band spectrum licence, 3.5 GHz apparatus licences and other relevant services operating in adjacent bands.

On 12 June 2015, the ACMA formally advised the minister that it had completed all steps necessary to fulfil the requirements of the direction.

**1800 MHz band**

There is increasing demand for access to spectrum in regional and remote areas from various industry sectors to deploy mobile broadband services. The ACMA has identified the 1710–1785 MHz and 1805–1880 MHz frequency ranges (the 1800 MHz band) as the most suitable candidate band to relieve this demand.

The ACMA has been working closely with industry and stakeholders to develop appropriate and effective strategies to enable access to the 1800 MHz band in regional and remote areas. The ACMA has stated that, in regional areas, spectrum licensing in this band would best accommodate emerging high-value uses of the band such as mobile services.

On 24 September 2013, Corrective Services NSW (CSNSW) launched a field trial of mobile phone jammers at Lithgow Correctional Centre in New South Wales to assess the feasibility of blocking the reception of mobile phones as a law enforcement strategy.

To enable the field trial, the ACMA made the Radiocommunications (Field Trial by Corrective Services NSW of PMTS Jamming Devices at Lithgow Correctional Centre) Exemption Determination 2012. In response to a request from CSNSW, on 13 June 2014 the ACMA approved an extension of the trial until 30 September 2014.

On 20 October 2014, the ACMA made the Radiocommunications (Field Trial by Corrective Services NSW of PMTS Jamming Devices at Lithgow Correctional Centre) Exemption Determination 2014. This instrument gives CSNSW a further exemption for continued use of the mobile phone jammer system at LCC for a 12-month period, expiring on 31 October 2015.

CSNSW reported to the ACMA on the outcomes of the field trial in early 2015. The ACMA is considering the information provided by CSNSW, and the implications this may have on the future regulation of mobile phone jammers in correctional facilities.
International spectrum activities

The ACMA’s international spectrum activities included active involvement in the preparatory work for the 2015 International Telecommunication Union (ITU) World Radiocommunication Conference (WRC-15), to be held in Geneva from 2–27 November 2015. In total, 95 Australian delegates participated in 46 international radiocommunications meetings, with 54 Australian contributions presented. This ranged from single delegates to ITU Radiocommunication Sector Study Groups to a delegation of 20 to the second session of the Conference Preparatory Meeting for WRC-15 (CPM15-2). The Australian delegation to CPM15-2 was instrumental in supporting established Australian views on WRC-15 agenda items at this penultimate ITU-R meeting to WRC-15.

One key meeting in which the ACMA participated was the fourth APT Preparatory Group for WRC-15 (APG15-4), held in Bangkok from 9–14 February 2015. As part of APG15-4, the ACMA, with assistance from DoC, held an information session on the future of Coordinated Universal Time (UTC). The session addressed issues to be considered at WRC-15 under agenda item 1.14, which defines UTC on the basis of the time kept by atomic clocks and recommends using leap seconds to maintain it close to Universal Time. The future of UTC will be a major issue at WRC-15 and the ACMA information session, which involved expert speakers from China, South Korea, Japan, Australia and the ITU, was a highlight of APG15-4. See also International agenda and engagement in Chapter 5.

Satellite coordination

The ACMA is responsible for fulfilling Australia’s obligations as a member of the ITU for matters associated with the ITU-R. It supports the filing of Australian satellite networks with the ITU and actively works with prospective satellite operators in meeting these obligations. The ACMA also provides the interface with other ITU administrations in coordinating Australia’s satellite spectrum requirements.

In the reporting period, the ACMA assessed 1,411 publications for proposed foreign satellite networks, initiating coordination processes (where necessary) with foreign administrations on their proposed satellite networks with Australian spectrum requirements and responding to their reciprocal requests of Australia. In addition, the ACMA also assisted Australian satellite operators with ongoing satellite coordination negotiations with other administrations. These roles help to protect Australian interests and maximise the benefits of spectrum/orbital resources through working cooperatively with other ITU Member Administrations.

The ACMA also provides ongoing advice to Australian Government agencies and the Australian space community on space radiocommunications.
Overview and significant outcomes

Spectrum planning arrangements are designed to ensure, to the extent possible, that licensed radiocommunications services are not subject to unacceptable levels of interference. The ACMA’s regulatory regime uses technical standards and regulations to reduce the likelihood of interference while placing as little regulatory burden on industry as possible. Evidence-based, risk mitigation and management strategies are used to identify and prioritise this compliance and enforcement activity.

In 2014–15, the ACMA’s major initiatives in this area included:

> undertaking radiocommunications interference prosecutions
> performing spectrum monitoring for special events
> establishing the annual priority compliance areas.

Technical standards and regulations

The ACMA manages compliance with the Radiocommunications Act and subordinate instruments relating to the operation of radiocommunications transmitters and the supply of radiocommunications devices. It also administers mandatory regulatory arrangements that require specified equipment to meet technical standards and associated record-keeping and labelling requirements.

Radiocommunications

In 2014–15, the ACMA remade the Radiocommunications (Compliance Labelling – Devices) Notice 2014 and associated technical standards to comply with the sunsetting provisions of the Legislative Instruments Act 2003 (LIA).

Electromagnetic compatibility

The ACMA manages electromagnetic compatibility (EMC) through the Radiocommunications Labelling (Electromagnetic Compatibility) Notice 2008.

The ACMA’s technical standards for EMC reference technical standards developed by Standards Australia, and international standards developed by the International Electrotechnical Committee (IEC), International Special Committee on Radio Interference (CISPR) and European Telecommunications Standardisation Institute (ETSI). The standards list was updated during the reporting period to reference the current suite of international standards.

Electromagnetic energy

The ACMA’s electromagnetic energy (EME) regulatory arrangements require radio transmitter installations and portable end-user equipment, such as mobile phone handsets, to comply with EME limits set out in the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) Radiation Protection Standard for Maximum Exposure Levels to Radiofrequency Fields—3 kHz to 300 GHz (2002). The ARPANSA Standard is based on guidelines from the internationally recognised International Commission for Non-Ionizing Radiation Protection (ICNIRP).
On 30 June 2014, the ACMA made the Radiocommunications (Compliance Labelling—Electromagnetic Radiation) Notice 2014 (the EME Labelling Notice) and the Radiocommunications (Electromagnetic Radiation - Human Exposure) Standard 2014 (the Human Exposure Standard), which were due to sunset in 2015. The new arrangements, which included minor variations, were implemented in 2014–15.

In the reporting period, the ACMA also signed a memorandum of understanding (MoU) with ARPANSA, under which the two agencies agreed to work together to develop clear public messaging about their EME responsibilities. The formal commitment between the two agencies is an extension of existing collaboration and information-sharing, and will help ensure that EME regulatory arrangements are developed from a sound evidence base.

Field-based activities and investigations

Radiocommunications interference management
The ACMA assesses complaints of interference and non-compliance. It can then prioritise the risk of interference and choose from a range of available regulatory responses.

Ongoing priorities for compliance activity include responding to complaints of interference to mobile carriers, including from:

> Mobile repeaters—interference can be caused by the unlicensed use of mobile phone repeaters that may substantially disrupt mobile networks. Mobile phone carriers work with the ACMA to locate the cause of the interference.

> Prohibited devices—the ACMA has arrangements with Australia Post to detect and seize prohibited devices travelling in the international mail stream. It has also established relationships with private international mail carriers and received in-principle agreement that they surrender any detected prohibited devices.

2014–15 priority compliance areas
The ACMA also manages and prioritises the enforcement of technical standards through priority compliance areas (PCAs), which in 2014–15 comprised:

> technical regulation of lighting (particularly LED globes) and wireless microphones

> EME compliance in the following areas:
  > suppliers of Wi-Fi devices
  > operators of wireless broadband and smart meter base stations
  > radiocommunications transmitter licensing compliance in the 400 MHz band.

Table 11 shows the ACMA’s compliance and enforcement work in these areas for the last three years.

Table 11: Radiocommunications cases, 2012–13 to 2014–15

<table>
<thead>
<tr>
<th>Action type</th>
<th>Number of actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigations</td>
<td>418</td>
</tr>
<tr>
<td>Advice notices issued</td>
<td>19</td>
</tr>
<tr>
<td>Warning notices issued</td>
<td>157</td>
</tr>
<tr>
<td>Infringement notices issued</td>
<td>1</td>
</tr>
<tr>
<td>Prosecutions commenced</td>
<td>0</td>
</tr>
<tr>
<td>Responses to interference</td>
<td>968</td>
</tr>
<tr>
<td>Warning notices issued</td>
<td>171</td>
</tr>
<tr>
<td>Advice notices issued</td>
<td>206</td>
</tr>
<tr>
<td>Mobile repeaters detected</td>
<td>83</td>
</tr>
</tbody>
</table>
**Radiocommunications interference prosecutions**

In 2014–15, of the three prosecutions begun into deliberate interference to radiocommunications, two cases concluded with convictions being recorded. The third is yet to be finalised. These involved:

> prolonged interference to Victoria Police frequencies
> deliberate interference to a Victorian taxi service
> repeated complaints of harassing and offensive transmissions on the Citizen Band Radio Service in Adelaide.

**Spectrum monitoring network**

The ACMA manages and maintains a network of fixed, transportable and mobile monitoring sites across Australia. This spectrum monitoring network has primarily been used to support interference resolution and compliance management for radiocommunications services that operate in high-frequency (HF), very-high-frequency (VHF) and ultra-high-frequency (UHF) bands. It has also been used on an ad hoc basis to monitor TV reception quality over time in communities with reported TV reception difficulties.

The spectrum monitoring network supported the resolution of the radiocommunications cases listed in Table 11. It was also used to:

> perform 88 signal monitoring-specific tasks
> support 34 HF monitoring and High Frequency Direction Finding (HFDF) tasks.

In response to TV reception problems in 2014–15, the spectrum monitoring network was used:

> to assess TV coverage reliability in Gulgong, Narromine and Yass in New South Wales
> to assess the impact of unreliable signal input feed and ducting interference, and provide input to proposed planning solutions for improving reliability of TV coverage in Apollo Bay, Victoria
> for long-term data collection and analysis to provide input to TV signal propagation studies in Lucas Heights, New South Wales.

**Special events**

As part of their risk management processes, organisers of the following special events contracted the ACMA to provide radiocommunications frequency coordination and interference resolution services:

> Australian Motorcycle Grand Prix, Phillip Island, 17–19 October 2014
> G20 Leaders Summit Brisbane, 12–16 November 2014
> Australian Formula One Grand Prix, Melbourne, 12–15 March 2015.

The ACMA was also contracted to provide assistance during the major matches of the following special sporting events in Australia:

> AFC Asian Cup, 9–31 January 2015
> ICC Cricket World Cup, 14 February – 29 March 2015.

Each of these events attracted enormous international media interest, with an estimated global viewing audience of over a billion people.

**Radiocommunications compliance laboratory**

The ACMA’s radiocommunications compliance laboratory carries out compliance testing of radiocommunications devices. Its main purpose is to support industry compliance with regulatory arrangements such as the radiocommunications standards compliance and labelling arrangements.

The laboratory also assisted with investigations being carried out by the ACMA, and federal and state police services. This included preparing seven evidentiary certificates and 12 technical assessment reports of radiocommunications devices.

The laboratory is accredited by the National Association of Testing Authorities (NATA) for assessing compliance to compliance levels two and three for the full range of ACMA standards and equivalent International standards.
Compliance forbearance
The ACMA’s compliance and enforcement activities do not always result in actions being taken against those who are in breach of regulations. During the reporting period, a supplier of air band (aviation) radio transmitters self-reported that it had unintentionally been supplying non-compliant radios.

The ACMA conducted market research, considered submissions from industry and the Civil Aviation Safety Authority, and carefully analysed the nature of the technical non-compliance and its risk level. Ultimately, the ACMA determined that continued lack of access to several models of such radios would force industry to use non-compliant equipment sourced from overseas suppliers or curtail a range of airport operations.

The ACMA has for many years sought to avoid imposing unnecessary or counterproductive regulation. The government’s emphasis on reducing red tape has strengthened the ACMA’s resolve to ever more precisely target regulation so that only the minimum required intervention is imposed on industry. The end result was that the ACMA issued the supplier with permits to supply certain models of non-compliant radios and recommended to Standards Australia that the relevant technical standard be changed.

Telecommunications infrastructure regulation

Carriers’ rights and obligations
Schedule 3 to the Telecommunications Act gives carriers the power to enter land in order to determine whether it is suitable for their purposes, install certain facilities on the land and maintain a facility that is situated on the land. The Telecommunications Code of Practice 1997 sets out the conditions with which carriers must comply in order to exercise their powers of entry and carry out authorised activities under Schedule 3.

The Telecommunications (Low-impact Facilities) Determination 1997 specifies the types of facilities (known as ‘low-impact’ facilities) that carriers are entitled to install without seeking state, territory or local government planning approval. Examples of low-impact facilities include small radiocommunications antennas and dishes that are erected on existing towers or buildings, underground cables and certain above-ground optical fibre facilities.

The ACMA may investigate suspected breaches of the Telecommunications Act, the Telecommunications Code of Practice and industry codes registered by the ACMA. However, complaints from land owners and occupiers about compliance with Schedule 3 and the Code of Practice are dealt with by the TIO.

In 2014–15, the ACMA received 11 enquiries from local councils, carriers, solicitors, landowners and members of the public about matters covered by Schedule 3 to the Telecommunications Act and the Code of Practice, not related to radiocommunications facilities.

Mobile phone base station deployment
The planning and installation of mobile phone network infrastructure is subject to industry code C564:2011 Mobile Phone Base Station Deployment. The industry code is registered by the ACMA under Part 6 of the Telecommunications Act and came into effect on 1 July 2012.

Under the industry code, carriers must take a consultative and precautionary approach to the deployment of mobile phone network infrastructure. Carriers must consult with local councils and the community on the placement of certain mobile phone facilities, typically low-impact facilities. Anyone not satisfied that a carrier has complied with the code may complain to the ACMA. In accordance with Part 26 of the Telecommunications Act, the ACMA may, on receipt of a complaint:

> decide to investigate the matter
> make preliminary enquiries of the respondent to decide whether to investigate the matter
> decide not to investigate the matter.

The ACMA has the power to issue formal warnings and directions to carriers to comply with the code. It does not have the power to make a carrier relocate its facility.

In 2014–15, the ACMA received 31 enquiries about the industry code. Carriers conducted 5,867 consultations under the industry code during this period. The ACMA received an additional 10 enquiries about the deployment of fixed internet wireless facilities.
Overview and significant outcomes

The ACMA is required to make a plan for the numbering of carriage services in Australia and the use of numbers in connection with the supply of such services. The ACMA also manages the numbering resource and plans for new numbering developments in Australia.

In 2014–15, the ACMA’s major initiatives in this area included:

> awarding ZOAK Solutions Pty Ltd (ZOAK) the contract to provide allocation and administrative services for most of Australia’s telephone numbers from August 2015

> making of the Telecommunications Numbering Plan 2015.

Numbering reform activities

Between 2010 and 2012, the ACMA, as part of its Numbering Work Program, examined a wide range of issues related to the regulatory framework for telephone numbers, in light of deep changes in industry structures, service offers and consumer behaviour. The aim was to identify what, if any, changes were needed to enable flexible, efficient and effective numbering arrangements for the future communications environment.

One outcome of the Numbering Work Program was that the ACMA examined alternatives for the sustainable provision of numbering services in the long term. The ACMA concluded that it would be timely to test the market for the provision of a system to administer and allocate an expanded range of numbering services, compared to the allocation of freephone, local rate and premium rate numbers delegated to INMS at that time.

On 12 September 2014, following a competitive tender process, the Commonwealth awarded ZOAK the contract to provide allocation and administrative services for most of Australia’s telephone numbers from August 2015. ZOAK will provide services under delegation from the ACMA, in accordance with a contract with the Commonwealth.

In March 2015, the ACMA made the Telecommunications Numbering Plan 2015, which provides for the automation of numbering transactions from August 2015. It also enables over-the-counter allocation of smartnumbers, replacing the market-based auction allocation method that has been in operation since 2004.

In April 2015, the ACMA consulted on draft instruments that set charges for numbering transactions to apply from August 2015, receiving three submissions. The ACMA anticipates making the numbering charges instruments in July 2015.

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1 ZOAK will deliver allocation and administration services as a delegate of the ACMA for all number types specified in the Numbering Plan, except for international signalling point codes, mobile network codes and some special types of numbers (such as emergency service numbers).
In partnership with Communications Alliance, the ACMA expects to progress further work to streamline numbering arrangements during 2015–16, including changes to evolve the Numbering Plan to a more principles-based document supported by industry codes and guidelines.

**New arrangements for mobile calls to 1800 and 13/1300 numbers**

On 1 July 2014, the ACMA announced a new framework for call charges from mobile phones to 1800 (freephone) and 13/1300 (local rate) numbers. Developed in close consultation with the telecommunications industry and without direct regulatory intervention, the new arrangements take account of market changes in recent years and are intended to deliver a range of consumer benefits.

Mobile operators will continue to offer ‘13-friendly’ mobile plans in accordance with a guideline developed by Communications Alliance. Under these plans, calls to 13 and 1300 numbers will be charged against the included-value allowance of the plan, rather than billed separately.

From 1 July 2015, the overwhelming majority of mobile operators, including Optus, Telstra and Vodafone, will provide their customers free-of-charge mobile calls to 1800 numbers. A small number of mobile providers have yet to implement this capability for their customers. The ACMA will continue to work with Communications Alliance and the Australian Communications Consumer Action Network (ACCAN) to encourage these providers to implement these arrangements in a timely manner.

These initiatives will work in conjunction with other protections—notably call and data usage alerts from mobile providers—now required under the Telecommunications Consumer Protections (TCP) Code.

The ACMA and industry will monitor how these issues work in practice so that consumers’ experience is improved in both the short and long term.

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**Numbering Advisory Committee**

The Numbering Advisory Committee (NAC) is a formally constituted advisory committee to the ACMA and comprises representatives of the telecommunications industry, telecommunications users, community groups and government. The NAC provides advice and recommendations on issues related to the ACMA’s numbering functions, with the objective of improving the benefits to suppliers and users of carriage services, and facilitating competition.

The NAC met on two occasions during 2014–15. It provided advice on the making of the Numbering Plan, the proposal to remake numbering charges and a range of other numbering matters. The Numbering Services Implementation Steering Committee was formed under the auspices of the NAC to guide the development of, and transition to, the new numbering system.
Overview and significant outcomes

The ACMA has responsibility for allocating and renewing radiocommunications licences, including apparatus, spectrum and class licences; broadcasting licences including temporary community broadcasting, community radio broadcasting and commercial and community television licences; telecommunications licences, including carrier licences and nominated carrier declarations; and number allocations.

In 2014–15, the ACMA’s major achievements in this area included:

> completion of expiring spectrum licence processes in the 800 MHz and 1800 MHz bands, and in part of the 2.3 GHz band
> 400 MHz band implementation.

For information on numbering reform activities, see the deliverable Promotion of competition, efficiency and innovation in the Australian telecommunications industry.

Radiocommunications licensing

Apparatus licensing

Apparatus licences can be issued for any period ranging from one day to a maximum of five years. The majority of licences are for one year with annual renewals thereafter.

The ACMA issues apparatus licences that require frequency assignment coordination (assigned licences), as well as apparatus licences where no frequency assignment coordination is required (non-assigned licences).

The ACMA’s key performance indicator (KPI) for issuing licence applications requiring frequency assignment is to have completed 60 per cent of applications within 30 days of receipt. For licence applications not requiring frequency assignment, the ACMA’s KPI is to complete 100 per cent of applications within 14 days of receipt.

The ACMA is undertaking a major project—Project HELM—to replace its ageing spectrum management information systems. Development and testing of the apparatus licensing component of the system was an important deliverable for Project HELM in 2014–15.

The need for expert staff to support Project HELM during 2014–15 reduced the ACMA’s ability to meet its KPI targets, with:

> 27.1 per cent of assigned licence applications completed within 30 days
> 71.5 per cent of non-assigned applications completed within 14 days.

The ACMA worked with stakeholders, including accredited persons, to minimise the impact of delays in processing apparatus licence applications.
New and renewed licences
In 2014–15, 15,613 new apparatus licences were issued. This increased the number of current licences to 161,737 at 30 June 2015 (see Table 42 in Appendix 4). During the reporting period, 147,524 licences were renewed. Over the same period, the annual number of new and renewed apparatus licences issued averaged 159,881.

Price-based apparatus licence allocations—LPON licences
Following the ACMA's review into the operation of low-power open narrowcasting (LPON) services, which began in 2013 and concluded in early 2014, the ACMA suspended its usual practice of offering to allocate LPON licences and holding auctions for competing applications on a three-monthly basis. Instead, it began a program of allocating LPONs in areas where Band II television services had ceased operation. The ACMA held auctions and allocated licences in south-west Western Australia in July 2014, and central and eastern New South Wales from September to November 2014. Licences were allocated in Townsville and Renmark/Loxton during April and May 2015, without the need to hold auctions. As a result of this process, the ACMA allocated an additional 138 LPON licences, raising revenue of $196,550.

400 MHz band implementation
The 400 MHz band implementation process has provided lengthy lead times for each milestone to allow licensees in industry and government to identify their requirements, budget and plan on how best to meet them, and implement network upgrades or replacements. Almost all licensees needing to meet the first milestone requirements (mainly involving bandwidth reduction) had made the necessary changes to their networks in 2013.

In 2014–15, the ACMA continued to facilitate transition in the 400 MHz band through a suite of planning, policy and pricing initiatives, including:

> Undertaking stakeholder engagement activities to raise awareness of upcoming changes, including holding industry tune-ups, meetings and discussions with individual licensees to help them understand their transition requirements and options.

> Making regular updates to web material and promoting an online tool for licensees to determine their particular transition requirements.

> Consulting on applying annual taxation increases in the high-density areas of the band to progressively move the apparatus licence tax to opportunity cost.

> Offering exceptions to licensees having difficulty meeting transition time frames.

> Monitoring transmissions in the 400 MHz band in Sydney and Melbourne to check that only licensed transmitters were operating.

Implementation of the second milestone began in Adelaide, Brisbane, Melbourne, Perth and Sydney in January 2015. This milestone facilitates government spectrum harmonisation and use of new and emerging technologies in 450–470 MHz. The move to harmonised government spectrum gives government agencies the opportunity to enhance interoperability within and between state, territory and federal emergency services. The ACMA continues to work with industry and government to facilitate and support preparation for the changes that will occur from 2015 to 2018.

In August 2012, the ACMA implemented the first increment in the licence tax rate for high-density areas of the 400 MHz band, based on opportunity-cost principles. Further proposed increases have been signalled. While monitoring suggests that congestion has not yet been removed, some intended effects are occurring—for example, reduced licence numbers and rotation from low- to high-value uses. As there is no congestion in remote areas of Australia and little risk of congestion emerging in the foreseeable future, opportunity cost is low. This means it may be appropriate to reduce the licence tax rate. The ACMA is reviewing the submissions it received about these proposals in August 2014 and anticipates that it will make announcements in 2015–16.

The ACMA understands that transitioning to the new arrangements remains challenging for many users, and continues to work closely with licensees and accredited persons to support transition arrangements. The final outcomes of the review will harmonise government spectrum, as well as increase technology flexibility and efficiency of allocation and use. Once transition is achieved, the need for further regulatory intervention in the band is expected to be low.
Spectrum licensing

Expiring spectrum licences

Fifteen-year spectrum licences were first issued in the late 1990s and early 2000s, and some have now expired or are approaching expiry. Some of these spectrum-licensed bands are used to deliver high-value telephony and broadband services.

In 2012, the minister made a ‘class of services’ determination for some of these spectrum-licensed bands that it would be in the public interest to reissue licences to incumbent licensees, if they have used the licence to provide the following services:

> mobile voice and data communications services in the 800 MHz, 1800 MHz and 2 GHz bands
> wireless broadband services in the 2.3 GHz and 3.4 GHz bands
> satellite services in the 27 GHz band.

At the same time, the minister also directed the ACMA as to the value of spectrum in each of the bands mentioned above. The direction requires the ACMA to reflect this valuation in the spectrum access charges it fixes under section 294 of the Radiocommunications Act.

Where licences are not reissued, the ACMA will prepare reallocation processes. The ACMA’s policy is to give both incumbent and prospective licensees certainty, where possible, on the outcome of expiring spectrum licences in each band approximately 18 months before licence expiry.

The ACMA has completed the reissue process for spectrum licences in the 800 MHz and 1800 MHz bands, and 2.3 GHz band. This has resulted in approximately $45.5 million in revenue from the expiring spectrum licence process during 2014–15.

Table 12 provides a summary of the spectrum-licensed frequency bands and bandwidths, the status (whether reissue has occurred or the impending expiry date) for licences in each band and the type of service for which the applicable technical framework is optimised.

Spectrum licence trades

Spectrum licences can be traded in part or in whole to others by geographic area and bandwidth, and can be divided or amalgamated. The ACMA did not trade any spectrum licences during 2014–15.

Table 12: Expiry of spectrum licences

<table>
<thead>
<tr>
<th>Band</th>
<th>Frequencies</th>
<th>Expiry</th>
<th>Main use</th>
</tr>
</thead>
<tbody>
<tr>
<td>800 MHz</td>
<td>825–845 MHz, 870–890 MHz (paired)</td>
<td>Reissued</td>
<td>Public mobile telephony (3G, LTE)</td>
</tr>
<tr>
<td>1800 MHz</td>
<td>1710–1755 MHz, 1805–1850 MHz (paired)</td>
<td>Reissued*</td>
<td>Public mobile telephony (LTE, GSM, GSM-R)</td>
</tr>
<tr>
<td>28 and 31 GHz</td>
<td>27.5–28.35 GHz (unpaired), 31.0–31.3 GHz (unpaired)</td>
<td>Reverted to apparatus licensing</td>
<td>Satellite services</td>
</tr>
<tr>
<td>1800 MHz</td>
<td>1755–1785 MHz, 1850–1880 MHz (paired)</td>
<td>Reissued</td>
<td>Public mobile telephony (LTE, GSM, GSM-R)</td>
</tr>
<tr>
<td>2.3 GHz</td>
<td>2302–2400 MHz (unpaired)</td>
<td>Reissued*</td>
<td>Wireless access services (LTE)</td>
</tr>
<tr>
<td>3.4 GHz</td>
<td>3425–3442.5 MHz, 3475–3492.5 MHz (paired), 3442.5–3475 MHz, 3542.5–3575 MHz (paired)</td>
<td>Expires December 2015**</td>
<td>Wireless access services (LTE)</td>
</tr>
<tr>
<td>27 GHz</td>
<td>26.5–27.5 GHz (unpaired)</td>
<td>Expires January 2016</td>
<td>Satellite services</td>
</tr>
<tr>
<td>2 GHz</td>
<td>1900–1920 MHz (unpaired), 1920–1980 MHz, 2110–2170 MHz (paired)</td>
<td>Expires October 2017</td>
<td>Public mobile telephony (3G, LTE)</td>
</tr>
<tr>
<td>20 and 30 GHz</td>
<td>20.2–21.2 GHz, 30–31 GHz (paired)</td>
<td>Expires April 2021</td>
<td>Satellite services</td>
</tr>
</tbody>
</table>

*Some licensees chose not to seek reissue.
**Some licensees chose not to accept the offer of reissue, while some are still to complete the reissue process.
^GSM-R is a system based on the GSM standard that provides communication and control for railway traffic and signals.
**Class licensing**

**Low interference potential devices**

Low interference potential devices include a wide range of low-power radio transmitters used by the public every day, such as garage door openers, wireless local area networking equipment (such as Wi-Fi and Bluetooth devices) and wireless identification tags. Operation of these common devices without individual coordination is accomplished through class licensing. The ACMA’s class licensing arrangements provide a no-cost-to-the-user authorisation to operate such equipment, without the need to issue individual licences.

The Radiocommunications (Low Interference Potential Devices) Class Licence 2000 (the LIPD Class Licence) is regularly varied to maintain currency and keep pace with technological developments. The ACMA publicly consulted on a proposed remaking of the LIPD Class Licence on 17 December 2014, including updated arrangements for wireless microphones, and the use of short-range low-power devices using ultra-wide band (UWB) technology. Submissions closed on 6 March 2015. The ACMA expects to complete the update process and make a new LIPD Class Licence by the end of the third quarter of 2015.

**Accredited persons scheme**

The accredited persons (APs) scheme provides a market-based solution for frequency coordination and device registration. Under the scheme, the ACMA accredits appropriately qualified persons to issue frequency assignment certificates for apparatus licences and interference impact certificates for spectrum licences. Since the scheme’s introduction, radiocommunications licensees have seen the benefit of using the services of appropriately qualified APs. APs now undertake the majority of frequency assignment activity for the Australian radiocommunications sector.

In 2014–15, the total number of APs increased from 41 to 47 (see Table 13) with the accreditation of six new persons. With the percentage of assignment activity performed by APs continuing to grow—increasing by five per cent in 2014–15 (see Table 14)—the AP scheme is considered to be operating effectively.

APs register all devices that require authorisation to operate under a spectrum licence, supporting the self-regulatory approach to spectrum management introduced in 1997. This approach allows licensees to take responsibility for much of the administration of their spectrum licences. In 2014–15, APs registered 163,424 devices operated under spectrum licences.

**Marine radio certificates of proficiency and operator examinations**

The Australian Maritime College (AMC) in Launceston has provided marine radio operator certification and examination services on behalf of the ACMA since 2002. Under this arrangement, the AMC is also responsible for promoting the certification services and keeping examination methods relevant and accessible to marine radio users.

Table 15 details activity levels for the AMC’s last two last financial years (January–December).

---

**Table 13: Number of APs, 30 June 2011 to 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>57</td>
<td>53</td>
<td>39</td>
<td>41</td>
<td>47</td>
</tr>
</tbody>
</table>

**Table 14: Assignments registered, 2010–11 to 2014–15**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency assignments registered by APs</td>
<td>16,278</td>
<td>20,544</td>
<td>19,040</td>
<td>20,230</td>
<td>23,733</td>
</tr>
<tr>
<td>%</td>
<td>72%</td>
<td>77%</td>
<td>80%</td>
<td>83%</td>
<td>88%</td>
</tr>
<tr>
<td>Frequency assignments performed by the ACMA</td>
<td>6,272</td>
<td>5,978</td>
<td>4,627</td>
<td>4,198</td>
<td>3,275</td>
</tr>
<tr>
<td>%</td>
<td>28%</td>
<td>23%</td>
<td>20%</td>
<td>17%</td>
<td>12%</td>
</tr>
</tbody>
</table>
Review of marine radio operator qualifications for recreational boaters

In October 2012, the ACMA published the outcomes of its review of regulatory arrangements for VHF marine radio operator qualifications for recreational boaters. Outcomes were that the ACMA would:

- Coordinate the development and implementation of the Australian Waters Qualification (AWQ), which will become the new mandatory qualification for recreational boaters using VHF marine radio channels within Australian territorial waters.

- Align its remaining marine radio certificate of proficiency framework with the Maritime Training Package administered by the Transport and Logistics Industry Skills Council (TLISC) in the longer term.

The ACMA has facilitated the development of the proposed AWQ syllabus with extensive input from interested marine safety and training stakeholders. The TLISC included the AWQ in the Maritime Training Package on 27 February 2015. The AWQ is also expected to be included in the Radiocommunications (Maritime Ship Station—27 MHz and VHF) Class Licence in July 2015.

Amateur radio operator examination services

The Wireless Institute of Australia (WIA) has provided examination services to the amateur radio community on behalf of the Australian Government since 1991. The WIA also issues amateur certificates of proficiency, administers amateur call signs and makes recommendations to the ACMA about their allocation.

The ACMA is responsible for the licensing of amateur transmitters. During 2014, the WIA conducted 884 amateur examinations. Table 16 details the number of amateur certificates of proficiency issued based on the results of these examinations. Some amateurs may have needed to successfully undertake more than one examination to qualify for the relevant certificate of proficiency.

The WIA also made 1,065 recommendations on call sign allocation. The ACMA allocated 884 call signs based on these recommendations and approved 189 call sign changes.

Broadcasting licensing

In 2014–15, the ACMA:

- issued 19 transmitter licences for national radio and television services
- issued five transmitter licences for commercial radio and television services
- issued 406 broadcasting retransmission licences
- varied 718 radio and television apparatus licences
- issued 131 special event broadcasting licences for radio and television services.

Temporary community broadcasting licences

Temporary community broadcasting licences are allocated for a maximum 12-month licence period. During the reporting period, the ACMA allocated 91 temporary licences. As at 30 June 2015, there were 94 temporary licences.

### Table 15: Marine radio operator certification and examination services—activity levels, 2013 and 2014

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total applications received</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marine Radio Operators Certificates of Proficiency (MROVP)</td>
<td>4,074</td>
<td>3,815</td>
</tr>
<tr>
<td>Marine Radio Operators VHF Certificate of Proficiency (MROVCP)</td>
<td>1,537</td>
<td>2,044</td>
</tr>
<tr>
<td>Marine Satellite Communications Certificates</td>
<td>40</td>
<td>33</td>
</tr>
<tr>
<td><strong>Total handbook sales</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marine Radio Operators Handbooks</td>
<td>2,878</td>
<td>3,616</td>
</tr>
<tr>
<td>Marine Radio Operators VHF Handbooks</td>
<td>2,122</td>
<td>2,524</td>
</tr>
</tbody>
</table>

*Source: Office of Maritime Communications Annual Performance Report 1 January to 31 December 2014.*
Community radio broadcasting licences
During the reporting period, the ACMA:
> decided not to allocate the community radio broadcasting licences for Coffs Harbour (New South Wales) and Geraldton (Western Australia)
> renewed 61 community radio broadcasting licences, of which none were remote Indigenous broadcasting services.

There were 358 community radio broadcasting licences at 30 June 2015, of which 72 were remote Indigenous broadcasting services.

Community television broadcasting licences
There were 54 community television broadcasting licences at 30 June 2015, of which 51 were remote Indigenous broadcasting services. The other three services were in Brisbane, Melbourne and Sydney.

Community television trial
During 2014–15, the ACMA decided to extend community television trials in Adelaide and Perth for a further 12-month period from 1 January 2015 to 31 December 2015.

### Telecommunications licensing

Carrier licensing
The ACMA granted 27 carrier licences in 2014–15, all within the statutory 20-day time frame. This is an increase from 2013–14, when 22 licences were issued. As at 30 June 2015, there were 229 licensed carriers in Australia.

A licensed carrier can surrender its licence by providing a written notice to the ACMA. In 2014–15, four carrier licences were surrendered. In addition, two carrier licences were cancelled as the corporation holding the licences was deregistered by the Australian Securities and Investments Commission.

The ACMA has issued 135 nominated carrier declarations from 1 July 1997. In 2014–15, the ACMA issued six nominated carrier declarations and revoked one. As at 30 June 2015, there were 79 nominated carrier declarations in force.

### Table 16: Amateur certificates of proficiency issued, 2013–14 and 2014–15

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation</td>
<td>366</td>
<td>395</td>
</tr>
<tr>
<td>Standard</td>
<td>115</td>
<td>108</td>
</tr>
<tr>
<td>Advanced</td>
<td>116</td>
<td>89</td>
</tr>
<tr>
<td>Total</td>
<td>597</td>
<td>592</td>
</tr>
</tbody>
</table>


### Table 17: Quantity of numbers allocated by number type during 2014–15

<table>
<thead>
<tr>
<th>Type of number</th>
<th>CSP allocated numbers</th>
<th>Quantity of numbers allocated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic</td>
<td>11</td>
<td>1,572,100</td>
</tr>
<tr>
<td>Digital mobile</td>
<td>3</td>
<td>1,200,000</td>
</tr>
<tr>
<td>Mobile network codes</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Pre-selection over-ride code</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Total numbers allocated</td>
<td></td>
<td>2,772,103</td>
</tr>
</tbody>
</table>
A complete list of carrier licences and nominated carrier declarations granted in 2014–15 is provided at Appendix 4.

The ACMA issued three trial certificates during 2014–15, compared with one in the previous reporting period.

**Number allocations register**

The ACMA maintains a register of numbers allocated to CSPs and numbers that have been permanently transferred from one CSP to another. The information is contained in a database known as the Online Numbering System (NUMB). CSPs use the register to perform functions such as routing and billing, and to apply, transfer and surrender numbers. The ACMA uses NUMB to administer the annual numbering charge (ANC). From August 2015, the register of numbers will be provided by ZOAK Solutions as part of its contract to provide allocation and administrative services to the Commonwealth.

**Numbering transactions**

During 2014–15, the ACMA assessed 64 separate applications for numbers from 13 different CSPs. The most common number types allocated remain geographic and digital mobile numbers.

The ACMA met its statutory requirements and KPIs by processing numbering applications within the 10-day statutory time frame. The time taken to process routine applications was approximately five working days, compared with the average of 7.4 working days for 2013–14. In 2014–15, the ACMA allocated:

- 1,572,100 geographic numbers—119,100 more than the 1,453,000 geographic numbers allocated in 2013–14
- 1,200,000 digital mobile numbers—1,420,000 fewer than the 2,620,000 digital mobile numbers allocated in 2013–14.

Table 17 shows the amount of numbers allocated by number type in the reporting period.

**Table 18: Quantity of numbers surrendered by number type during 2014–15**

<table>
<thead>
<tr>
<th>Type of number</th>
<th>CSPs surrendering numbers</th>
<th>Quantity of numbers surrendered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data network service</td>
<td>2</td>
<td>301,000,000</td>
</tr>
<tr>
<td>Data network access</td>
<td>1</td>
<td>9,000</td>
</tr>
<tr>
<td>Digital mobile service</td>
<td>1</td>
<td>200,000</td>
</tr>
<tr>
<td>LICS</td>
<td>2</td>
<td>2,000</td>
</tr>
<tr>
<td>Total numbers surrendered</td>
<td></td>
<td>301,211,000</td>
</tr>
</tbody>
</table>

**Table 19: Quantity of numbers transferred by number type during 2014–15**

<table>
<thead>
<tr>
<th>Type of number</th>
<th>CSPs transferring numbers</th>
<th>Quantity of numbers transferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographic</td>
<td>7</td>
<td>103,100</td>
</tr>
<tr>
<td>Mobile</td>
<td>2</td>
<td>3,100,000</td>
</tr>
<tr>
<td>Total numbers transferred</td>
<td></td>
<td>3,203,100</td>
</tr>
</tbody>
</table>

**Table 20: Quantity of numbers allocated by INMS by number type and digit length during 2014–15**

<table>
<thead>
<tr>
<th>Type of number</th>
<th>Quantity of numbers allocated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freephone and local rate (1800, 1300, 13)</td>
<td>28,256</td>
</tr>
<tr>
<td>Premium rate numbers (six- and eight-digit 19 numbers)</td>
<td>79</td>
</tr>
<tr>
<td>Total numbers allocated</td>
<td>28,335</td>
</tr>
</tbody>
</table>

**Table 21: Quantity of numbers surrendered by INMS by number type and digit length during 2014–15**

<table>
<thead>
<tr>
<th>Type of number</th>
<th>Quantity of numbers surrendered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freephone and local rate (1800, 1300, 13)</td>
<td>27,617</td>
</tr>
<tr>
<td>Premium rate numbers (six- and eight-digit 19 numbers)</td>
<td>258</td>
</tr>
<tr>
<td>Total numbers surrendered</td>
<td>27,875</td>
</tr>
</tbody>
</table>
During 2014–15, the ACMA received six applications to surrender numbers from six CSPs. There were 53 permanent transfers of numbers between CSPs in 2014–15. Table 18 shows the numbers surrendered by number type and Table 19 shows the numbers transferred by number type. Some CSPs transfer or surrender multiple number types.

INMS is contracted to the ACMA to provide delegated services to industry for freephone (1800), local rate (13) and six- and eight-digit premium rate numbers. Services undertaken by INMS include number allocations, withdrawals, reservations and placements in quarantine. Table 20 shows the quantity of numbers allocated by INMS and Table 21 shows the quantity surrendered in 2014–15, by number type.

**Portability**

Number portability allows a customer to retain his or her existing telephone number when changing CSP. Number portability is available for local, mobile, and freephone and local rate numbers.

The ACMA monitors the effectiveness of porting arrangements, including CSP compliance with the arrangements specified in the Numbering Plan and industry codes that set out the procedures for number portability.

In 2014–15, the ACMA continued to work with Communications Alliance and industry to identify regulatory issues that may emerge with portability involving services on the nbn network.

The ACMA also receives and handles enquiries and complaints about number portability from industry and consumers, with 148 contacts in 2014–15.

Where appropriate, the ACMA may also grant an exemption from the number portability requirements. No exemptions from number portability were sought or granted in 2014–15.

**Submarine cable protection zones**

Submarine cables carry the bulk of Australia’s voice and data traffic and contribute significantly to the Australian economy. Due to their size and location on the seabed, these cables are vulnerable to damage from activities such as the anchoring of ships, some types of fishing, dumping of materials, dredging and mineral exploration.

Schedule 3A of the Telecommunications Act enables the ACMA to declare protection zones over nationally significant cables and to prohibit or restrict activities that pose a risk of damaging cables in these zones. The legislation establishes offences for damaging a cable or breaching prohibitions and restrictions, and provides penalties for these offences. Australia has three submarine cable protection zones—two off the Sydney coast and one off the Perth coast.

No requests for additional submarine cable protection zones were considered during 2014–15.

**Pre-selection**

CSPs are required to make pre-selection available on request for many standard telephone services. Pre-selection includes national long-distance calls, international calls and mobile calls, but not local calls.

Under the Telecommunications Act, the ACMA is able to exempt a carrier/CSP from the obligation to provide pre-selection. No exemptions were sought or granted during 2014–15 and no carriers/CSPs have existing exemptions in place.

In March 2015, the ACMA made the Telecommunications (Provision of Pre-selection) Determination 2015 as the existing instruments for pre-selection were due to sunset on 1 April 2015. The new instrument substantively incorporates the content of the previous instruments.

In 2014–15, the Telecommunications Act was amended by Parliament to limit pre-selection to existing networks and not extend it to most new networks (for example, the nbn network).
Submarine cable installation permits
Carriers are required to apply to the ACMA for a permit to authorise installation of a submarine cable in Australian waters.

Depending on the location of a proposed cable, a carrier may apply for a protection zone permit to authorise installation of the cable:
> in a protection zone
> in both a protection zone and in Australian waters that are not in a protection zone and that are not coastal waters.

Carriers may also request a non-protection zone permit to authorise the installation of an international submarine cable in Australian waters that are not in a protection zone and are not coastal waters.

In 2014–15, there was continued interest among cable consortiums in establishing new international cables off the western coast of Australia, motivated in part by increasing global demands for superfast broadband services and the need to provide a reliable alternative to the existing SEA-ME-WE3 cable. There was also some niche interest in providing additional capacity for oil and gas companies operating along the north-western coast of Australia.

The ACMA granted one PZ permit during 2014–15 to install an international submarine cable to Jakarta and Singapore via the Perth Protection Zone. It also granted three NPZ permits, which authorise the installation of international submarine cables landing off Perth, Onslow and Port Hedland in Western Australia.

The ACMA approved four separate requests to extend the duration of existing PZ and NPZ permits for an international cable to be installed between Perth (via the Perth Protection Zone) and Singapore. Long lead times for securing international regulatory approvals and project financing can result in significant delays for cable installation schedules.
Deliverables:
Provision of appropriate and reasonable support to law enforcement, emergency services and national security
Work in partnership with industry to improve the performance of Australia’s emergency call services

KPI:
Law enforcement, emergency services and national security providers are appropriately and reasonably supported by the ACMA and telecommunications industry

Overview and significant outcomes

Agencies involved in law enforcement, national security and emergency services have special operational requirements delivered by the telecommunications industry. The ACMA administers the applicable obligations under the Telecommunications Act and liaises with representatives of agencies and the telecommunications industry.

During the reporting period:
> the ACMA introduced further changes to enable customer identity verification by mobile providers at the time of activation of prepaid services
> mobile carriers introduced a new capability that allows emergency service organisations to obtain better location information during Triple Zero calls
> the ACMA continued to facilitate transition in the 400 MHz band, which is enhancing interoperability with and between state, territory and federal emergency services. This is covered under 400 MHz band implementation in the deliverable Administration of licensing and number allocation arrangements.

Law enforcement and national security

Supporting law enforcement and national security agencies
The telecommunications industry, including internet service providers (ISPs), is obliged to provide reasonably necessary assistance to law enforcement and national security agencies under section 313 of the Telecommunications Act. This assistance most commonly involves providing information about consumers of telecommunications services and their communications for the purposes of:
> enforcing the criminal law
> enforcing laws that impose a pecuniary penalty
> assisting the enforcement of the criminal laws in force in a foreign country
> protecting the public revenue
> safeguarding national security.

During the reporting period, the Attorney-General’s Department (AGD) did not refer any carriers or CSPs to the ACMA for enforcement action for refusing to provide an agency with such assistance.

Identity-checking requirements for prepaid mobile phone services
The ACMA is responsible for making and administering a determination that requires CSPs to obtain and verify identity information about the purchasers or service activators of prepaid mobile services.
On 15 December 2014, the ACMA amended the Telecommunications (Service Provider—Identity Checks for Prepaid Mobile Carriage Services) Determination 2013 under section 99 of the Telecommunications Act. These changes allow mobile providers to verify a person’s identity using two new methods:

> confirming a customer’s existing prepaid mobile account
> sighting identification at the mobile provider’s shopfront at the time the service is activated.

The new types of identity verification add to the six methods introduced in October 2013 that enable identity verification by the mobile provider itself at the time the service is activated, instead of identity-checking by third parties at the point of sale.

The ACMA consulted on the amendments with a range of interested parties including the AGD, law enforcement agencies, the Office of the Australian Information Commissioner and consumer advocacy groups.

**Interception exemption for trial services**

Section 193 of the Telecommunications (Interception and Access) Act 1979 gives carriers the opportunity to trial new services before committing expenditure on interception capability. The ACMA can grant an exemption from the obligation to provide interception capability if, after consulting with appropriate interception agencies, it is satisfied that this is unlikely to create a risk to national security or law enforcement.

There were two exemptions granted during 2014–15 relating to a single program of trial services.

**Disclosure of customer information to law enforcement and national security agencies**

Customer information provided by telecommunications carriers and CSPs to law enforcement and national security agencies is protected under Part 13 of the Telecommunications Act. Carriers and CSPs are prohibited from disclosing that information to other parties except in limited circumstances. Those circumstances generally relate to:

> assisting in investigations by law enforcement or national security agencies, or the ACMA, ACCC, TIO or TUSMA
> assisting where there is an imminent threat to a person’s life or health
> satisfying the business needs of other carriers and CSPs.

The ACMA is required under paragraph 57(2) (f) of the ACMA Act to include in its annual report information on disclosures of customer information made during the reporting year. See Appendix 11 for the number and type of disclosures made during 2014–15, as reported to the ACMA under section 308 of the Telecommunications Act.

**Disclosure data for telephone-based emergency warning systems**

Part 13 of the Telecommunications Act allows information contained in the Integrated Public Number Database (IPND) to be disclosed for the testing and operation of telephone-based emergency warning systems by state and territory governments.

Appendix 11 provides the number of telephone numbers that have been disclosed for this purpose in the reporting period, a description of the emergency or likely emergency, and the location and number of persons to whom the information was disclosed under subsections 295V(1) or 295V(2) of the Telecommunications Act.

**Integrated Public Number Database**

The IPND is an industry-wide database of all listed and unlisted public telephone numbers. It was established in 1998 and is currently managed by Telstra under the Carrier Licence Conditions (Telstra Corporation Limited) Declaration 1997. Law enforcement agencies and emergency services regularly access customer data from the IPND and it is critical that the data is accurate for these purposes.

The ACMA continued to contribute to the IPND review conducted by DoC. The IPND review report was released on 7 May 2015.

**CSP compliance with IPND requirements**

The ACMA’s compliance program seeks to improve compliance by CSPs with their IPND-related regulatory obligations, and thereby improves the quality and completeness of data contained in the IPND.
In 2014–15, a key compliance activity was to monitor, on a monthly basis, the percentage of customer records with one or more errors, as identified by the IPND Manager that each data provider has in the IPND. This monitoring resulted in the ACMA raising compliance issues with 16 CSPs. All 16 CSPs contacted by the ACMA have taken steps to improve the quality of the customer data they provide to the IPND Manager.

Southern Phone Company enforceable undertaking and direction to comply with TCP Code
In May 2015, the ACMA directed Southern Phone Company (SPC) to comply with clause 4.6.3 of the TCP Code (C628:2012), following an investigation that found SPC failed to protect the privacy of its customers’ personal details after it incorrectly classified 3,869 silent numbers in the IPND. The error resulted in those silent numbers, and the associated name and address details, being published in authorised public number directories, but not in the White Pages produced by Telstra.

The ACMA also found SPC had breached the Telecommunications Act and the IPND Industry Code (C555:2008) by failing to provide accurate information to the IPND. The ACMA subsequently accepted an enforceable undertaking from SPC to address the non-compliance with the IPND requirements under the Telecommunications Act.

The enforceable undertaking commits SPC to:
> upgrade its data collection processes
> engage an independent auditor to review its IPND processes
> instigate a comprehensive education and training program
> regularly report to the ACMA for two years.

SPC cooperated fully with the ACMA during the investigation and acknowledged that the ACMA had reasonable grounds to make the findings.

IPND scheme
The IPND scheme allows for the assessment of applications for authorisation for public number directory publishers and people conducting research of a kind specified by the minister as being in the public interest. Part 13 of the Telecommunications Act provides for the ACMA to administer the IPND scheme.

During the reporting period, the ACMA varied authorisations granted to Fleurieu Link and Local Directories to further support the publication of public number directories. At 30 June 2015, six entities held authorisations to access IPND data for the purpose of publishing public number directories, while no research authorisations were in place.

Emergency call service
The emergency call service is a national operator-assisted service that connects emergency callers free-of-charge to state and territory emergency service organisations (ESOs)—police, fire and ambulance. The service is provided by the following emergency call persons:
> Telstra, for the emergency service numbers 000 and 112
> Australian Communication Exchange, for the emergency service number 106, used by people who are deaf or have a hearing or speech impairment.

The ACMA has been contributing to a review of the Emergency Call Person (ECP) for 000 and 112 (also referred to as the national Triple Zero operator) begun by DoC in July 2014.

Emergency Call Service Advisory Committee
The ACMA convenes the Emergency Call Service Advisory Committee (ECSAC) as a formally constituted advisory committee. ECSAC provides a forum for representatives of the telecommunications industry, emergency call persons and emergency service organisations to provide advice to the ACMA and discuss priority issues affecting the operation of the service. ECSAC met once in 2014–15 and provided advice on a range of matters. Details of ECSAC members are provided at Appendix 2.

Reducing the volume of non-emergency calls
An ongoing objective for emergency call service delivery has been to reduce the volume of calls to Telstra as the ECP for 000 and 112 that are not related to an emergency. Of the 8.4 million calls made to the ECP during 2014–15, 5.88 million were connected through to an ESO.
Calls that are categorised as ‘non-emergency’ include instances of accidental calls (a particular issue with mobile phones), nuisance calls, calls for assistance that are not time-critical and calls to services that are not accessible through the emergency call service, such as state emergency services.

Since Telstra’s introduction of a short recorded voice announcement for the Triple Zero service on 19 December 2008, the number of calls to Triple Zero reaching the ECP has reduced by about 30 per cent, without genuine calls being affected.

The ACMA is continuing to monitor the results of an escalated warning process, which is managed by Telstra as the ECP and the three mobile network owners. These processes can lead to a mobile handset being blocked from making most calls if it is used to make repeated non-emergency calls to Triple Zero. Experience is showing that the risk of account suspension and police referral is acting as a significant deterrent. On average, 99 per cent of callers making repeated non-emergency calls are deterred from further misuse after receiving a warning from the ECP.

**Improved mobile location for emergency service organisations**

In October 2014, the mobile carriers introduced a new capability that allows ESOs to obtain access to cell tower—or better location—information during the actual Triple Zero call. While in most cases callers can provide their location, in some cases they are unaware of their location or unable to pass on information because they are stressed, disoriented or unfamiliar with the area. Improved mobile caller location helps emergency services to locate callers and provide emergency assistance as quickly as possible.

The ACMA has been keen to facilitate this public safety initiative, and recognises the investment of significant resources and expertise by the mobile carriers and the ECP for 000. The next step in improving mobile location information is the extraction and automatic transfer of GPS information from the mobile customer’s handset for access by ESOs.

**Awareness-raising activities**

During the reporting period, the Triple Zero Awareness Work Group, an ECSAC working group, was active in developing initiatives aimed at improving awareness of Australia’s emergency call service, particularly among children. In the first of what is expected to be numerous agreements, the Triple Zero Kids’ Challenge has been licensed to the Queensland Department of Education for use in the primary school curriculum and a teachers’ guide developed. The Triple Zero Kids’ Challenge aims to educate children aged between five and 10 about the emergency call service. Over one million games have been played since its launch in May 2010.

On 17 December 2014, the ACMA released an infographic promoting the importance of customers keeping their address details up to date with their CSP. The infographic, which featured the Emergency+ app and Emergency Alert system, was viewed by more than 190,000 people on Facebook during December 2014. A second infographic tackled some of the common myths about calling Triple Zero from a mobile phone. This infographic, released on 4 June 2015, reached over half a million people during its first week on Twitter and was viewed by more than 300,000 Facebook users.

**Emergency+ app**

The Triple Zero Awareness Group oversaw the introduction of two new language translations for the Emergency+ app in December 2014. When activated, the Emergency+ app gives users their GPS reference, which they can provide orally to an emergency call-taker to pinpoint their physical location. The app also contains contact numbers and a short explanation of when to call non-emergency numbers such as the Police Assistance Line and the national State Emergency Service (SES) number. There have been almost 280,000 downloads of the Emergency+ app since its launch.

**Complaints and investigations about the Triple Zero service**

During the reporting period, the ACMA received a small number of complaints and enquiries about the Triple Zero service. Most of these related to the handling of calls by an ESO (and not to Telstra as the ECP for 000 and 112), and were referred to the relevant organisation for a response. No formal investigations were undertaken.
Chapter 4:
Consumer safeguards, education and information
Chapter 4 reflects the ACMA’s performance against the deliverables in Program 1.2.

**Program 1.2 Objective**

Consumer, citizen and audience safeguards are effective, designed to keep pace with evolving market developments, reflect community standards and deliver on consumer and community experience.

The benefit to consumers, citizens and industry from engagement in the developing information economy and the evolving networked society is maximised.

**Linked to:**

Elements of the administered items in Program 1.2 are also delivered by the Telecommunications Universal Service Management Agency (TUSMA), which is responsible for delivering public interest telecommunications services including the:

- Universal Service Obligation (USO), which ensures that standard telephone services and payphones are to be reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.
- National Relay Service (NRS), which assists people who are deaf, or have a hearing and/or speech impairment, to access a telephone service equivalent to the standard telephone service available to all Australians.

**Program 1.2 Deliverables**

- Facilitate transition to the national broadband environment.
- Maintain effective telecommunications safeguards.
- Minimise unsolicited spam and telemarketing communications.
- Maintain effective broadcasting and community standards.
- Maintain effective online content and community standards.
- Promote engagement in the information economy and evolving networked society.
- Develop and maintain appropriate regulatory settings for an information economy and network society.

**Program 1.2 Key Performance Indicators**

- That businesses and consumers confidently transition to a national broadband environment.
- That consumer interests are protected and promoted when telecommunications services are purchased and used.
- That the adverse impacts of spam and unsolicited telemarketing on the economy and society are minimised.
- That community’s confidence in the efficacy of broadcasting regulation is maintained.
- That citizens have effective and accessible avenues of complaint for online content that breaches community standards.
- That citizens engage positively, confidently and securely in the developing information economy and evolving networked society.
- That industry and business have sufficient confidence in regulatory settings to continue development of innovative communications and media services.
Overview and significant outcomes

The ACMA administers the telecommunications regulatory arrangements for the supply and connection of telecommunications customer equipment and customer cabling. The objective of the arrangements is to manage both consumer risks (related to health and safety and access to the emergency call service) and industry risks (related to network integrity and interoperability with standard telephone services).

During the reporting period, the ACMA:

> Commenced a review of the Telecommunications Labelling (Customer Equipment and Customer Cabling) Notice 2001 (the 2001 Notice).

> Remade the Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2015 (and associated technical standards) so it is simpler and better reflects the contemporary operating and technical environment.

Telecommunications standards

Under section 376 of the Telecommunications Act, the ACMA may make a technical standard that applies to specified customer equipment or customer cabling. An ACMA standard only has practical effect if it is referenced in the Telecommunications Labelling Notice.

The ACMA’s mandatory standards for customer equipment are underpinned by technical standards developed by Communications Alliance and Standards Australia. Each ACMA standard incorporates by reference one or more industry standard(s) that contain the technical parameters for the performance of specified customer equipment or customer cabling.

In 2014–15, as part of the review of the 2001 Notice, the ACMA remade 11 technical standards, giving regulatory effect to 19 industry standards. The revised ACMA standards include provisions that automatically adopt amendments or replacements of industry standards. A number of superseded standards were also revoked and references to those standards removed.

Cabling regulation

The ACMA is responsible for regulating telecommunications cabling in Australia. Under the Telecommunications Act, the ACMA has regulatory powers to make safety and network integrity standards for cabling installation practices.

The ACMA’s approach to regulating customer cabling includes:

> overseeing the industry-managed cabling registration scheme

> monitoring and enforcing compliance with cabling regulatory requirements

> supporting greater cabling industry self-regulation

> promoting consumer and industry awareness of customer cabling regulatory arrangements.
**Cabling registration scheme**

The Cabling Provider Rules (CPRs) are based on an industry-managed national registration system. The ACMA currently accredits five industry bodies to be registrars under the CPRs. These registrars issue registrations to cabling providers.

At 30 June 2015, there were 71,288 registered cabling providers. The ACMA continues to monitor the performance of registrars in meeting their contractual obligation to provide registration services to the cabling industry. It also works with registrars to improve reporting arrangements and monitor service delivery levels across the industry through quarterly meetings of the ACMA's Registrars' Coordinating Committee (RCC). The ACMA also meets quarterly with the Cabling Advisory Group (CAG) on technical issues and related cabling policy. The CAG includes a wide range of representatives from the cabling industry.

**Telecommunications Cabling Provider Rules 2014**

In December 2014, the ACMA made the Telecommunications Cabling Provider Rules 2014 (the 2014 Rules) to replace the Telecommunications Cabling Provider Rules 2000 (the 2000 Rules), which were due to sunset in October 2015.

In making the 2014 Rules, the ACMA also simplified customer cabling regulation by combining the requirements of two other cabling instruments to form a consolidated instrument. These instruments were:

- Accreditation Procedures for Cabling Provider Registrars (Accreditation Procedures)

The 2014 Rules do not contain any substantive changes to the regulatory requirements established by the 2000 Rules, Accreditation Procedures and Arrangements Instrument.

**Telecommunications Cabling Determination 2015**

In March 2015, the ACMA made the Telecommunications (Section of the Telecommunications Industry—Cabling Service Operators) Determination 2015 (the 2015 Determination) to replace the Telecommunications (Section of Telecommunications Industry) Determination 2003 (No. 1) (the 2003 Determination), which was due to sunset in April 2015.

The 2015 Determination specifies cabling service operators (persons that arrange for the performance of cabling work to be carried out by suitably qualified cabling providers) to be a section of the telecommunications industry. The 2015 Determination provides the legal basis to register industry codes applicable to cabling service operators, so that cabling providers working on their behalf perform work in accordance with the Telecommunications Cabling Provider Rules 2014.

The 2015 Determination does not contain any substantive changes to the requirements established by the 2003 Determination.

**Informed consent arrangements for the nbn network battery backup services**

On 12 August 2014, the ACMA made the Telecommunications (Backup Power and Informed Decisions) Service Provider Determination 2014. The Backup Power Determination helps protect the interests of residential customers that are obtaining a fibre-to-the-premise nbn network voice service. The Backup Power Determination requires CSPs to provide sufficient information about how an end user’s voice service will operate in a power failure. The ACMA has worked with carriage service providers to ensure compliance with the Determination.

Additionally, with the adoption of the multi-technology mix for the nbn network, the ACMA is now working with DoC, NBN Co Limited and industry to ensure the development and implementation of appropriate strategies to address consumer risks. These risks are associated with the supply of voice services over all technologies being deployed by nbn, including fibre-to-the-node, fibre-to-the-basement and hybrid fibre coaxial (HFC).
Overview and significant outcomes

The ACMA undertakes activities to ensure industry is complying with key telecommunications consumer protection requirements, including the:

- Mobile Premium Services (MPS) Code 2011
- International Mobile Roaming (IMR) Standard 2013
- Telecommunications Industry Ombudsman (TIO) scheme
- universal service obligation (USO)
- payphone performance
- Customer Service Guarantee (CSG)
- Network Reliability Framework
- priority assistance.

Ordinarily, the ACMA does not handle or investigate individual residential or small-business customer complaints unless they generate concerns about systemic compliance. The TIO is the complaints-handling body for telecommunications consumer protection matters. TIO complaint statistics for 2014–15 will be released in its annual report.

During the reporting period, the ACMA:

- commenced 125 enquiries and conducted 20 investigations into providers' compliance with the TCP Code
- issued 42 formal warnings and 16 directions in response to non-compliance with the TCP Code
- directed four firms to join the TIO scheme and one to comply with the TIO scheme.

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3 The ACMA is required under paragraph 57(d) of the ACMA Act 2005 to include in its annual report information on complaints and investigations under Part 26 of the Telecommunications Act 1997. The number and type of investigations conducted into Telecommunications (Consumer Protection and Service Standards) Act 1999, Telecommunications Act 1997 and telecommunications code compliance 2014–15 are provided in this section.
Enquiries and investigations about compliance with the TCP Code

During the reporting period, the ACMA continued to focus on improving industry compliance with the TCP Code, with a primary emphasis on investigation and enforcement as the code has become well established.

During the reporting period, the ACMA commenced 125 enquiries into the compliance of suppliers with the TCP Code. Over the same period, it conducted 20 investigations (at times involving multiple TCP issues). Some of these investigations commenced before 1 July 2014. Details of the type and outcome of investigations about compliance with the TCP Code made during 2014–15 are provided at Appendix 7.

Compliance attestations review

Under Chapter 9 of the TCP Code, suppliers must give Communications Compliance (CommCom) attestations that confirm their compliance with the requirements of the code. CommCom is a self-regulatory industry body that aims to improve industry members’ compliance with the TCP Code.

During the reporting period, the ACMA issued 11 directions and 39 formal warnings to providers who failed to lodge compliance attestations.

In May 2015, CommCom informed the ACMA that 388 providers had lodged compliance attestations for 2015—a 17 per cent increase on 2014. Drawing on this information and TIO membership records, the ACMA sent preliminary enquiry letters to 41 providers in June 2015 to ascertain why they did not lodge attestations with CommCom. The ACMA will consider enforcement action if it concludes that the providers did not comply with the TCP Code.

Critical information summaries review

The ACMA undertook its annual review of critical information summaries (CISs) in March 2015, assessing a total of 68 offers from 35 providers. Comparative results are summarised in Table 22.

The deterioration in compliance mainly reflects a failure among some mid-sized firms to keep information in CISs up to date. The majority of the non-compliant CISs required only minor changes to become compliant. After the ACMA wrote to each provider with non-compliant CISs, all but one provider amended their CIS and updated their website immediately. Finalisation of one matter is ongoing.
### Customer transfer investigations and review

The ACMA initiated five investigations into compliance with the customer transfer provisions in the TCP Code during the reporting period.

One supplier was found to be in breach of multiple TCP Code provisions on telecommunications offers and changing suppliers, and was issued with a direction to comply in September 2014. A subsequent investigation into the transfer of customers to a related provider found a number of breaches of transfer consent, providing information and record-keeping of the transfer process. The ACMA issued a direction to comply to the related provider in April 2015.

A review of transfer provisions within Chapter 7 of the TCP Code in 2013–14 year led to an investigation that found a company to be in breach of a number of the transfer provisions within the code. A direction to comply with the TCP Code was subsequently issued in January 2015.

In April 2015, the ACMA began a multi-provider review to examine whether providers are giving accurate and adequate information about transfers between apparently related entities and obtaining informed consent from consumers. The ACMA then initiated preliminary enquiries into three suppliers—one provider was found to be compliant, one enquiry led to an investigation and another matter is still open.

### Mobile premium services

Mobile premium services (MPS) are subject to an industry code. The MPS Code was reviewed during 2014–15, with amendments including:

- new protections to prevent customers being charged a premium fee of more than 25 cents to opt out of marketing messages
- new obligations that require CSPs and aggregators to provide specific information on the availability of MPS barring when a customer makes an MPS-related inquiry or complaint
- the removal of industry reporting requirements.

The number of MPS-related complaints made to the TIO had remained steady since the last update to the MPS Code in 2014—until the March 2015 quarter, when complaints spiked sharply. The ACMA has begun five preliminary enquiries into providers to identify the reason/s for the increase. Further monitoring of MPS will continue into the next reporting period.

### International mobile roaming standard

The International Mobile Roaming (IMR) Standard requires providers to give consumers information about the cost of roaming when overseas and enable them to opt out of roaming services, in order to help minimise the risk and incidence of bill shock. It also requires CSPs to offer their customers spend management tools to help them manage expenditure while travelling.

The ACMA conducted an assessment of the three mobile carriers (Telstra, Optus and Vodafone) in January 2015 and found a high level of compliance by all three providers with the requirements to provide usage alerts as mandated in the IMR Standard. Since the introduction of the IMR Standard there has been a significant drop in complaints to the TIO.

### Table 22: CIS review comparisons, 2014 and 2015

<table>
<thead>
<tr>
<th>Activity</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of providers assessed</td>
<td>46</td>
<td>35</td>
</tr>
<tr>
<td>Number of offers assessed</td>
<td>92</td>
<td>68</td>
</tr>
<tr>
<td>CIS immediately compliant</td>
<td>90%</td>
<td>69%</td>
</tr>
<tr>
<td>CIS with some content or formatting issues</td>
<td>8%</td>
<td>27%</td>
</tr>
<tr>
<td>No CIS</td>
<td>2%</td>
<td>4%</td>
</tr>
</tbody>
</table>

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4 The ACMA is required under paragraph 57(e) of the ACMA Act 2005 to include in its annual report a report on the operation of Part 6 of the Telecommunications Act 1997. In 2014–15, the MPS Code was the only code to be reviewed and amended under Part 6.
Carriers and eligible CSPs have an obligation under the Telecommunications (Consumer Protection and Service Standards) Act 1999 (TCPSS Act) to join the TIO scheme. The scheme provides an alternative dispute resolution service for small-business and residential customers with unresolved complaints about their telephone or internet services.

The TIO may investigate, make determinations and give directions on complaints about carriage services by end users of those services. The TIO has the authority to make binding determinations up to the value of $30,000 and recommendations up to the value of $85,000.

**TIO scheme membership**

From 1 July 2014 to 30 June 2015, the TIO referred 21 companies that had not joined the TIO scheme to the ACMA, resulting in the ACMA initiating seven investigations. Additionally, five referrals from the TIO sent in 2013–14 resulted in the ACMA initiating another four investigations this year. At 30 June 2015, 17 of the above referrals (resulting in either preliminary enquiries or investigations) led to providers joining the TIO scheme. Further detail is provided at Appendix 7.

Investigations into TIO scheme membership led to four different providers being issued directions to comply with section 128 of the TCPSS Act. Two providers subsequently joined the TIO scheme, complying with the terms of the ACMA directions.

**TIO scheme investigation**

In June 2014, the TIO referred a provider, Planet ISP Pty Ltd, to the ACMA for failing to comply with the TIO scheme under section 132 of the TCPSS Act.

The TIO made a binding determination requiring that the provider refund a customer the sum of $5,115.26 for international call charges arising from unauthorised calls and for failing to act on a customer’s request to suspend the service.

Following its investigation, the ACMA issued a remedial direction in December 2014 and indicated its intention to start legal proceedings if the TIO determination was not complied with. In April 2015, the provider refunded the amount in the TIO determination to the customer to meet the terms of the remedial direction.

**Exemptions from the TIO scheme**

Section 129 of the TCPSS Act allows the ACMA to declare a carrier or eligible CSP exempt from the TIO scheme.

In 2014–15, the ACMA granted four exemptions from the obligation to join the TIO scheme. A register of providers granted exemptions is available on the ACMA website.

**Copyright Notice Scheme Code**

Online copyright infringement presents significant challenges for content rights-holders and ISPs. In response to a request from the minister and the Attorney-General, Communications Alliance developed a draft Copyright Notice Scheme (CNS) Code. The CNS Code proposes an education and warning scheme, whereby:

- Rights-holders will provide ISPs with the IP addresses of alleged infringers.
- ISPs will match those IP addresses to an account-holder and then issue up to three letters to that account-holder advising of legitimate content avenues and the implications of continued infringing activity.
- After three letters, a ‘facilitated preliminary discovery’ process can be initiated, through which ISPs can assist rights-holders who may decide to take legal action against persistent infringers.

On 8 April 2015, Communications Alliance submitted the CNS Code to the ACMA but noted that several issues needed to be resolved before the code could be considered for registration under Part 6 of the Telecommunications Act. As at 30 June 2015, these issues remain unresolved, preventing the ACMA from considering it for registration.
Universal service obligation

Part 2 of the TCPSS Act establishes a universal service regime administered by the ACMA, which includes the universal service obligation (USO).

The ACMA monitors several aspects of compliance with the USO regime through the Customer Service Guarantee and Payphone Performance Benchmarks, and reports on these matters in its annual communications report (see also Payphone performance and Customer Service Guarantee). TUSMA also manages contracts with Telstra for the provision of standard telephone services and payphones under the USO. From 1 July 2015, TUSMA’s functions are to be performed by DoC.

Telstra continues to be the only universal service provider and is responsible for all areas in Australia.

Payphone performance

In October 2014, the ACMA completed its assessment of Telstra’s compliance against the Telecommunications Universal Service Obligation (Payphone Performance Benchmarks) Instrument (No. 1) 2011 for the period 1 July 2013 to 30 June 2014. The ACMA determined that Telstra met the required benchmarks.

In 2014–15, the ACMA received one complaint on the relocation of a payphone. The ACMA finalised the matter within the reporting period and found that Telstra had complied with its Standard Marketing Plan and other agreed processes.

Customer Service Guarantee

In October 2014, the ACMA completed its assessment of the compliance of qualifying CSPs against the Telecommunications (Customer Service Guarantee—Retail Performance Benchmarks) Instrument (No. 1) 2011 and the Telecommunications (Customer Service Guarantee) Record-Keeping Rules 2011. The benchmarks and record-keeping rules applied to Telstra, Optus, iiNet, Primus and Dodo for the 2013–14 period. All these providers met all relevant benchmarks in that reporting period.

The ACMA also receives notification of exemptions declared by CSPs for mass service disruptions and monitors this information to determine that the requirements for claiming exemptions have been met. The number of mass service disruption notices (not including extensions) received by the ACMA from carriers/CSPs increased from 234 in 2013–14 to 339 in 2014–15 (see Table 23). The impact of each exemption varies in the number of services affected and the duration.

Network Reliability Framework

Under the NRF, Telstra must provide the ACMA with network performance reports at three levels:

- Level 1—geographical area level, based on Telstra’s field service areas
- Level 2—disaggregated parts of the network known as cable runs
- Level 3—the individual service level.

Table 23: Mass service disruption notices, by carrier/CSP

<table>
<thead>
<tr>
<th>Carrier</th>
<th>No. of notices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telstra</td>
<td>80</td>
</tr>
<tr>
<td>iiNet</td>
<td>80</td>
</tr>
<tr>
<td>Optus</td>
<td>79</td>
</tr>
<tr>
<td>M2 Group*</td>
<td>78</td>
</tr>
<tr>
<td>Foxtel</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>339</strong></td>
</tr>
</tbody>
</table>

*M2 Group exemption notifications include Primus, Eftel and Dodo exemptions due to recent acquisitions by the M2 Group.
Level 1 of the NRF shows the percentage of CSG services without a fault or service difficulty, the percentage of time CSG services are available and the average time (hours) to restore fault-affected CSG services.

Each month, the ACMA is required to approve the initial selection of Level 2 cable runs in line with a prescribed formula and to receive reports on the remediations. Where a remediation time frame has not been met, and the reasons for this match specific requirements, the ACMA can grant an extension of the remediation time frame. The ACMA approved all Level 2 cable run lists provided in 2014–15 and granted 12 extensions of time for remediation of cable runs in the reporting period.

The Level 3 requirement is for Telstra to remediate individual services that have experienced more than three faults or service difficulties in a 60-day rolling period or more than four faults or service difficulties in a 365-day rolling calendar period. The ACMA is required to approve a proposed remediation plan for the services. In 2014–15, Telstra reported 2,480 Level 3 contraventions, for which the ACMA approved all submitted remediation plans.

Service performance under the NRF is reported in the ACMA’s annual communications report.

**Priority assistance**

Priority assistance is an enhanced telephone connection and repair service for people with a diagnosed life-threatening medical condition who are at risk of suffering a rapid deterioration in their condition. Telstra is currently the only carrier required under its carrier licence conditions to provide priority assistance services. However, other service providers may offer priority assistance in accordance with industry code ACIF C609:2007 Priority Assistance for Life Threatening Medical Conditions.

The ACMA received one complaint about priority assistance in 2014–15, which was resolved through communication with the complainant and Telstra.

**Local presence plan**

Under its licence conditions, Telstra is required to maintain a local presence in regional, rural and remote Australia, to the extent that this is broadly compatible with its overall commercial interests.

In accordance with Telstra’s carrier licence conditions, on 29 August 2014 the ACMA received Telstra’s report on performance against the local presence plan for the previous reporting period (2013–14).

**Consumer Consultative Forum**

The Consumer Consultative Forum (CCF) is a formal advisory committee established under section 59 of the ACMA Act to help the ACMA perform its consumer functions. It provides advice to the ACMA on communications issues (mainly telecommunications and the internet) that affect consumers.

This year, the ACMA appointed a new consumer representative—George Fong (Internet Australia). Consumer representatives joined regulators and industry bodies at two meetings during the reporting period to discuss topics including:

> the nbn network and its impact on consumers
> ACMA activities such as the enforcement of the TCP Code
> the government’s deregulation program
> the incidence of bill shock due to children using devices over school holidays
> holistic approaches to dealing with consumers’ financial hardship.
To deliver its unsolicited communications compliance outcomes, the ACMA adopts a graduated approach to compliance and enforcement. This approach is complemented by education and stakeholder engagement activities, targeted campaigns and international cooperation. The aim is to minimise the impact of spam and unsolicited telemarketing and fax marketing by encouraging telemarketers, fax marketers and emarketers to avoid breaching their regulatory obligations in the first instance. Underpinning the compliance activities for unsolicited telemarketing and fax marketing, the ACMA also operates the Do Not Call Register.

The ACMA Corporate plan 2013–16 sets out further key performance indicators for unsolicited communications compliance activities:

> the number of complaints and reports about unsolicited communications received from businesses after they have been sent informal warnings is low

> the number of complaints about unsolicited communications within targeted priority areas reduces.

During the reporting period:

> the majority of businesses required only a single contact from the ACMA to address compliance issues, following a complaint from a member of the public about an unsolicited communication

> listings on the Do Not Call Register became permanent, whereas previously registrations expired after eight years

> numbers on the Do Not Call Register increased to over 10 million registrations in 2014–15

> complaints about telemarketing and fax marketing from people with numbers on the register fell by 11 per cent.

The success of the ACMA’s informal compliance actions has allowed greater targeting of formal compliance activity. Investigations are now focused on repeated non-compliance, flagrant breaches and complex matters.
Unsolicited communications compliance

Under Part 26 of the Telecommunications Act, Australians can make complaints to the ACMA about contraventions of the Do Not Call Register Act 2006 (DNCR Act), Telemarketing and Research Industry Standard 2007, Fax Marketing Industry Standard 2011 and Spam Act 2003. The ACMA also receives reports of spam activity, some directly from individuals and some indirectly via ISPs or from organisations dedicated to combating spam. In the reporting year, the ACMA received over eight million spam reports.

As part of the ACMA’s unsolicited communications business compliance program, priority is given to reports that are sent directly to the ACMA by individuals using two primary channels established for this purpose:

- report@submit.spam.acma.gov.au for email spam
- the SMS reporting number for SMS spam.

Using the complaints about unsolicited telemarketing, fax marketing and spam reports from these primary channels to identify businesses that are potentially in breach of the legislation, the ACMA undertakes a graduated series of interactions with these businesses, with the objective of achieving compliance in the most efficient way.

The remaining spam reports provide the ACMA with intelligence that assists its investigations, trend analysis and identification of malware within spam messages.

Table 24 summarises the complaints and spam reports from the primary channels made to the ACMA about unsolicited communications in the current and previous financial years. Compared to 2013–14, there was a small increase in the number of spam complaints and primary reports received in 2014–15, while there was an 11 per cent decrease in Do Not Call complaints. Virtually all complaints received about the DNCR Act and related industry standards were about telemarketing, with fewer than one per cent of complaints about unwanted fax marketing.

Once a business is identified from a complaint about non-compliance with the DNCR Act or industry standards, it is advised of its obligations under the Act. If further complaints are received, it is issued with an informal warning. Where voluntary compliance is not forthcoming and informal resolution is not achievable, the ACMA may escalate to a formal investigation. A business that is the subject of a spam complaint or primary channel report may receive several informal warnings before escalation.

Table 25 summarises the informal and formal compliance actions taken by the ACMA for the Spam Act, DNCR Act and related industry standards in 2014–15. Because the total number of complaints about the DNCR Act and related industry standards decreased, the ACMA sent fewer advisory and informal warning letters than in 2013–14. In 2014–15, 75 per cent of businesses that attracted spam complaints and 78 per cent of businesses that attracted telemarketing complaints received no further complaints after being sent a single informal advisory or warning letter.

Table 24: Complaints and reports (primary channels only) from members of the public about unsolicited communications

<table>
<thead>
<tr>
<th>Activity</th>
<th>2013–14</th>
<th>2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email complaints and reports</td>
<td>338,817</td>
<td>343,948</td>
</tr>
<tr>
<td>SMS complaints and reports</td>
<td>9,162</td>
<td>7,077</td>
</tr>
<tr>
<td><strong>Total Spam Act</strong></td>
<td>347,979</td>
<td>351,025</td>
</tr>
<tr>
<td>Telemarketing</td>
<td>20,232</td>
<td>18,081</td>
</tr>
<tr>
<td>Fax marketing</td>
<td>230</td>
<td>99</td>
</tr>
<tr>
<td><strong>Total DNCR Act and related industry standards</strong></td>
<td>20,462</td>
<td>18,180</td>
</tr>
</tbody>
</table>

5 The ACMA is required under paragraph 57(d) of the ACMA Act 2005 to include in its annual report information on complaints and investigations under Part 26 of the Telecommunications Act 1997. The number and type of investigations conducted into unsolicited communications compliance during 2014–15 are provided in this section.
During 2014–15, the ACMA finalised five telemarketing- and five spam-related investigations under Part 26 of the Telecommunications Act.

For the telemarketing investigations:

> the ACMA issued one formal warning for contraventions of the DNCR Act to Sputt Link Pty Ltd
> the remaining four investigations resulted in no findings/administrative closure without enforcement outcomes.

For contraventions of the Spam Act:

> the ACMA accepted one enforceable undertaking from Club Retail Pty Ltd
> an infringement notice was paid by AUsvance LLC
> the ACMA issued two formal warnings—one to Australian Premier Products trading as Get Wines Direct and another to Vadkho Pty Ltd trading as GoDeals.

Education initiatives and stakeholder engagement

To help businesses meet their unsolicited communications obligations and the public deal with unsolicited marketing, the ACMA engages in targeted educational activities. This includes:

> Two industry blog streams—aimed directly at businesses that engage in telemarketing and e-marketing, Successful e-marketing … it’s about reputation and Better telemarketing … take the right line promote and encourage businesses to comply with the rules.
> Consumer alerts—inform the community about pertinent issues such as new malware or scams that are circulating.
> Social media—as well as using traditional channels, the ACMA increasingly engages with members of the public on telemarketing and spam-related issues via Facebook and Twitter. These channels also enable the ACMA to quickly issue alerts and warnings about apparent phone, email and SMS scams in circulation.
> Targeted education campaigns—during 2014–15, the ACMA observed a high number of complaints about telemarketing calls on the installation of retail solar energy equipment. To address apparent systemic problems underlying these complaints, the ACMA began a targeted education campaign to educate industry on complying with the DNCR Act and Telemarketing and Research Calls Industry Standard. The results of this campaign will be assessed in 2015–16.

Table 25: Graduated compliance activities and enforcement outcomes

<table>
<thead>
<tr>
<th>Activity</th>
<th>2013–14</th>
<th>2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spam Act</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Informal warnings</td>
<td>4,697*</td>
<td>6,918</td>
</tr>
<tr>
<td>Investigations</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Formal warnings</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Enforceable undertakings</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Infringement notices</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>DNCR Act and related industry standards</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advisory letters</td>
<td>940*</td>
<td>880</td>
</tr>
<tr>
<td>Informal warnings</td>
<td>114*</td>
<td>82</td>
</tr>
<tr>
<td>Investigations</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Formal warnings</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Enforceable undertakings</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Infringement notices</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

*Revised from previous year.
International cooperation
Recognising that it is a global issue, the
ACMA strives to be an international leader
and influential in combating unsolicited
communications. The aim of cooperating
internationally is to reduce the impact on
Australians of unsolicited communications
originating elsewhere. In 2014–15, the
ACMA actively participated in a number of
international efforts to counter unsolicited
telemarketing calls and spam:

> London Action Plan—the LAP is a
prominent international forum that fosters
spam enforcement cooperation between
its members. The LAP has 45 government
members, 28 industry participants and five
observers.

> International Do Not Call Network—
the network (affiliated with the LAP)
focuses on unsolicited telemarketing calls
and administering Do Not Call schemes in
members’ respective jurisdictions.

> 2014 Internet Governance Forum—
sponsored by the United Nations Secretary
General, the IGF brings together a range
of stakeholders to discuss public policy
issues related to internet governance.
In 2014, the ACMA contributed to a
best-practice group on spam.

Do Not Call Register
From May 2015, registrations of numbers on
the Do Not Call Register became permanent.
Under previous arrangements, registrations
expired after eight years.

In 2014–15, 660,000 fixed-line, mobile and
fax numbers were added to the register, for
a total of 10.26 million numbers at 30 June
2015. This comprised 5.39 million fixed-
line numbers, 4.46 million mobile numbers
and 410,000 fax numbers (see Figure 3).
Registration is free and numbers can be
added, checked or removed at any time.

To help them comply with the DNCR Act,
telemarketers and fax marketers can submit
their call lists for checking against the register.
In 2014–15, over 960 million numbers were
checked or ‘washed’ against the register by
1,096 telemarketers and fax marketers.

De-registration of
Internet Industry
Spam Code of Practice
On 16 October 2014, the ACMA de-registered
the Internet Industry Spam Code of Practice,
following a public consultation process.
The ACMA considered that the code had
no ongoing utility in protecting networks and
subscribers from email spam. The code was
developed and registered in 2006 to provide
an operational framework for ISPs and email
service providers to address email spam on
its networks. Since this time, ISPs and email
service providers have deployed mechanisms
for meeting the threat of email spam (as well as
other emerging abuses) that were developed
without reference to the code and go beyond
its framework.

Existing protections in the Spam Act continue
to provide appropriate community safeguards
against spam.

Figure 3: Fixed-line, mobile and fax numbers listed on the Do Not Call Register,
2010–11 to 2014–15
Overview and significant outcomes

On 17 October 2014, the ACMA was given a discretion to investigate complaints about broadcasting matters. Previously, the ACMA had to investigate all such complaints even when, for example, the matter complained of was clearly trivial.

When deciding whether to investigate a particular matter, the ACMA’s primary consideration is the public interest. In this regard, a range of factors are considered, including, for example, the nature and seriousness of the issue raised.

The introduction of this discretion has allowed the ACMA to review processes for responding to complaints into broadcasting matters to improve the timeliness of outcomes, produce internal efficiencies and reduce the administrative burden on industry.

The benefit of the reviewed processes is evident in the broadcasting investigations statistics reported during 2014–15, with the average time taken to investigate broadcast matters reduced to 2.6 months—from approximately 3.1 months per investigation last year. This is a significant reduction from the average of approximately 4.7 months five years ago.

Across the board, compliance by industry with the legislative provisions, standards, conditions and codes of practice was high during the reporting period.

Ownership and control

The ACMA monitors and investigates compliance with the media diversity and control rules, and takes enforcement action where appropriate. It also handles applications for prior approval of temporary breaches of control rules.

Compliance with ownership and control provisions

Notifications of changes in control

During the reporting period, the ACMA received notifications about 16 events that affected the control of media operations, most of which affected multiple media operations. These notifications of change of control affected:

> 51 commercial radio broadcasting licences
> 20 associated newspapers.

No commercial television broadcasting licences were affected.

There were no formal investigations into compliance with the ownership and control limits in the BSA in 2014–15. Informal enquiries and analysis of ownership and control matters were undertaken as required.

Annual notifications

All 327 commercial television and radio broadcasting licensees, as well as publishers of all 46 associated newspapers, lodged annual returns notifying the ACMA of all directors of companies in a position to exercise control of the licence or newspaper as at 30 June 2014.

In 2014, the requirement on licensees/publishers to notify controllers and directors of controllers at the end of each financial year was removed, with effect from 2014–15.
Enforcement for failure to comply with notification provisions
Most of the notifications lodged with the ACMA for change of control events that occurred in the reporting period were lodged within statutory time limits. During the reporting period, no infringement notices and eight formal warnings were given for late notifications of changes in control (four related to late notifications submitted in the previous financial year).

Applications for prior approval
The ACMA approved five applications for prior approval of temporary breaches under section 67 and one application for prior approval of a transaction that will result in an unacceptable media diversity situation (UMDS) under section 61AJ during the reporting period. These breaches arose in the Sydney RA1 licence area and the Mt Isa RA1 licence area as a result of the merger of Macquarie Radio Network (MRN) with the radio business of Fairfax Media Limited (Fairfax). All applications were finalised within the allowed statutory period. Details of temporary breaches approved by the ACMA are provided in the Register of Notices and Approvals under Part 5 of the BSA, available on the ACMA website.

The ACMA also accepted enforceable undertakings given by MRN and Fairfax under section 205W and section 61AS of the BSA to remedy the temporary breaches and the UMDS by selling Radio 2CH Pty Ltd or the 2CH commercial radio broadcasting licence in the Sydney licence area and 4LM in the Mt Isa licence area. The undertakings are published on the ACMA website.

Category-of-service opinions
Section 21 of the BSA allows a person who is providing, or who proposes to provide, a broadcasting service to apply to the ACMA for an opinion as to which category of broadcasting service the service falls into. The ACMA did not give any category-of-service opinions during the reporting period.

Regional television
The Broadcasting Services (Additional Television Licence Condition) Notice 8 November 2007 requires regional commercial television broadcasting licensees in Queensland, New South Wales, Victoria and Tasmania to broadcast minimum amounts of material of local significance (local content).

Based on figures provided to the ACMA by the licensees subject to the condition, all licensees met the quota requirements for the 2013 calendar year, the last year they were collated.

Taking into account the high level of licensee compliance, including the high visibility of compliance with this obligation, the ACMA amended the licence condition in 2014 to remove reporting obligations and reduce record-keeping requirements.

Investigations—local content licence condition
During the reporting period, there were no complaints or investigations involving compliance with the local content licence condition.

Regional radio
Local content—all regional commercial radio broadcasting licensees
The Broadcasting Services (Regional Commercial Radio—Material of Local Significance) Licence Condition 2012 requires 211 regional commercial radio licensees to broadcast prescribed amounts of material of local significance (known as ‘local content’) between 5 am and 8 pm on business days. Licensees are exempt from this obligation for a five-week ‘holiday’ period each year.

Annual reporting from licensees submitted by 30 September 2014 for the 2013–14 financial year showed a very high level of compliance with the local content licence condition. All of the 211 regional commercial radio licensees broadcast the prescribed amount of local content.

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6 Commercial radio broadcasting services licensed for racing services, in remote licence areas or under section 40 of the BSA are exempt from the local content obligation.
One licensee reported non-compliance with the record-keeping requirement for two licences in a single radio licence area. This was caused by hardware crashes on the digital logging computer used for both licences. No further action was taken over the non-compliance, as the cause was inadvertent and the licensee had taken appropriate steps to prevent future non-compliance.

Taking into account the high level of licensee compliance, including the high visibility of compliance with this obligation, the ACMA amended the licence condition in 2014 to remove reporting obligations and reduce record-keeping requirements.

**Investigations—local content licence condition**

During the reporting period, there were no complaints or investigations involving compliance with the local content licence condition.

**Local content and presence obligations due to a trigger event**

Under the BSA, a regional commercial radio licensee affected by a trigger event is required to:

- broadcast specified amounts of local news and information for 47 weeks per year (minimum service standards)
- maintain existing levels of local presence (local staff and facilities) for 24 months from the date of the trigger event.

Once a trigger event occurs for a licence, the licensee must give the ACMA a draft local content plan within 90 days setting out how it will meet its obligation to broadcast specified amounts of local news and information. Once the ACMA approves the plan, a licensee must take all reasonable steps to ensure that it complies with the plan.

**Compliance with local content plans**

Annual reporting for the 2013–14 financial year from trigger event-affected licensees showed a high level of compliance with their local content plans. Of the 110 trigger event-affected licensees reporting to the ACMA, all but two reported compliance with their approved plans. No further action was taken, noting that in both cases the impact of the non-compliance was minimal, the licensee continued to exceed the statutory minimum requirements, and action was taken to resolve the non-compliance and to prevent future non-compliance.

**Compliance with existing levels of local presence**

From 16 April 2012, regional commercial radio licensees have been required to maintain their existing levels of local presence for 24 months after a trigger event.

On 2 July 2014, the 24-month local presence compliance period ceased for two trigger event-affected regional commercial radio licences. On 15 March 2015, the 24-month local presence compliance period ceased for an additional two trigger event-affected regional commercial radio licences. Final reports on compliance with the local presence licence condition for these four licences were received within the statutory deadline.

**Investigations—local news and information and local presence**

There were no complaints about the way licensees fulfilled their local presence obligations and the requirement to broadcast local news and information on trigger event-affected regional commercial radio licensees. The ACMA conducted one investigation into the requirement to provide a local presence statement and a draft local content plan within 90 days of a trigger event. The investigation was concluded with no finding.

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7 Subject to certain exceptions, a “trigger event” is defined as: (a) a change in control of a regional commercial radio licence, (b) the formation of a new registrable media group where a regional commercial radio broadcasting licence is in the group or (c) a change in controller of a registrable media group where a regional commercial radio broadcasting licence is in the group.

8 Commercial radio broadcasting services licensed for racing services, in remote licence areas or under section 40 of the BSA are exempt from the minimum service standards and local presence obligations that apply following a trigger event.
Broadcasting compliance

The ACMA conducts investigations into matters related to broadcasting codes of practice and compliance with obligations in the BSA, including licence conditions and program standards.

Most investigations are undertaken in response to complaints about matters covered by the codes of practice. The ACMA can also investigate complaints made directly to it if they are about a licensee’s compliance with a licence condition or a program standard. The ACMA can also initiate investigations on its own volition where there are significant public interest reasons for doing so and can conduct investigations at the direction of the minister.

Broadcasting codes of practice, licence conditions and standards

The ACMA’s co-regulatory role in dealing with complaints under industry codes is prescribed by the BSA.

Section 123 of the BSA allows commercial, subscription, narrowcast and community sections of the broadcasting industry to develop codes of practice and submit those codes to the ACMA for registration. The ACMA must register a code if it is satisfied that:

- the code provides appropriate community safeguards for the matters that it covers
- the code was endorsed by a majority of providers of broadcasting services in that section of the industry
- members of the public have been given an adequate opportunity to comment.

National broadcasters notify their codes to the ACMA.

The BSA includes a number of licence conditions made by the Australian Parliament, including for captioning, tobacco advertising, political and election matter, material classified ‘Refused Classification’, local content and local presence. The ACMA also has the power to impose additional licence conditions on individual licensees.

The ACMA may determine program standards where codes of practice fail or where no code is developed by industry. Compliance with program standards is a licence condition on relevant licensees. In addition, the BSA requires the ACMA to determine standards for commercial television broadcasting licensees relating to programs for children and the Australian content of programs.

Issues of particular concern to Australians are generally covered by program standards. In 2014–15, there were program standards covering:

- Australian content on commercial television
- commercial influence on commercial radio current affairs programs
- children’s programming on commercial television
- anti-terrorism requirements for narrowcast services.

Code reviews

Codes of practice registered by the ACMA are regularly reviewed to ensure the matters covered by the codes remain relevant and the community safeguards they contain continue to address community concerns.

A review of the Commercial Television Industry Code of Practice 2010 began during the reporting period. The current code was last reviewed in 2008–09 and came into effect on 1 January 2010. Since January 2010, there have been some incremental updates of the code. For example, in 2013 new limits on betting odds promotions and gambling advertising during live sports broadcasts were introduced.

As part of the current review, Free TV Australia released a draft new code for public comment on 20 February 2015. The public consultation period ran for six weeks and closed on 3 April 2015, with Free TV continuing to accept submissions until 20 April 2015. Free TV received 2,874 submissions, which were provided to the ACMA as part of the review process. A decision on registration of the draft code is expected in the next reporting period.

The ACMA accepted a request in October 2014 from the Community Broadcasting Association of Australia to discontinue the review of the Community Radio Broadcasting Codes of Practice 2008.
The ACMA’s enforcement powers under the BSA

The ACMA has a range of powers with which to address breaches of the BSA, licence conditions, program standards or industry codes.

Where there has been a breach of a code, the ACMA may accept an enforceable undertaking for the purpose of securing future compliance with the code, or it may impose an additional licence condition under section 43 of the BSA requiring a licensee to comply with the code.

In the event of a breach of a licence condition, including an additional licence condition imposed by the ACMA under the BSA, the ACMA has the power to give the licensee a remedial direction requiring compliance, or to suspend or cancel the licence. In the case of licence conditions imposed by the parliament, breaches can result in civil or criminal proceedings.

The ACMA may also informally agree to accept measures by broadcasters to improve compliance following breaches of codes of practice. For example, the ACMA has, on many occasions, agreed on measures with licensees involving action to address compliance problems.

Investigations conducted by the ACMA in 2014–15

The numbers of complaints and investigations about radio and television licensees’ compliance with codes of practice, licence conditions and standards related to the BSA are provided in Table 26. Details of breach and non-breach findings by category of broadcasting service are in Appendix 6.

Discretion to investigate

Since 17 October 2014, the ACMA has had a discretion whether to investigate complaints about broadcasting matters in the public interest. When deciding whether to investigate a particular matter, the ACMA considers a range of factors, including the nature and seriousness of the issue raised; the applicability of any relevant legislation, code of practice or standard; the matter’s potential to affect the community at large and its priority compared to other matters of public interest.

From 17 October 2014 to 30 June 2015, the ACMA exercised its discretion to investigate 61 valid complaints and declined to investigate 35 valid complaints (multiple valid complaints may concern a single broadcast or matter).

Table 26: Broadcasting complaints and investigations for commercial, national, subscription and community broadcasters and datacasters, 2014–15

| Written complaints and enquiries received | 1,012 |
| Written complaints and enquiries actioned within time frame of seven days | 1,003 (99%) |
| Investigations completed | 145 |
| Investigations resulting in breach findings* | 35 |
| Investigations of compliance with codes of practice | 6 |
| Investigations of compliance with BSA, licence conditions or standards | 29 |
| Investigations resulting in non-breach findings | 100 |
| Investigations of compliance with codes of practice | 90 |
| Investigations of compliance with BSA, licence conditions or standards | 10 |
| Investigations completed within time frame of three months | 117 (81%) |
| Investigations completed within time frame of six months | 134 (92%) |
| Average time for completion of investigations | 2.6 months |

*Includes three investigations that resulted in no findings and seven investigations that were concluded (withdrawn prior to decision).

**Investigations involving compliance with codes of practice may also involve licence conditions or standards.**

For the purposes of the annual report, these investigations have only been counted once. Further details can be found in Appendix 6 or on the ACMA website.
Anti-siphoning provisions
The ACMA conducted no investigations into the anti-siphoning provisions in the reporting period. It dealt with 17 complaints or enquiries about the availability of sports programs on free-to-air television. The majority of the complaints were about events not being broadcast live, in-full or at all (such complaints are not currently within the ACMA’s jurisdiction).

Australian content
All metropolitan commercial television broadcasting licensees reported meeting primary channel (55 per cent) and non-primary channels (1,095 hours) transmission quotas for Australian content in 2014.

The transmission quotas apply to programs televised by free-to-air commercial broadcasters between 6 am and midnight each calendar year and are specified by the BSA. Australian content on commercial television’s primary channels was high, with the Seven and Nine Networks each providing an average of over 70 per cent local programming and Network Ten an average of over 62 per cent.

In 2014, all three networks comfortably met the 1,095 non-primary channel transmission quota:

- Seven Network averaged 3,092 hours
- Nine Network averaged 1,662 hours
- Network Ten averaged 3,490 hours.

In 2015, this transmission quota increases to 1,460 hours.

In addition to the transmission quotas, across their commercial television broadcasting service licensees must meet annual sub-quotas for first-release Australian drama, documentary and children’s programs, as well as subquota requirements for repeat children’s programs and Australian preschool programs. All metropolitan licensees reported compliance with the annual sub-quota requirements in 2014.

The latest triennial period for the first-release Australian C drama quota concluded in 2014. The quota requirement for each triennial period is 96 hours. Both the Seven and Ten networks slightly exceeded the quota by providing 96.50 hours per licence. However, due to non-compliance found for first-release Australian C drama in 2013, the Nine Network failed to meet the 2012–14 triennium quota, providing 91.5 hours per licensee.

The 2014 Australian content compliance results for regional commercial television broadcasting licensees were not available at the time of publication.

Broadcasting (Australian Content) Standard 2005
During 2014–15, the ACMA investigated 19 regional licensees’ compliance with the Broadcasting (Australian Content) Standard 2005 (ACS). These resulted from the ACMA’s investigations in 2013–14 into three Nine Network licensees’ compliance with quotas for Australian children’s programs.

Children’s Television Standards 2009
Compliance with the Children’s Television Standards 2009 (CTS) is a licence condition for all commercial television broadcasting licensees. The CTS require these licensees to broadcast a combined total of at least 390 hours of children’s (C) and preschool (P) programs each year, with a minimum of 260 hours of C-classified and 130 hours of P-classified programs annually. These are the C and P quotas. The Australian Content Standard requires that 50 per cent of the C-quota must be first-release Australian programs and that all P-programs are Australian programs.

In 2014, the amount of first-release Australian children’s drama broadcast reported by the metropolitan networks averaged more than the 25-hour quota:

- Seven Network licensees averaged 37 hours (27 hours in 2013)
- Nine Network licensees averaged 32 hours (27.5 hours in 2013)
- Network Ten licensees averaged 37.5 hours (34 hours in 2013).

All metropolitan licensees reported meeting the annual minimum quota requirements for children’s programming in 2014. However, as discussed above, following investigations in 2014–15, three Nine Network licensees failed to provide at least 96 hours of first release Australian C drama in the 2012–14 triennial period, due to non-compliance found in 2013.

In 2014–15, the ACMA reviewed the compliance of 19 regional licensees’ compliance with the CTS. The investigations were initiated by the ACMA under section 170 of the BSA and related to compliance for the 2013 calendar year.
The ACMA found the 19 regional affiliates breached the CTS because the Nine Network had failed to meet the 260-hour quota and breached the ACS. No enforcement action was required as the Nine Network had implemented agreed measures to remedy the breaches.

The 2014 CTS compliance results for regional commercial television broadcasting licensees were not available at the time of publication.

Children’s and preschool programs
During 2014–15, the ACMA assessed 28 applications for classification of children’s and preschool programs, including the renewal of classification for three preschool programs. Two applications were refused classification. This compares with 40 programs assessed and 39 granted classification in 2013–14 (see Table 27).

All except one of these program classification assessments were completed within 60 days of the ACMA receiving a completed application.

A list of children’s television consultants and programs granted C or P classification is in Appendix 5.

| Table 27: Children’s and preschool program classification, 2013–14 and 2014–15 |
|---------------------------------|-----------------|-----------------|---------------------------------|-----------------|
| 2013–14                         | Applications granted classification | Applications refused classification* | 2014–15                         | Applications granted classification | Applications refused classification* |
| Children’s programs             | 8                | 1                | Children’s programs              | 7                | 1                |
| Children’s programs—drama       | 16               | 0                | Children’s programs—drama        | 10               | 1                |
| Provisional—children’s          | 7                | 0                | Provisional—children’s           | 6                | 0                |
| Provisional—preschool           | 1                | 0                | Provisional—preschool            | 0                | 0                |
| Preschool programs              | 7**              | 0                | Preschool programs               | 3                | 0                |
| Total                           | 39               | 1                | Total                            | 26               | 2                |

*These programs failed to satisfy the criteria in the CTS.
**Includes three renewals of classification.

Table 28: Revised NED expenditure compliance, 2008–09 to 2013–14

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NED expenditure requirement</td>
<td>26.11</td>
<td>27.74</td>
<td>30.87</td>
<td>28.82</td>
<td>33.41</td>
<td>28.57</td>
</tr>
<tr>
<td>Expenditure on NED</td>
<td>28.56</td>
<td>36.15</td>
<td>34.63</td>
<td>24.38</td>
<td>13.70</td>
<td>36.81</td>
</tr>
<tr>
<td>Expenditure nominated to make up previous year’s shortfall</td>
<td>13.88</td>
<td>11.32</td>
<td>12.11</td>
<td>6.81</td>
<td>6.41</td>
<td>25.76</td>
</tr>
<tr>
<td>Expenditure nominated towards current year’s NED requirement</td>
<td>14.79</td>
<td>15.59</td>
<td>24.05</td>
<td>22.53</td>
<td>6.42</td>
<td>10.14</td>
</tr>
<tr>
<td>Remaining obligation to be acquitted next financial year</td>
<td>11.32</td>
<td>12.15</td>
<td>6.81</td>
<td>6.41</td>
<td>25.76</td>
<td>18.06</td>
</tr>
</tbody>
</table>

Subscription television drama expenditure
The new eligible drama (NED) expenditure scheme requires licensees and channel providers that provide subscription television drama services to spend at least 10 per cent of their annual total program expenditure on eligible drama programs during a financial year.

Each year, scheme participants are required to provide annual returns by 29 August. As a result, only 2013–14 information is available for this annual report. For the 2013–14 compliance period, five licensees and six channel providers supplied 30 eligible drama channels. All participants met their expenditure obligations for this period, reporting an expenditure on new eligible Australian drama of $36.81 million (aggregated). Of that expenditure, $25.76 million was nominated to acquit the expenditure shortfall for 2012–13. Similarly, for 2014–15, licensees and channel providers must spend a minimum of $18.06 million on new eligible programs to acquit the remaining 2013–14 obligation.

Industry compliance results for the current and previous periods are shown in Table 28.
Captioning

In September 2014, the ACMA received annual compliance reports on captioning obligations for national television broadcasters (the ABC and SBS), commercial television licensees and subscription television licensees.

The annual compliance reports indicated a high level of compliance with annual captioning target requirements during 2013–14, the second year for new television captioning obligations:

- All 51 commercial television broadcasting licensees (involving 75 services) and SBS services (in 12 coverage areas) exceeded their annual captioning target requirements. In total, the 95 free-to-air (commercial and national) television services broadcast 573,352 hours of captioned television programs on their primary services in 2013–14 (6 am to midnight). This comprised approximately 97 per cent of the programming broadcast during this period.

- Ninety-nine per cent of subscription television services (656 out of 660) met their annual captioning target requirements. During the year, captioning services were required to be provided on 372 subscription television services (or 80 distinct subscription television channels—as the same channels provided by different licensees are treated as different services under the captioning legislation).

However, some television service providers also reported breaches of their captioning obligations during 2013–14. All of these providers have taken appropriate steps to prevent similar issues recurring, including resolving technical issues, enhancing procedures and undertaking staff training.

The ACMA did not take any formal enforcement action for these matters. This is consistent with its compliance and enforcement strategy—a graduated and strategic risk-based approach that generally uses the minimum power or intervention necessary to achieve the desired result.

Table 29 summarises the captioning breaches, excluding disregarded breaches.9

Exemption orders and target reduction orders

In 2014–15, the ACMA received 72 applications for exemption orders (for 72 separate services) and 10 applications for target reduction orders (for seven services). The ACMA made 72 exemption orders for three individual subscription television licensees and four target reduction orders for one subscription television licensee. Three applications for target reduction orders were refused. The ACMA’s decision on the remaining three applications for target reduction orders, which were received in May 2015, were not finalised at 30 June 2015. The ACMA met the statutory requirement to make a decision on each application for exemption orders and target reduction orders within 90 days of receiving the applications.

Legislative amendments

Amendments to captioning provisions in the BSA began from 20 March 2015. The government introduced the amendments to improve administration arrangements and increase flexibility for television services in complying with captioning obligations. Key changes included the following:

- requiring the ACMA to review and vary as appropriate the captioning quality standard to consider the differences between the captioning services for live television programs and pre-recorded television programs by 19 March 2016

- exempting new subscription television services in Australia from the annual captioning targets for at least the first 12 months of operation

- allowing aggregation of captioning targets across subscription television sports channels supplied by the same channel provider, subject to minimum levels being met on each individual channel of the channel provider

- amending record-keeping requirements to differentiate between written records and audiovisual records.

9 Breaches resulting from unforeseen technical difficulties were disregarded as provided by the captioning legislation.
<table>
<thead>
<tr>
<th>Captioning obligations</th>
<th>Description of obligations</th>
<th>Free-to-air—number of services in breach</th>
<th>Subscription—number of services in breach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual captioning target</td>
<td>Free-to-air: 95% captioning 6 am to midnight across the year on primary services, with exceptions. Subscription: from 5–70% captioning across the year depending on service category, with exceptions. (See notes below.)</td>
<td>Eight national services. One national broadcaster was approximately 1% under the target for its services in eight coverage areas, as one music program was not captioned until June 2014.</td>
<td>Four services. One licensee was 1–8% under the various targets for four of its services due to unanticipated issues.</td>
</tr>
<tr>
<td>Emergency warnings</td>
<td>Transmit emergency warnings in text and speech and, if practicable, with captioning.</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Basic rule—designated viewing hours (free-to-air)</td>
<td>Caption all programming between 6 pm and 10.30 pm each day (designated viewing hours) on primary service.</td>
<td>20 national services and 42 commercial-licensed services. Average total duration of breaches per noncompliant service was approximately 30 minutes (0.03% of the designated viewing hours in the year).</td>
<td>n/a</td>
</tr>
<tr>
<td>Basic rule—news and current affairs (free-to-air)</td>
<td>Caption all news and current affairs outside designated viewing hours on primary service.</td>
<td>20 national services and 39 commercial-licensed services. Average total duration of breaches per noncompliant service was approximately 35 minutes in the year.</td>
<td>n/a</td>
</tr>
<tr>
<td>Multi-channel (free-to-air)</td>
<td>Caption repeated programs on a multi-channel if those programs have previously been broadcast with captioning on the broadcaster’s primary service in the licence or coverage area.</td>
<td>15 commercial-licensed services. Average total duration of breaches per noncompliant service was approximately 41 minutes in the year.</td>
<td>n/a</td>
</tr>
<tr>
<td>Simulcast programming (subscription)</td>
<td>Caption simulcast programs on the second service if the programs are simultaneously transmitted with captioning on the first service.</td>
<td>n/a</td>
<td>15 services (three distinct channels involved)</td>
</tr>
<tr>
<td>Repeat programming (subscription)</td>
<td>Caption programs that have previously been transmitted with captioning and then repeated on the same or another subscription television service provided by the licensee.</td>
<td>n/a</td>
<td>35 services (only seven distinct channels involved)</td>
</tr>
</tbody>
</table>

Notes:
Captioning obligations do not apply to exempt programs, which include foreign programs (wholly in a language other than English) and music programs that do not contain any human vocal content.
In 2013–14, three commercial broadcasters had reduced annual targets of 85 per cent as a result of target reduction orders (unjustifiable hardship).
Some subscription services were exempt from the annual captioning target in 2013–14 as a result of exemption orders (unjustifiable hardship) and nominations under section 130ZX of the BSA (a transitional measure that allows exemption of certain services if the licensee has met the annual captioning target for the threshold number of services).
Overview and significant outcomes

The role of the ACMA Hotline as the national reporting mechanism for online child sexual abuse material was enhanced this year.

In 2014–15, the ACMA’s major initiatives in this area included:

- finalising 8,728 investigations into online content, including 5,090 investigations into online child sexual abuse content
- bringing together law enforcement, NGOs, regional hotlines and industry partners to discuss a multi-sector approach to online child exploitation at the Combating child exploitation material online forum
- managing a marked increase in complaints and general enquiries about the Interactive Gambling Act 2001 (IGA).

Online content complaints

The Online Content Scheme (branded as the ACMA Hotline for reporting offensive and illegal online content) is a mechanism for Australian residents and law enforcement to complain about a range of online content, and for the ACMA to take certain action where it finds prohibited or potential prohibited material.

The ACMA Hotline is a longstanding member of the International Association of Internet Hotlines (INHOPE), whose member hotlines deal with complaints about illegal internet content from around the world, especially child sexual abuse material.

The ACMA Hotline:

- investigates all valid complaints about potentially offensive or illegal online content
- directs take-down of prohibited content if it is hosted in Australia
- notifies prohibited URLs to optional end user (PC-based) filters
- notifies all potentially illegal content to law enforcement
- notifies all overseas-hosted child sexual abuse material to the Australian Federal Police (AFP) or INHOPE for rapid police action and take-down in the host country.

The ACMA Hotline received 4,801 complaints in the period 1 July 2014 to 30 June 2015, a 19 per cent increase on 2013–14. Of the complaints received during the year, 170 were invalid as they did not contain information required under the BSA to enable the ACMA to conduct an investigation. A single complaint may lead to the investigation of multiple items, depending on the nature of the complaint and the content involved, with an ‘item’ referring to an individual article of content such as a web page, image or file.

The ACMA finalised investigations into 8,728 individual items of content. A total of 625 investigations were terminated because the ACMA was unable to obtain sufficient information on which to base a decision, usually because the content identified in the complaint could not be located. Of the investigations completed, 6,708 items of prohibited and potential prohibited content were identified (see Table 30).
Over 99 per cent of investigations into child sexual abuse material items were completed within two business days and notified to the AFP and/or the INHOPE network for law enforcement investigation and rapid take-down in the host country.

Over 99 per cent of all investigations about online content were completed within 20 business days.

A total of 6,708 overseas-hosted prohibited or potential prohibited items of internet content investigated were referred to the makers of optional end user internet software filters under Schedule 5 of the BSA and the registered internet codes of practice for dealing with such material.

The ACMA also referred 22 items of content to the Classification Board for formal classification under the National Classification Scheme.

During 2014–15, no take-down notices, service-cessation notices or link-deletion notices were issued to Australian service providers. There has been 100 per cent compliance with such notices across the life of the Online Content Scheme.

Under the BSA, prohibited content is defined with reference to the classification categories set out in the National Classification Scheme. Approximately 79 per cent of items that were prohibited or potential prohibited were, or were likely to be, Refused Classification. Of Refused Classification items, or items likely to be Refused Classification, 96 per cent constituted an exploitative or offensive depiction or description of a child.

Table 30 shows the breakdown by content type of online content items actioned as a result of completed investigations in which prohibited or potential prohibited content was located.

As shown in Figure 4, the US continued to account for the majority of prohibited/potential prohibited online content provided from outside Australia.

Table 30: Prohibited/potential prohibited internet content 2014–15, items actioned

<table>
<thead>
<tr>
<th>Actual or likely classification and description of online content</th>
<th>Online content hosted in or provided from Australia (take-down, service-cessation or link-deletion notice issued, or removed after referral to police)</th>
<th>Internet content items hosted overseas (referred to makers of filters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA 15+ (Strong-impact content)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>R 18+ (High-impact content)</td>
<td>0</td>
<td>229</td>
</tr>
<tr>
<td>X 18+ (Explicit sexual content)</td>
<td>0</td>
<td>1,082</td>
</tr>
<tr>
<td>RC 1(a) (Refused Classification content for a range of matters, including offending against standards of morality and decency and revolting and abhorrent phenomena)</td>
<td>0</td>
<td>233</td>
</tr>
<tr>
<td>RC 1(b) (Refused Classification content for offensive depictions/descriptions of children)</td>
<td>0</td>
<td>5,090</td>
</tr>
<tr>
<td>RC 1(c) (Refused Classification content for instruction, incitement or promotion of crime or violence)</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>RC 1(d) (Computer games that are unsuitable for a minor to see or play)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Restricted Cat 1—Publication (Explicit nudity and high-end content)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Restricted Cat 2—Publication (Explicit sex, fetishes and high-end content)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>6,708</td>
</tr>
</tbody>
</table>
National Child Protection Week
In 2014, the ACMA Hotline marked its fourth consecutive year of involvement with National Child Protection Week (7–13 September 2014) to raise awareness of how online child sexual abuse material is combated, both in Australia and internationally. This annual national campaign is an initiative of the National Association for Prevention of Child Abuse and Neglect (NAPCAN).

During the week, the ACMA Hotline conducted 550 investigations into child sexual abuse material based on complaints—a 30 per cent increase on the previous year’s activities. All of the content was found to be hosted overseas and notified to the AFP or an INHOPE member hotline for appropriate action in the hosting country. Of the 550 items that were investigated, 89 per cent of the content was removed within seven days.

CCEMO forum
In July 2014 the ACMA and the AFP co-sponsored the inaugural Combating child exploitation material online (CCEMO) regional cooperation forum and training event.

The forum brought together law enforcement, INHOPE and INHOPE Foundation members in the Asia–Pacific region, along with industry and non-government organisations that work to combat online child exploitation material.

The event highlighted current best-practice measures for combating online child exploitation material and explored new opportunities for cross-sector action and collaboration. The forum successfully consolidated relationships between the key regional players, and generated commitments for enhanced collaboration and information-sharing throughout the Asia–Pacific region.

Figure 4: Prohibited or potential prohibited internet content by host location, 2014–15
Interactive gambling

In 2014–15, the ACMA received 178 complaints and general enquiries about the IGA. The ACMA conducted:

> 10 investigations into overseas-hosted URLs, of which six resulted in breach findings and were notified to accredited family-friendly filter providers and the AFP[^10]

> 16 preliminary assessments of Australian-hosted URLs, of which six were referred to the AFP[^11]

> 13 preliminary assessments of interactive gambling advertising, all of which were referred to DoC.

[^10]: In accordance with the code of practice registered under the IGA.

[^11]: Under section 20(3)(a) of the IGA, the ACMA must not investigate a complaint about Australian-hosted content. However, it may, if it considers it warranted, refer the complaint to an Australian police force.
Overview and significant outcomes

The ACMA’s activities continue to recognise the evolving character of the information economy and networked society by understanding how citizens engage or struggle to engage, addressing new and existing obstacles, and providing enhanced tools for private sector partners to address these barriers.

During the reporting period:

> Cybersmart continued to focus on maximising its reach into more Australian communities with customised online safety content. A key outcome of the program during 2014–15 was the delivery of its latest tailored, multi-award-winning resource, #GameOn, for use by upper primary and lower secondary school students.

> A series of significant changes was made to the ACMA’s Australian Internet Security Initiative (AISI), including the launch of a dedicated member portal in November 2014.

> As part of the researchacma program, the ACMA continued its series of short, fit-for-purpose research snapshots and also released 11 individual research reports. This included the flagship Communications report 2013–14, which was tabled in parliament on 3 December 2014.

Cybersafety—
the Cybersmart program

The ACMA manages a national cybersafety education program, a role conferred on it under schedules 5 and 7 of the BSA.

In 2014–15, cybersafety community education activities centred on the deployment of online safety presentations and pre-service teacher training, including:

> introducing virtual delivery methods to expand the potential audience

> producing information material to help schools, pre-service teachers and parents develop the necessary skills to use digital technologies confidently and safely.

The Cybersmart website is the main portal for hosting and delivering cybersafety information and resources to students, parents and teachers.

In 2014–15, the site had 1,310,682 visitors and 5,850,073 page views. Since the site’s July 2009 launch, there have been over 5.26 million visitors and more than 34.4 million page views.

In the reporting period, Cybersmart continued to engage directly with target audiences on social media platforms such as Facebook, Twitter and YouTube. Audience-specific content, videos, expert interviews, and current cybersafety news and trends collectively attracted thousands of readers.

Cybersmart continues to provide access to a Helpline service for young people that offers real-time online and telephone professional counselling and advice about issues such as cyberbullying. Delivered in partnership with Kids Helpline, the service is free and confidential. The Cybersmart program continues to be the lead referral point for young people accessing the Kids Helpline service.

Deliverable:
Promote engagement in the information economy and evolving networked society

KPI:
Citizens engage positively, confidently and securely in the developing information economy and evolving networked society
New Cybersmart education resources

On 16 October 2014, Cybersmart released its latest suite of online safety resources—#GameOn, a series of videos for upper primary and lower secondary school students with accompanying lesson plans for teachers. #GameOn explores online safety issues of particular concern to that age group, including cyberbullying, excessive gaming, sharing passwords and managing online friends. During 2014–15, #GameOn won a number of international awards, including:

- Gold in the Education – Middle School category at the World Media Festival—6 May 2015, Hamburg
- Silver in the Online Educational Program category at the New York Festivals International Television & Film Awards—14 April 2015, Las Vegas.

Cybersmart Outreach program

Cybersmart Outreach supports an extensive education program for school students, teachers and parents. Table 31 provides an overview of key performance metrics for 2014–15.

<table>
<thead>
<tr>
<th>Type of initiative</th>
<th>2014–15</th>
<th>Total to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Safety Awareness presentations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(available since January 2009)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>1,786</td>
<td>10,845</td>
</tr>
<tr>
<td>Attendees</td>
<td>209,308</td>
<td>1,165,985</td>
</tr>
<tr>
<td>Professional Development workshops</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(available since January 2009)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>22</td>
<td>603</td>
</tr>
<tr>
<td>Attendees</td>
<td>665</td>
<td>15,034</td>
</tr>
<tr>
<td>Pre-Service Teacher Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(available since October 2009)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>38</td>
<td>229</td>
</tr>
<tr>
<td>Attendees</td>
<td>4,026</td>
<td>23,862</td>
</tr>
<tr>
<td>Total events</td>
<td>1,846</td>
<td>11,677</td>
</tr>
<tr>
<td>Total attendees</td>
<td>213,999</td>
<td>1,204,881</td>
</tr>
<tr>
<td>Connect.ed Online PD Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(available since April 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered</td>
<td>3,689</td>
<td>13,317</td>
</tr>
<tr>
<td>Completed</td>
<td>1,429</td>
<td>3,992</td>
</tr>
<tr>
<td>Total hard-copy resources delivered</td>
<td>272,952</td>
<td>7,680,451</td>
</tr>
</tbody>
</table>

Key partnerships

The ACMA looks to work productively with other organisations, both in Australia and overseas, to increase education and awareness about online safety. Partners include government agencies, not-for-profit organisations, corporations and community-based groups, with work ranging from distributing educational material, supporting events and community awareness-raising weeks to co-developing content.

The ACMA has MoUs with The Alannah and Madeline Foundation (a national charity that protects Australian children from violence), NetSafe (New Zealand’s online safety advisory body) and Childnet International, a global children’s charity based in the UK. Key partners include agencies involved in the government’s Online Safety Working Group as well as state and federal police forces and education departments.

In July 2014, the ACMA launched an update to its digital citizenship resources in partnership with the AIMIA Digital Policy Group, The Alannah and Madeline Foundation, Commonwealth Bank, Facebook, Google, Telstra, Twitter and Yahoo7. The focus was on combating cyberbullying by raising awareness of new resources from both the ACMA and our partners. The update was supported by the Parliamentary Secretary to the Minister for Communications and extensively promoted through partner blogs and social media channels.
Each year, the ACMA considers and grants a large number of requests to link to and use Cybersmart resources. Proposals to collaborate on significant initiatives are assessed under the Online Safety Partnerships Guidelines. Over the past year, the ACMA joined with other organisations in raising online safety awareness during Day for Daniel (30 October 2014), Safer Internet Day (10 February 2015), National Day of Action Against Bullying and Violence (20 March 2015) and Privacy Awareness Week (3–9 May 2015).

Cybersecurity

The ACMA operates the Australian Internet Security Initiative (AISI) to help address the problem of compromised computing devices. These devices can become compromised through the surreptitious installation of malicious software (malware) that enables the computer to be controlled remotely for illegal and harmful activities without a user’s knowledge. Under the AISI program, daily reports are provided to AISI members (principally ISPs) of malware infections occurring on their networks. Members are able to use this data to inform their affected customers of the malware compromise.

During 2014–15, a series of significant changes were made to the AISI. These expanded the range and quality of information available, via AISI members, to home and small business users to help them safeguard their online personal information and secure their online interactions. The changes included:

> Establishing an AISI portal—launched in November 2014, the portal gives AISI members access to constantly updated, comprehensive and historical data about malware infections and vulnerable services relating to their networks. The portal enables granular searches of this data, allowing AISI members to help their customers isolate the location of specific malware infections within their home or small business networks and on their computing devices, and determine malware trends occurring on their network’s IP address ranges. Over 215 million discrete malware and vulnerable services observations were added to the portal during the year.

> Reporting services vulnerable to known exploits (such as websites, network-attached storage devices and home routers) that are compatible with insecure and outdated encryption standards. Since its introduction in March 2015, an average of approximately 106,000 ‘vulnerable’ IP addresses was reported per day to AISI members. This extension to the AISI helps home and small business users by improving the security of the Australian web services with which they undertake transactions. It also helps raise the security levels of home routers by alerting home users to vulnerabilities in this equipment.

> Expanding the reporting of malware infections and providing more comprehensive malware data—making it easier to identify and remove malware infections. An average of approximately 26,645 malware observations per day was reported to AISI members during the year. Over the full year, approximately 1.394 million unique Australian IP addresses were reported.

The number of AISI participants increased from 139 at 30 June 2014 to 140 at 30 June 2015. Over 95 per cent of residential internet services in Australia are estimated to be covered by these participants.

Reports of spam provided to the ACMA can indicate ‘phishing’ activities—the use of electronic messages to acquire significant personal or financial information from users. Since 2011–12, the ACMA has provided notifications of URLs appearing in phishing messages to government agencies such as the Australian Taxation Office, and critical infrastructure providers such as telecommunications carriers and financial institutions, who are commonly targeted by phishing campaigns. In 2014–15, a monthly average of 3,627 phishing notifications was sent.

In support of these activities, in 2014–15 the ACMA:

> published on its website daily updated statistics on the number and types of malware infections and service vulnerabilities observed on Australian IP address ranges
increased data on compromised computers feeding into the AISI in order to enhance the detection of compromises. Over 30 different data feeds are currently used in the AISI, with data in these feeds carefully assessed for accuracy and relevance before the feed is incorporated into the program.

These activities form part of the whole-of-government effort to address cybersecurity risks. In support of this effort, the ACMA also provides data to law enforcement authorities and to CERT Australia that help in identifying current and new cybersecurity threats.

The ACMA’s research program helps it make decisions as an evidence-informed regulator and understand the implications that regulation of communication and media markets may create. It aims to inform strategic policy development, regulatory reviews and investigations, as well as help Australians to make better decisions about media and communications.

The research program has five broad areas of interest:

- market developments
- media content and culture
- digital society
- citizen and consumer safeguards
- regulatory best practice and development.

In each of these areas, the ACMA uses a variety of research methods to develop a body of evidence and analysis about the efficiency and effectiveness of regulatory settings and tools.

In 2014–15, the ACMA continued with its series of research snapshots, releasing eight short, fit-for-purpose research pieces on topics of relevance to the ACMA and its broad stakeholder base. It also released 11 individual research reports, including the Communications report 2013–14 series.

During the reporting period, the three most popular research outputs accessed on the ACMA website were:

- Aussie teens online
- Communications report 2013–14

### Market developments

In the reporting period, the ACMA undertook a range of research on developments in communications and media markets, which included the communications report series.

#### Communications report 2013–14 series

- **Communications report 2013–14 (December 2014)**
  Tabled in parliament on 3 December 2014, the Communications report 2013–14 fulfils the ACMA’s statutory reporting requirements under section 105 of the Telecommunications Act to report to the minister on significant matters relating to the performance of carriers and CSPs, including consumer satisfaction, consumer benefits and quality of service.

- **Report 1 — Australians’ digital lives (March 2015)**
  The first complementary report in the Communications report 2013–14 series, Australians’ digital lives examines how users of different ages engage with digital technologies and how communications practices are changing.

- **Report 2 — The evolution of VoIP in Australia (June 2015)**
  The second complementary report in the 2013–14 series looks at the evolution of managed and over-the-top (OTT) voice over internet protocol (VoIP) services in Australia.

- **Australians get mobile—Using mobile devices for voice, messaging and internet access (June 2015)**
  This snapshot focuses on adult Australians who use mobile devices for voice, messaging and internet access, and who no longer rely on a fixed-line telephone or fixed internet connection at their home.

- **Supply and demand—Catch-up TV leads Australians’ online video use (February 2015)**
  This snapshot focuses on online video content (OVC) services, a market that has the potential to significantly change Australia’s broadcasting and entertainment landscape.

- **Tablets take off—take-up and use of tablet computers in Australia (December 2014)**
  This snapshot presents the latest data on consumer use of, and attitudes to, tablets and the role they play in the adoption of OTT communications services.
Strong signals—growing use of public Wi-Fi hotspots (November 2014)
This snapshot presents the latest data on the use of public Wi-Fi hotspots in Australia, which have become easier to access and more popular.

Six emerging trends in media and communications (November 2014)
This occasional paper highlights six trends with long-term implications for the regulation of the media and communications sector—OTT communications, consumers building their own networks, wearable devices, flexible television, multi-screening and changing consumption of news sources.

Regional Australia in the digital economy (August 2014)
This snapshot presents data on internet connectivity and internet use in major capital cities and regional areas.

Older Australians resist cutting the cord (July 2014)
This snapshot focuses on older Australians—those aged 65 years and over—and their use of fixed-line telephone services connected in the home, as well as their ownership and use of mobile phones.

Media content and culture
In the reporting period, the ACMA undertook research to help inform its obligations to reflect community standards in the delivery of media and communications services.

Children’s television viewing research (March 2015)
This research comprises two studies into children’s viewing of broadcast television:
> A commissioned community survey of parents and carers of children under 15 that offers a contemporary view of parental attitudes to children’s viewing patterns and behaviours.
> An analysis of children’s television audiences and program ratings between 2001 and 2013.

Social and economic participation
The ACMA also undertook research to identify regulatory settings and interventions that help Australians participate in the offline and online environment.

SMEs and digital communication technologies (September 2014)
This qualitative research report examines the adoption of new technology by small and medium enterprises (SMEs), including the drivers and barriers to take-up.

Utilities, transport and finance lead mobile productivity (August 2014)
This snapshot illustrates how mobile broadband technologies are driving productivity in small, medium and large businesses, allowing access to new suppliers, improving product and service delivery, increasing sales and saving businesses time and money.

Aussie teens online (July 2014)
This snapshot presents the latest research on the digital life of Australian teenagers, including data on their key online behaviours and how these compare to adult Australians.

Citizen and consumer safeguards
This research focus area continues the ACMA’s evidence-informed approach to understanding safeguards relevant to business, citizens and consumers in an information economy and networked society.

Mobile calls to 13 numbers (July 2014)
This research report examines Australian mobile users’ calls to 13 numbers and the take-up of 13-friendly plans.

Regulatory best practice and development
See the deliverable Develop and maintain appropriate regulatory settings for an information economy and network society for information about this research focus area.
Overview and significant outcomes

The ACMA promotes engagement in the information economy and networked society by reviewing regulation to remove barriers to innovation and competition, reduce costs and update protections to be ‘fit-for-purpose’ but no more. It also conducts research into emerging communications and media issues facing industry, business and citizens, and facilitates industry responses that address any concerns.

The ACMA continues to communicate, facilitate and regulate to maintain appropriate regulatory settings, including deregulating based on consideration of these settings and the communications and media environment. The whole-of-government deregulation agenda provided a further emphasis on ensuring that current and new regulations continue to be better targeted, while the sunsetting regime provided a timely vehicle to reconsider a number of regulations.

The research program of work continues to provide a solid foundation for assessing the regulatory setting and ensuring that the ACMA’s regulatory settings promote confidence.

In 2014–15, the ACMA’s significant outcomes included:

- releasing an occasional paper reflecting on the role the ACMA’s research has played in informing decision-making and regulation over the last 10 years
- making a significant contribution to the portfolio deregulation target while ensuring key consumer protections remain in place.

Better targeted regulation

The ACMA has a legislative mandate and an ongoing commitment to regulate better and reduce unnecessary and unjustifiable regulatory imposts on industry. This has been given extra impetus as part of the whole-of-government deregulation agenda. A particular highlight during the reporting period was the portfolio contribution to the government’s deregulation target for 2014. Many of these initiatives eliminated redundant regulation and provided additional regulatory flexibility. These included:

- changing the Telecommunications (Service Provider—Identity checks for Prepaid Mobile Carriage Services) Determination 2013 to introduce additional methods for industry to verify the identity of pre-paid customers, making this process quicker, easier, cheaper and more convenient for consumers
- simplifying age verification requirements in the Restricted Access System Declaration to address changes to how consumers access online content.

These initiatives were implemented following extensive consultation with industry to develop the new arrangements. In implementing these deregulatory measures, the ACMA’s decision-making was undertaken in the context of its statutory obligations, and on the basis of a comprehensive risk assessment examining the impact of any proposed changes.

In recognition of the current structure and operation of the markets and industry, and existing safeguards for the community that remain in place, the ACMA:

- deregistered the Australian eMarketing Code of Practice
- deregistered the Australian Internet Industry Spam Code of Practice
repealed subsections of the Mobile Premium Service Determination and approved variations to the Mobile Premium Service Industry Code.

The ACMA also implemented a number of business process improvements that reduced the regulatory burden on industry and consumers. These included:

- modifying the complaint and enquiry forms used for the ACMA Hotline, online gambling, spam and general enquiries to make them mobile-accessible
- creating a centralised single point of contact for industry and consumers to deal with the ACMA
- developing new online platforms to streamline the industry information submission process for eligible revenue and industry levy reporting, as well as moving from annual to self-reporting arrangements.

To support better targeted regulation, the ACMA also provided advice on legislative reforms, removed redundant regulation, reformed outdated regulation and reporting requirements, and worked with industry to revise a range of industry codes. These initiatives have delivered substantial savings in regulatory costs while maintaining key consumer safeguards.

**Regulatory best-practice and development research**

As part of the research acma program, the ACMA continued its analysis of the effectiveness and costs and benefits of current regulation, and identified emerging issues and problems that may require regulatory or non-regulatory solutions.

**Optimal conditions for effective self- and co-regulatory arrangements (June 2015)**

In this update to the September 2011 occasional paper, the ACMA has broadened the discussion to include a greater exploration of non-regulatory approaches that complement the use of traditional regulatory tools.

**The ACMA's international engagement—regulating in a globalised communications and media environment (June 2015)**

This occasional paper discusses why the ACMA undertakes international engagement in terms of the global communications and media environment, and the public interest benefits it aims to achieve.

**Mobile network infrastructure forecasting model (June 2015)**

The ACMA commissioned Analysys Mason to develop, with input from mobile network operators, a mobile network infrastructure forecasting model that makes projections about the number of mobile sites required to meet future traffic demand. The ACMA will use this work to understand the mobile network infrastructure requirements of mobile broadband operators, and the role of spectrum, including potential future additional spectrum allocations, within this network.


In this occasional paper, the ACMA reflects on its regulatory practice over the past 10 years; specifically, the role of research in evidence-informed decision-making and regulation. It looks at how the ACMA has used research in an environment of ongoing change to document and build evidence, inform public debate about regulation, and build capability among our stakeholders to make communications and media work in Australia's national interest.

See the deliverable Promote engagement in the information economy and evolving networked society for details of the full research acma program.

**Sunsetting**

The ACMA continued the extensive and detailed work that flows from the new ‘sunsetting’ regime that commenced under the LIA during the year. Under the sunsetting provisions of the LIA, most of the legislative instruments made by Commonwealth agencies such as the ACMA ‘sunset’ (that is, are automatically repealed) 10 years after they are first registered as law. The first round of such sunsetting occurred on 1 April 2015, with the second round due on 1 October 2015. Further rounds of sunsetting will occur at six-monthly intervals thereafter.

The sunsetting regime requires the ACMA to review, update and remake, or repeal, as the case requires, over 100 legislative instruments during the first two rounds. That exercise will help to ensure that the legislative instruments made by the ACMA are kept up to date and are in force only for so long as they are needed.
Part 4—Management and accountability
Chapter 5 details the ACMA’s staffing arrangements, governance, information management, communications and engagement, and financial and property management.

The ACMA continues to focus on strengthening its planning and resource management frameworks.

**Governance**

The ACMA operates under the Public Governance, Performance and Accountability Act 2013 (PGPA Act), where responsibility for governance and management of the ACMA resides with the Chairman as the Accountable Authority. The ACMA Chairman is also the head of the ACMA for the purposes of the Public Service Act 1999 and has the rights, duties and powers of an employer for Australian Public Service employees in the ACMA.

Throughout 2014–15, the ACMA’s Executive Group assisted the Chairman in his role as the accountable authority of the ACMA by advising on issues of high-level corporate or strategic significance. The Executive Group comprises the Chairman, Deputy Chair, Full-time Member and the four Senior Executive Service (SES) Band 2 General Managers. The ACMA also has a number of other high-level committees overseeing finance and resource management, compliance and enforcement, and information technology.

**Corporate planning**

The ACMA Corporate plan 2013–16 covers a three-year period and identifies the ACMA’s objectives and priorities, as well as the necessary strategies to achieve them. It is also reflected at an individual level in performance management plans agreed between staff members and supervisors. The 2013–16 plan is available on the ACMA website.

In 2014–15, the ACMA undertook a major review of its strategic priorities and began implementing an integrated planning and reporting framework to meet the requirements for corporate planning and performance reporting under the PGPA Act. A key element of this framework is the ACMA’s outcomes-focused corporate plan, which seeks to:

> drive internal alignment, performance and accountability by appropriately reflecting outcomes and KPIs defined in the corporate plan in the internal business plans and staff performance agreements. Implementation of this integrated framework will continue in 2015–16.

**Risk management and fraud control**

The ACMA strives to have a robustly structured risk management culture throughout its organisation, and is committed to approaching all risk activities in a consistent, structured and informed manner, with decisions appropriately consulted on and documented. In 2014–15, the ACMA undertook an extensive review of its business continuity risks and continued to refine its business interruption response arrangements. These arrangements include the regular testing of ACMA’s Business Continuity Plan and Pandemic Action Plan.

The Executive Group regularly reviews the ACMA’s strategic risk profile, and continues to monitor and manage the ACMA’s key business risks.

The ACMA’s fraud control arrangements form part of its Risk Management Framework and are an important component of maintaining a risk management culture. The ACMA has appropriate fraud prevention, detection, investigation, reporting, and data collection procedures and processes in place.

During 2014–15, the fraud initiatives undertaken were a review of the ACMA’s fraud control policy, and fraud risks. Fraud risks are documented in the ACMA’s 2014–16 Fraud Control Plan. There were no incidents of fraud during the reporting period. In the next reporting period, the ACMA plans to update its Fraud Control Plan.
Audit
The ACMA Audit Committee provides independent advice to the Chairman on the ACMA’s risk, control and compliance framework, as well as its external accountability responsibilities. During 2014–15, the Audit Committee met four times, continued to look at key corporate and regulatory processes, reviewed all internal and relevant external audit activity and reported on its performance against its Charter.

The ACMA’s internal audit services are provided by Protiviti and overseen by the Audit Committee. There were 11 internal audits completed during 2014–15. The implementation of all audit recommendations is tracked and closely monitored by the Audit Committee.

In 2014–15, the ACMA was the subject of an external audit on the Regulation of Unsolicited Communications. The audit was conducted by the Australian National Audit Office (ANAO), which has made two business improvement recommendations. This report was due to be tabled in the next reporting period.

Security
The ACMA continued strengthening its protective security functions in line with the requirements of the Protective Security Policy Framework and Information Security Manual.

The ACMA has updated its internal risk management framework based on AS/NZS ISO 31000:2009 Risk Management: Principles and Guidelines, including the protective security risk documentation.

All statutory reporting requirements were met in 2014–15, including participation in the Protective Security Policy Framework compliance reporting conducted by the Attorney-General’s Department.

Our people
The ACMA employed 470 staff at 30 June 2015, compared with 517 at 30 June 2014. Comparative staffing details are given in Appendix 3.

Employment arrangements and conditions of work for all non-SES employees of the ACMA are determined by the ACMA Enterprise Agreement 2011–2014 (the ACMA Agreement). Salary ranges available under the ACMA Agreement are in Appendix 3.

Terms and conditions for the ACMA’s 16 substantive SES employees are contained in common law contracts.

At 30 June 2015, the salary ranges for employees on common law contracts were:

- SES1—$172,628 to $181,259
- SES2—$214,162 to $291,354.

Non-salary benefits provided to employees on common law arrangements may include a performance bonus, a mobile phone, a car allowance and parking.

At 30 June 2015, 23 employees at ACMA Level 4, ACMA Level 6, Executive Level 1 (EL1) or Executive Level 2 (EL2) had individual flexibility arrangements (IFAs) for additional salary or retention bonuses. The highest additional salary increases the EL2 maximum to $160,000 per annum and the EL1 maximum to $133,747 per annum. The maximum retention bonus was $15,000 per annum.

Performance payments
Performance pay is available to employees at EL2 (and equivalent) level under the ACMA Agreement and to SES employees under common law contracts. Total performance pay paid for 2014–15 is set out in Table 32.

<table>
<thead>
<tr>
<th>Employee level</th>
<th>Employees paid</th>
<th>Total performance pay ($</th>
<th>Minimum bonus ($)</th>
<th>Maximum bonus ($)</th>
<th>Average bonus ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL2 (and equivalent)</td>
<td>60</td>
<td>513,730.28</td>
<td>1,666.99</td>
<td>13,374.70</td>
<td>8,562.17</td>
</tr>
<tr>
<td>SES Band 1</td>
<td>14</td>
<td>178,864.49</td>
<td>6,614.10</td>
<td>17,262.80</td>
<td>12,776.03</td>
</tr>
<tr>
<td>SES Band 2</td>
<td>4</td>
<td>79,239.94</td>
<td>17,132.96</td>
<td>21,416.20</td>
<td>19,809.99</td>
</tr>
<tr>
<td>Total</td>
<td>78</td>
<td>771,834.71</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Of the 82 eligible EL2 (and equivalent) level staff, 60 were paid a bonus.
Enterprise agreement negotiations
The ACMA Agreement sets out the terms and conditions of employment for employees below the SES level. That agreement nominally expired in June 2014, but continues in force until such time as it is replaced by a new ACMA Agreement. Bargaining for a new ACMA Agreement is underway.

Workplace diversity plan
The ACMA is committed to providing a supportive and respectful work environment that recognises, values and accommodates the diversity of its employees and is representative of the Australian community it serves.

The ACMA Workplace Diversity Plan 2014–18 aims to promote awareness of workplace diversity principles, enable these principles to be reflected in everyday management and workplace practices, develop a supportive workplace culture, and provide a discrimination- and harassment-free workplace.

The ACMA recognises and values individual differences and aims to raise awareness of the importance of workplace diversity by:
> including the acknowledgment and acceptance/encouragement of diversity in organisational and individual performance plans
> making the ability to integrate workplace diversity principles into everyday management practice a key selection criteria for management positions
> making information available to new employees in induction material
> providing information to all staff through the agency’s intranet.

Further information on the workplace diversity plan is available on the ACMA website.

On 30 June 2015, the ACMA’s employee profile was:
> total employees—470
> number of women—252
> number of staff from a non-English-speaking background—98
> number of staff with a disability—3
> number of Indigenous staff—2 (both ongoing employees).

Changes to disability reporting in annual reports
Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission’s State of the Service Report and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au. From 2010–11, departments and agencies have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the National Disability Strategy 2010–2020, which sets out a 10-year national policy framework to improve the lives of people with a disability, promote participation and create a more inclusive society. A high-level two-yearly report will track progress against each of the six outcome areas of the strategy and present a picture of how people with disabilities are faring. Reports can be found at www.dss.gov.au.

Agency multicultural plan
The Agency Multicultural Plan 2013–15 identifies a range of actions to help the ACMA make communications and media work for all Australians by:
> delivering on its mandated outcomes
> discharging its statutory obligations
> transforming itself into a resilient, learning organisation that is responsive to the numerous pressures for change.

In 2014–15, the ACMA addressed each of the six core dimensions of the Multicultural Access and Equity Policy for leadership, engagements, performance, capability, responsiveness and openness.

Further information on the agency multicultural plan is on the ACMA website.
**Ethical standards**

During the reporting period, the ACMA continued to promote the importance of ethical standards through its Management Instructions (MIs), People Management Instructions (PMIs) and training programs. In particular, the ACMA promotes ethical standards and makes staff aware of their obligations through its MI on gifts, benefits and hospitality, and its PMIs on Public Interests Disclosure, and Identifying and Managing Conflicts of Interest.

Staff continued to be advised and reminded of their individual obligations under the APS Values and Code of Conduct through an online induction training program, an online managers’ handbook and selection criteria for all ACMA position descriptions. Adherence to the ACMA and APS Values and APS Code of Conduct is a mandatory expectation in all performance agreements.

**Health and safety**

The ACMA is committed to providing its workers with a healthy and safe working environment. During 2014–15, the ACMA continued to review and update policies and practices to reflect governing legislation and applicable codes of practice, and to make this information more accessible to its workers.

The ACMA actively supports the safe and timely return to work of injured or ill employees, whether or not the injury or illness is work-related. This includes implementing early intervention strategies and engaging rehabilitation providers to facilitate the return-to-work process.

In September 2014, after full consultation across the organisation, a new instruction was implemented covering *Rehabilitation: managing workplace injury and illness*. This instruction articulates the ACMA’s commitment to preventing illness/injury by providing and maintaining a safe working environment, fostering a supportive workplace that encourages early reporting of illness/injuries, and offering workplace rehabilitation.

A Health and Safety Representative Forum and Harassment Contact Officer Network continue to operate within the ACMA and provide effective avenues to consult and consider new ideas about work health and safety. A number of EL2 employees are Work Health and Safety Champions, and actively promote health and wellbeing initiatives. The National Work Health and Safety Committee met on four occasions during the reporting period.

Regular workplace inspections were undertaken in all ACMA workplaces to identify hazards and potential hazards, and to review current hazard control measures. These inspections were undertaken by Health and Safety Representatives, and Work Health and Safety Champions.

The ACMA commenced a Mental Health Awareness Program in May 2015. This included presentations to senior managers and all staff, development of a mental health strategy for the agency and a review of mental health policy and guidance.

Health and safety information is provided to all new employees through the ACMA’s induction program. In addition, the ACMA provided the following initiatives during the reporting period:

- Health Week—focused on ergonomics and mental health, incorporating seminars, health assessments and work-based activities
- flu vaccinations
- assistance with costs of eye-testing and buying glasses for screen-based use
- Employee Assistance Program
- e-learning health and safety modules as induction tools and ongoing resources
- a monthly newsletter.

The ACMA strongly encourages the reporting of workplace incidents and identified workplace hazards. During the reporting period, there were 60 incident reports submitted by employees, which was an increase on the previous reporting period.

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**Table 33: Health and wellbeing initiatives, 2014–15**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Utilisation rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza vaccination</td>
<td>40</td>
</tr>
<tr>
<td>Health check</td>
<td>27</td>
</tr>
<tr>
<td>Employee assistance</td>
<td>7.67</td>
</tr>
</tbody>
</table>
No notifiable incidents were reported to Comcare, no work health and safety investigations were conducted, and no notices were given to the ACMA under Part 10 of the Work Health and Safety Act 2011.

**Consultation and workplace relations**
Staff consultative bodies are established under the ACMA Agreement.

The National Consultative Forum deals primarily with the key strategic and change issues that affect the ACMA. Convened by the ACMA Deputy Chairman, it comprises management, union and employee representatives. The National Consultation Forum met twice in the reporting period to discuss a number of important issues, including strategic and workforce planning, accommodation changes and the ACMA organisational restructure.

Local consultative forums, comprising management, union and employee representatives, and chaired by a senior manager, are established in each of the three principal offices—Canberra, Melbourne and Sydney—as well as for the agency’s Operations function. During the reporting period, two of the forums met at least once, with the frequency of meetings determined by the number of issues being considered. Local consultative forums can refer matters with organisation-wide implications to the National Consultative Forum.

Approaches used to involve employees in decision-making and information-sharing include all-staff meetings, planning sessions, branch and section meetings, focus groups and the use of the ACMA intranet to disseminate information.

The ACMA participates in the Australian Public Service Commission’s (APSC) State of the Service employee census, which enables the ACMA to collect employee feedback to help develop strategies to address specific workforce issues. About 70 per cent of ACMA staff participated in the 2014 census.

**People and capability development**
The ACMA is committed to maintaining access to the capabilities it needs to deliver on its outcomes. It does this by:

- identifying its critical people and agency capabilities
- developing individual staff
- making sure that individual and agency skills and knowledge transfer is understood and supported, along with individual staff professional and career development interests.

This commitment is further supported through the goals and strategies outlined in the agency’s workforce plan.

The ACMA’s net expenditure in 2014–15 for employee learning and development was $371,803. This figure includes staff attendance at general training, conferences and seminars, and studies assistance. Staff attended a range of learning and development activities, from public service writing courses to industry-related conferences.

During the year, 22 employees were supported under the ACMA’s Studies Assistance Guidelines. Employees undertook tertiary qualifications in specialised fields such as law, business, social work and information technology.

**Performance management**
The ACMA’s performance management framework is designed to help it achieve organisational outcomes and outputs by managing employee performance, supporting employees in the workplace, and maintaining healthy and sustainable work practices. The framework specifically benefits employees by clarifying expectations, enabling improved individual work performance, increasing skills and knowledge, and enhancing career opportunities.

Individual performance and development plans identify the key targets and performance expectations needed to achieve the objectives of both area business plans and the ACMA corporate plan. Time frames within the framework align with the ACMA’s annual planning cycle and allow for effective communication and formal feedback at regular intervals.
Client Service Charter

The Client Service Charter outlines the ACMA’s goals and the broad range of services it provides. The charter provides advice on how clients can contact the ACMA, service standards and complaints procedures. It also reflects the ACMA’s commitment to providing efficient, effective and relevant services delivered in an environment of mutual respect. See Table 34 for a summary of client service complaints and compliments during the reporting period.

The ACMA is undertaking a review of its Client Service Charter, with this work scheduled to be completed in the next reporting period.

Table 34: Summary of client service complaints and compliments, 2014–15

<table>
<thead>
<tr>
<th>Description</th>
<th>Total no. of complaints*</th>
<th>Total no. of compliments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy and respect</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Service delivery of individual staff members</td>
<td>8</td>
<td>38</td>
</tr>
<tr>
<td>Response time to complaint</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Accessible information</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

*Indicates total number of complaints received (not assessed against service commitments or standards in the Client Service Charter).

Information management

The reporting period saw the continued rollout of major transformation projects. These included:

> Project HELM (Holistic Engineering and License Management)—further work was completed in business systems integration, including the imminent migration of apparatus licences into the SPECTRA spectrum licensing component of HELM later in 2015. This will introduce additional external online forms and machine-to-machine interfaces to allow licensees to engage online with the ACMA when lodging information.

> ACMA-wide Customer Relationship Management (CRM) system—additional work was undertaken to enhance the CRM platform and communications technology for the Customer Service Centre.

> Review of cloud computing for non-unique ICT services—in line with the recommendations set out in the Australian Government Cloud Computing Policy v3.0, this included:

  > re-evaluating the ICT Strategic Direction to enable a mixed-solution model incorporating cloud-based services provisioning
  
  > establishing processes to ensure that cloud computing is evaluated as a delivery platform in new project business cases
  
  > identifying existing applications that lend themselves to being transitioned to a cloud provider
  
  > updating the ACMA’s Business Continuity and Disaster Recovery Plans so they align with the opportunities available from cloud computing.
Office of the Children's eSafety Commissioner—establishing an online presence for this new agency included extensive work to:

- develop online services that allow for easy access to information
- manage a complaints system for addressing harmful material targeting Australian children on social media.

HFDF Network/Project Nullarbor— in conjunction with the Department of Defence and the Defence Materiel Organisation, work commenced on a project to allow the ACMA access to the Defence High Frequency Communications System.

ICT service delivery review— achievements included the ongoing development of infrastructure and architecture to improve the cost, reliability and agility of ACMA systems. For example:

- a new, more comprehensive IT monitoring and alerting system for fault identification and resolution, including interoperability with the building management system's monitoring environment
- incorporating the ACMA's many remote monitoring sites into the agency's core network, including taking advantage of the nbn network connections, where available.

Communications and engagement

Customer Service Centre
The Customer Service Centre (CSC) provides a single point of contact (centralised customer contact model) for ACMA customers, and its staff have an online library of resources to respond to queries and meet customer needs. The CSC handles an average of 3,089 interactions each month. Of these, an average of 96 per cent are resolved within three working days.

During 2014–15, the CSC began expanding its operations to provide services to customers on behalf of the Content, Consumer and Citizen Division. When the expansion is complete, the CSC will handle customer enquiries about network safeguards, consumer interests, broadcasting and spam.

External stakeholder engagement
To help industry and consumers engage positively, confidently and securely in the developing information economy and evolving connected society, the ACMA employs a range of communications and engagement activities relevant to stakeholder needs.

The ACMA’s approach to media and communications continues to evolve as the agency embraces the opportunities afforded by changing technologies and more creative approaches to stakeholder management.

During the reporting period, major communications channels and activities included:

- **The ACMA website**—significant usability and accessibility work was done to improve the user experience, along with the creation of several consumer information ‘hubs’ on current hot topics and regular dedicated blogs on timely issues.

- **Rich media content including infographics and videos**—rich media continued to be an effective way to expand the reach of ACMA research and consumer information. Dozens of infographics were published, on topics ranging from SMEs and new technologies to the takeup and use of tablets. A Triple Zero infographic was particularly successful and was seen by more than 376,000 unique Facebook users. Videos highlighting research, the AISI portal and other consumer topics also proved popular.

- **Social media**—continued to play a crucial role in engaging industry and consumer stakeholders. In particular, the ACMA's Facebook and Twitter communities drove traffic to the ACMA website, growing their online communities without the help of advertising. Triple Zero, scam, spam and Do Not Call Register alerts were a highlight on the ACMA's social media channels, with each post reaching over 300,000 Facebook users.

- **Targeted e-bulletins and alerts**—the ACMA's email outreach portfolio continued to grow, with total subscribers exceeding 15,000. Adding to the existing suite of 13 tailored products, new digital offerings included the research/acma alert and Cybersecurity news.
Media engagement—mainstream media continued to be an essential information dissemination channel for the ACMA, with 82 media releases on high-profile issues published and regular journalist briefings held.

Events and tune-ups—direct engagement with industry was a regular initiative. As well as our annual flagship event, RadComms, the ACMA hosted the regional CCEMO forum, the Asia–Pacific Regulators’ Roundtable and several industry tuneups on areas including the 400 MHz transition and Project HELM.

International agenda and engagement

The ACMA’s overriding purpose is to make communications and media work in the public interest, and its international engagement is central to achieving this. The role of international engagement in both protecting and promoting Australia’s communications and media interests is reflected in the legislation the ACMA administers—particularly for spectrum management, telecommunications and radiocommunications standards-setting, unsolicited communications and cybersecurity, and online content.

On 21–22 July 2014, the ACMA hosted the Asia–Pacific Regulators’ Roundtable in Sydney, with 55 participants representing 24 countries. This was an opportunity for strategic discussions on emerging regulatory issues and challenges faced in the rapidly evolving and converging ICT sector.

Following the roundtable was a three-day ITU/ACMA International Training Program. Attended by 56 participants from 26 countries, the ITP 2014 focused on building skills to address the policy and regulatory issues of telecommunications, information technology and broadcasting in the era beyond convergence.

The ACMA also hosted a number of visitors from overseas communications and regulatory agencies. These visits facilitate collaboration and information exchange on international communications policy and regulation issues. This included delegations from the People’s Republic of China, Bhutan, Indonesia, Japan, the Republic of Korea, Kenya, Singapore, Thailand and the USA.

Financial management

The ACMA continues to enhance its financial management. During 2014–15, further adjustments to reporting frameworks improved access to, and provision of, quality financial information for internal and external stakeholders. The ACMA continues to review key areas within the financial management remit so that all ACMA processes align with legislative changes and best practice.

The ACMA met all of its statutory budgeting and reporting requirements and deadlines as set down by the Department of Finance and the ANAO.

Key achievements during the year included:

- further enhancing the forward-year budget allocation process
- improving accessibility to the Financial Management Information System.

The ACMA achieved an operating surplus in 2014–15 as a result of supplier and employment cost savings, and other revenue increases.

The ACMA’s financial statements for 2014–15 were prepared in accordance with section 42 of the PGPA Act. The ANAO issued an unmodified audit opinion on the statements and notes (see Appendix 19).

Procurement and contract management

During 2014–15, the ACMA continued to strengthen its procurement and contract management capabilities, putting appropriate controls in place to comply with the PGPA Act and the Commonwealth Procurement Rules. The ACMA used a range of template documents to procure goods and services that, in alignment with internal policies, means it obtained value-for-money procurement.

The ACMA implemented a contracts module in the financial management information system to better facilitate an automated procurement process.
Procurement initiatives to support small business

The ACMA recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website at www.treasury.gov.au.

The ACMA’s procurement practices support SMEs, consistent with paragraph 5.4 of the Commonwealth Procurement Rules, by adopting initiatives or practices including:

> use of the Commonwealth Contracting Suite for low-risk procurements valued under $200,000
> Australian Industry Participation Plans in whole-of-government procurement where applicable
> the Small Business Engagement Principles (outlined in the government’s Industry Innovation and Competitiveness Agenda), such as communicating in clear, simple language and presenting information in an accessible format
> electronic systems or other processes used to facilitate on-time payment performance, including the use of payment cards.

Grant programs
The ACMA does not administer any grant programs.

Asset management
The ACMA’s asset management procedures and policies reflect relevant legislation and best practice. Major asset categories include land, buildings, leasehold improvements, plant, equipment and intangibles such as software that is either developed in-house or purchased from third-party vendors. Assets are valued at fair value with their carrying values and useful lives being reviewed annually.

At the end of 2014–15, the ACMA had a total value of $55.92 million in net assets. During the year, the capital management plan was further developed to help the ACMA with its capital planning requirements.

Property management
The ACMA property portfolio includes leased, licensed and Commonwealth-owned premises, ranging from office accommodation in the major capital cities to small radio monitoring sites at remote locations. The ACMA continues to review its office accommodation in accordance with the Commonwealth Property Management Guidelines and operational requirements.

Ecologically sustainable development and environmental performance
The ACMA has an ongoing commitment to reduce the organisation’s impact on the environment via various measures, including procuring green power and reducing energy consumption through energy-efficient office fit-outs. Further measures include, but are not limited to:

> extensively using videoconferencing facilities to reduce air travel
> implementing forced ‘out-of-hours’ computer terminal shutdown
> using environmentally friendly cleaning products
> separating office waste into recyclable and non-recyclable components.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>ACMA offices</td>
</tr>
<tr>
<td>2.</td>
<td>ACMA committees, memberships and attendance at meetings</td>
</tr>
<tr>
<td>3.</td>
<td>Staffing information</td>
</tr>
<tr>
<td>4.</td>
<td>Licensing and licence allocations</td>
</tr>
<tr>
<td>5.</td>
<td>Programs and content</td>
</tr>
<tr>
<td>7.</td>
<td>Telecommunications consumer protection compliance and enforcement outcomes 2014–15</td>
</tr>
<tr>
<td>8.</td>
<td>Freedom of information—Information Publication Scheme</td>
</tr>
<tr>
<td>9.</td>
<td>Legislation</td>
</tr>
<tr>
<td>10.</td>
<td>Directions and legislative instruments</td>
</tr>
<tr>
<td>11.</td>
<td>Disclosures of information</td>
</tr>
<tr>
<td>12.</td>
<td>Judicial and administrative decisions</td>
</tr>
<tr>
<td>13.</td>
<td>Consultancies, advertising expenditure and competitive tendering</td>
</tr>
<tr>
<td>14.</td>
<td>Outcome table</td>
</tr>
<tr>
<td>15.</td>
<td>Agency resource statement</td>
</tr>
<tr>
<td>16.</td>
<td>Performance against PBS KPIs and deliverables</td>
</tr>
<tr>
<td>17.</td>
<td>Regulatory impact analysis compliance report</td>
</tr>
<tr>
<td>18.</td>
<td>Compliance index</td>
</tr>
<tr>
<td>19.</td>
<td>Financial statements</td>
</tr>
</tbody>
</table>
Appendix 1:
ACMA offices

**Canberra**
Red Building, Benjamin Offices
Chan Street, Belconnen
PO Box 78, Belconnen ACT 2616
T +61 2 6219 5555
F +61 2 6219 5353

**Melbourne**
Level 32, Melbourne Central Tower
360 Elizabeth Street, Melbourne
PO Box 13112 Law Courts, Melbourne VIC 8010
T +61 3 9963 6800
F +61 3 9963 6899

**Sydney**
Level 5, The Bay Centre
65 Pirrama Road, Pyrmont
PO Box Q500, Queen Victoria Building NSW 1230
T +61 2 9334 7700, 1800 226 667
F +61 2 9334 7799

**Brisbane**
424 Upper Roma Street
Brisbane QLD 4000
PO Box 288, Red Hill QLD 4059
T +61 7 3247 7111
F +61 7 3247 7100

**Parramatta**
Level 3, 100 George Street
Parramatta NSW 2150
PO Box Q500, Queen Victoria Building NSW 1230
T +61 2 9334 7700
F +61 2 9334 7733

**Hobart**
601 Back Tea Tree Road
Richmond TAS 7025
T +61 3 6268 0982
F +61 3 6268 0246
Appendix 2: ACMA committees, memberships and attendance at meetings

Authority meetings

At 30 June 2015, the Authority comprised the Chairman, the Deputy Chair, one Full-time Member, four Part-time Members and one Associate Member.

The Authority met 22 times in 2014–15.

Table 35: Attendance by Members at Authority meetings, 2014–15

<table>
<thead>
<tr>
<th>Authority Member</th>
<th>No. of meetings attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Chapman, Chairman</td>
<td>22</td>
</tr>
<tr>
<td>Richard Bean, Deputy Chair</td>
<td>21</td>
</tr>
<tr>
<td>Chris Cheah, Full-time Member</td>
<td>22</td>
</tr>
<tr>
<td>Louise Benjamin, Part-time Member</td>
<td>22</td>
</tr>
<tr>
<td>Anita Jacoby, Part-time Member</td>
<td>13</td>
</tr>
<tr>
<td>James Cameron, Part-time Member</td>
<td>22</td>
</tr>
<tr>
<td>Rosemary Sinclair, Part-time Member</td>
<td>20</td>
</tr>
<tr>
<td>Rod Sims, Associate Member</td>
<td>0</td>
</tr>
</tbody>
</table>

Executive Group meetings

The ACMA Executive Group functions as a senior oversight committee for management decisions. The Executive Group assists the Chairman by providing counsel on issues of high-level corporate or strategic significance to the agency.

Table 36: Attendance at Executive Group meetings, 2014–15

<table>
<thead>
<tr>
<th>Member of Executive Group</th>
<th>No. of meetings attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Chapman, Chairman</td>
<td>12</td>
</tr>
<tr>
<td>Richard Bean, Deputy Chair</td>
<td>12</td>
</tr>
<tr>
<td>Chris Cheah, Full-time Member</td>
<td>13</td>
</tr>
<tr>
<td>Giles Tanner, General Manager—Digital Economy (1 July – 31 August 2014); General Manager—Communications Infrastructure (from 1 September 2014)</td>
<td>11</td>
</tr>
<tr>
<td>Maureen Cahill, General Manager—Corporate and Research</td>
<td>12</td>
</tr>
<tr>
<td>Brendan Byrne, General Manager—Legal Services</td>
<td>12</td>
</tr>
<tr>
<td>Jennifer McNeill, General Manager—Content, Consumer and Citizen</td>
<td>12</td>
</tr>
<tr>
<td>Allan Major, Acting General Manager—Communications Infrastructure (1 July – 31 August 2014)</td>
<td>2</td>
</tr>
</tbody>
</table>
Audit committee

The Audit Committee coordinates internal and external audit activities, and oversees the financial statements, risk management framework and implementation of fraud control policies.

In its capacity as an advisory committee to the ACMA Chairman, the Audit Committee met four times in 2014–15.

Table 37: Attendance by Members at Audit Committee, 2014–15

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<tr>
<th>Members</th>
<th>No. of meetings attended</th>
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<td>Richard Bean, Audit Committee Chair</td>
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<td>Michael Harris, External Audit Committee Member</td>
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<td>Fay Holthuyzen, External Audit Committee Member</td>
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<td>David Williams, External Audit Committee Member (from January 2015)</td>
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<td>Jonquil Ritter, ACMA Audit Committee Member</td>
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<td>Mark Loney, ACMA Audit Committee Member (to November 2014)</td>
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<td>Carsten Larsen, ACMA Audit Committee Member (from February–April 2015)</td>
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Membership of advisory and consultative bodies

Consumer Consultative Forum (CCF)

Chair
> Australian Communications and Media Authority

Consumer representatives
> Teresa Corbin, CEO, Australian Communications Consumer Action Network (until August 2016)
> Professor Julian Thomas, Professor of Media and Communications, Swinburne University of Technology (until March 2016)
> Daniel Featherstone, General Manager, Indigenous Remote Communications Association (until August 2016)
> Stella Avramopoulos, CEO, Kildonan Uniting Care (until March 2016)
> Chris Jeffery, Policy Officer, Council on the Ageing WA (until March 2016)
> George Fong, President, Internet Society of Australia (until March 2016)

Representatives from industry bodies
> Chris Althaus, CEO, Australian Mobile Telecommunications Association
> John Stanton, CEO, Communications Alliance

Regulatory and government representatives
> Delia Rickard, Deputy Chair, Australian Competition and Consumer Commission
> Simon Cohen, Telecommunications Industry Ombudsman
> Sylvia Spaseski, Assistant Secretary, Consumer Access, Department of Communications

Emergency Call Services Advisory Committee (ECSAC)

> Australian Communications and Media Authority (Chair)
> Ambulance Tasmania
> Attorney-General’s Department
> Australian Capital Territory Emergency Services Authority
> Australian Communications Consumer Action Network
> Australian Communication Exchange Limited
> Department of Communications
> Queensland Ambulance Services
> Emergency Services Telecommunications Authority, Victoria
> iiNet Limited
> NBN Co Limited
> New South Wales Police Force
> Fire and Rescue NSW
> Northern Territory Police, Fire and Emergency Services
> Singtel Optus Pty Ltd
> South Australia Ambulance Service
> St John Ambulance, Western Australia
> Telecommunications Universal Service Management Agency
> Telstra Corporation
> Victoria Police
> Vodafone Hutchison Australia Pty Limited

Numbering Advisory Committee (NAC)

> AAPT Ltd
> Australian Communications and Media Authority
> Australian Communications Consumer Action Network
> Australian Competition and Consumer Commission
> Australian Phone Word Association Ltd
> Mr Lawrence Glen Clarke
> Communications Alliance
> Department of Communications
> My Net Fone Ltd
> SingTel Optus Pty Ltd
> Telstra Corporation Ltd
> Vodafone Hutchison Australia Pty Limited

Observers
> Industry Number Management Services
> M2
> Verizon Australia Pty Ltd
Appendix 3: Staffing information
Table 38: Staff profiles by employment type, gender and location, 2014–15*

| Classification | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female | Male | Female |
|----------------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|
| **TOTAL**      | 221  | 205    | 189  | 179    | 7    | 5      | 78   | 71     | 11   | 8      | 10   | 1      | 1    | 0      | 0    | 1      | 0    | 0      | 1    | 517    | 470  |

* Substantive classification. Excludes eight statutory office-holders.
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^Includes Parramatta, Hobart and Brisbane.
### Table 39: Salary ranges of employees, 30 June 2015

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<thead>
<tr>
<th>ACMA local designation</th>
<th>Equivalent APS classification</th>
<th>($)</th>
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<tbody>
<tr>
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<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>ACMA 4.2</td>
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<td>64,067</td>
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<tr>
<td>ACMA 4.3</td>
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<tr>
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<tr>
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<tr>
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<tr>
<td>ACMA 6.3</td>
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<td>Principal Lawyer 3.1</td>
<td>Executive Level 2</td>
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<td>Principal Lawyer 3.2</td>
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</tr>
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<td>Tech Trainee 4</td>
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<td>54,070</td>
</tr>
<tr>
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<td>Graduate APS</td>
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<td>Graduate APS</td>
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<td>Graduate 1.3***</td>
<td>APS Level 4</td>
<td>62,444</td>
</tr>
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</table>

*Restricted to employees locally designated as Snr Lawyer/Legal Officer.
**Restricted to employees ‘grandfathered’ from ABA/ACA on this pay point.
***On successful completion of the graduate year, a graduate will be allocated an ACMA 3 (APS Level 3) local designation and immediately advanced to ACMA 4 (APS Level 4).

Abbreviations used in this appendix—SES: Senior Executive Service; EL: Executive Level; APS: Australian Public Service.
### Appendix 4: Licensing and licence allocations

Table 40: Carrier licences, 2014–15

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<th>No.</th>
<th>Carrier licence granted to</th>
<th>Date granted</th>
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<tr>
<td>369</td>
<td>Uniscope Communications Pty Ltd</td>
<td>8 July 2014</td>
</tr>
<tr>
<td>370</td>
<td>Luminet Fibre Pty Ltd</td>
<td>11 August 2014</td>
</tr>
<tr>
<td>371</td>
<td>Clear Wireless Pty Ltd</td>
<td>13 August 2014</td>
</tr>
<tr>
<td>372</td>
<td>Convergence Pty Ltd</td>
<td>17 September 2014</td>
</tr>
<tr>
<td>373</td>
<td>GNET Communications Pty Ltd</td>
<td>17 September 2014</td>
</tr>
<tr>
<td>374</td>
<td>Senseem Pty Ltd</td>
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</tr>
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<td>375</td>
<td>RN Telecommunications Pty Ltd</td>
<td>17 September 2014</td>
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<td>376</td>
<td>Micron 21 Telecommunications Pty Ltd</td>
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<td>377</td>
<td>Fibrewaves Pty Ltd</td>
<td>22 October 2014</td>
</tr>
<tr>
<td>378</td>
<td>Solomons Oceanic Cable Company Limited</td>
<td>27 October 2014</td>
</tr>
<tr>
<td>379</td>
<td>Rowett Enterprises Pty Limited</td>
<td>19 November 2014</td>
</tr>
<tr>
<td>380</td>
<td>BitWave Networks Pty Ltd</td>
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<tr>
<td>381</td>
<td>Superloop (Australia) Pty Ltd</td>
<td>15 December 2014</td>
</tr>
<tr>
<td>382</td>
<td>Four G Telecom Pty Ltd</td>
<td>18 December 2014</td>
</tr>
<tr>
<td>383</td>
<td>Taipan Networx Pty Ltd</td>
<td>8 January 2015</td>
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<td>384</td>
<td>Hawaiki Submarine Cable Australia Pty Ltd</td>
<td>8 January 2015</td>
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<td>385</td>
<td>LinkOne Pty Limited</td>
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<td>386</td>
<td>Real World Networks Pty Ltd</td>
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<td>387</td>
<td>GPK Computers Pty Ltd</td>
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<td>388</td>
<td>The Summit Group (Australia) Pty Ltd</td>
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<td>389</td>
<td>Ground 2 Air Networks Pty Ltd</td>
<td>30 April 2015</td>
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<td>390</td>
<td>AdvanceNet Telecom Pty Ltd</td>
<td>12 May 2015</td>
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<td>391</td>
<td>Paradigm Secure Communications Pty Ltd</td>
<td>19 May 2015</td>
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<td>392</td>
<td>Professional Data Kinetics Pty Ltd</td>
<td>20 May 2015</td>
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<td>393</td>
<td>SpeediNet Pty Ltd</td>
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<td>394</td>
<td>BKH Fibres &amp; Carriers Pty Ltd</td>
<td>2 June 2015</td>
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<td>395</td>
<td>EscapeNet Pty Ltd</td>
<td>2 June 2015</td>
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<tr>
<td>No.</td>
<td>Nominated carrier declared</td>
<td>Network unit(s)</td>
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<tr>
<td>130</td>
<td>Auroracom Pty Ltd</td>
<td>Network unit or units owned by Tasmanian Networks Pty Ltd, being the fixed radiocommunications links between the facilities known as Goats Hills, Guy Fawkes Hill, Grey Mountain and Albion Heights; two cores of the optical fibre link between the facilities known as Burnie Substation and Smithton Substation; two cores of the optical fibre link between the facilities known as Hadsparn Substation and Scottsdale Substation; and all optical fibre links previously owned by Aurora Energy Pty Ltd and transferred to Tasmanian Networks Pty Ltd on 1 July 2014.</td>
</tr>
<tr>
<td>131</td>
<td>BigAir Group Limited</td>
<td>Network units owned by Link Innovations Pty Ltd.</td>
</tr>
<tr>
<td>132</td>
<td>Opticomm Co Pty Ltd</td>
<td>Network unit or units owned by: Lend Lease Communities (Stoneleigh Reserve) Pty Ltd (ACN: 010 920 653); Lend Lease Communities (Atherstone) Pty Ltd (ACN: 110 348 108); Lend Lease Communities (Gawler) Pty Ltd (ACN: 139 895 195); Lend Lease Communities (Australia) Ltd (ACN: 000 966 085); Lend Lease Communities (Springfield) Pty Ltd (ACN: 087 876 864); Trustee for VLL Richmond Trust (ABN: 96 017 704 895); Lend Lease Communities (Redbank Plains) Pty Ltd (ACN: 127 727 280); Lend Lease Development Pty Ltd (ACN: 000 311 277); Maryland Development Company Pty Ltd (ACN: 069 368 896); Lend Lease Communities (Blakeview) Pty Ltd (ACN: 131 672 403); Lend Lease Communities (Craigieburn) Pty Ltd (ACN: 081 607 801); Lend Lease Communities (Yarrabilba) Pty Ltd (ACN 103 578 436); Lend Lease Communities (Aikmos) Pty Ltd (ACN 145 185 468); or any Related Body Corporate (as that term is defined in the Corporations Act 2001) from time to time of any of the above network owners.</td>
</tr>
<tr>
<td>133</td>
<td>Amcom Pty Ltd</td>
<td>Network units owned by SABRENet Ltd.</td>
</tr>
<tr>
<td>134</td>
<td>Ergon Energy Telecommunications Pty Ltd</td>
<td>Network units owned by Queensland Rail Limited, being multiple line links between nine sites located in various Queensland Rail-owned fibre centres (Site 1: Rail Centre 1, 305 Edward St, Brisbane; Site 2: 80 Mayne Road, Bowen Hills; Site 3: Eagle Junction Station, Bonney Avenue, Clayfield; Site 4: Airport Junction Station, Elliot St, Clayfield; Site 5: Northgate Station, Old Toombul Rd, Northgate; Site 6: Carseldine Station, Beams Rd, Carseldine; Site 7: Petrie Station, Station St, Petrie; Site 8: Caboolture Station, Railway Parade, Caboolture; and Site 9: Parana Nl 11, Gladstone Benaraby Rd, Gladstone) for the delivery of Layer 2 broadband services to wholesale and retail customers and owned by Queensland Rail Limited.</td>
</tr>
<tr>
<td>135</td>
<td>Telstra Corporation Limited</td>
<td>Network unit or units owned by Chichester Metals Pty Ltd located in the Pilbara Region, Western Australia, being the cores of the fibre optic cables running between Telstra Corporation Limited’s core network and various sites within the Pilbara Region in which Chichester Metals Pty Ltd or a related body corporate of Chichester Metals Pty Ltd has an ownership interest or of which Chichester Metals Pty Ltd or a related body corporate of Chichester Metals Pty Ltd is the operator; and network unit or units owned by FMG Solomon Pty Ltd and located in the Pilbara Region, Western Australia, being the cores of the fibre optic cables running between Telstra Corporation Limited’s core network and various sites within the Pilbara Region in which FMG Solomon Pty Ltd or a related body corporate of FMG Solomon Pty Ltd has an ownership interest or of which FMG Solomon Pty Ltd or a related body corporate of FMG Solomon Pty Ltd is the operator.</td>
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</table>
Table 42: Apparatus licences, 2013–15

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<th>30 June 2015</th>
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<td>Aeronautical</td>
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<td>15,293</td>
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<td>Broadcasting</td>
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<td>Defence</td>
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<td>Earth</td>
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<td>714</td>
<td>574</td>
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<td><strong>161,737</strong></td>
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Table 43: New retransmission services, 2014–15

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Table 44: National services, 2014–15

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Table 46: Broadcasting service apparatus licence variations, 2014–15

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<th>Applicant</th>
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### Appendix 5:

#### Programs and content

Table 48: Programs granted children’s or preschool classification, 2014–15

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<td>Drama/Documentary</td>
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<td>Australia</td>
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<td><strong>Provisional—PRC</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rocky Road Studios (series 1, episodes 1–26)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>Three’s A Company Pty Ltd</td>
</tr>
<tr>
<td>The Alice Miranda Mysteries (series 1, episodes 1–26)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>SLR Productions Pty Ltd</td>
</tr>
<tr>
<td>Heidi (series 1, episodes 1–39)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Heidi Productions Pty Ltd</td>
</tr>
<tr>
<td>Beat Bugs (series 1, episodes 1–52)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>11:11 Creations Production 1 Pty Ltd</td>
</tr>
<tr>
<td>Deepwater Cove (series 1, episodes 1–13)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>Galaxy Pop Pty Ltd</td>
</tr>
<tr>
<td>Dumbots (series 1, episodes 1–52)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Beyond Screen Production Pty Ltd</td>
</tr>
<tr>
<td><strong>Preschool—P</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magical Tales (series 6, episodes 1–45)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>Ambience Entertainment Pty Ltd</td>
</tr>
<tr>
<td>Jay’s Jungle (series 1, episodes 1–65)</td>
<td>Live action</td>
<td>Variety</td>
<td>Australia</td>
<td>Ambience Entertainment Pty Ltd</td>
</tr>
<tr>
<td>Surprises (series 3, episodes 1–35)</td>
<td>Live action</td>
<td>Variety</td>
<td>Australia</td>
<td>Ambience Entertainment Pty Ltd</td>
</tr>
</tbody>
</table>
### Australian children’s drama—CD

<table>
<thead>
<tr>
<th>Title</th>
<th>Type</th>
<th>Genre</th>
<th>Country</th>
<th>Production Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottersnikes &amp; Gumbles (series 1, episodes 1–26)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Cheeky Little Media Pty Ltd</td>
</tr>
<tr>
<td>KooKoo Harajuku (series 1, episodes 1–26)</td>
<td>Animation</td>
<td>Drama/Comedy</td>
<td>Australia</td>
<td>HJ5 Pty Ltd</td>
</tr>
<tr>
<td>Mako: Island of Secrets (series 3, episodes 1–16)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>Jonathan M. Shiff Productions Pty Ltd</td>
</tr>
<tr>
<td>Dogstar Christmas Telemovie (working title)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Media World Pictures (D3) Pty Ltd</td>
</tr>
<tr>
<td>The Deep (series 1, episodes 14–26)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>The Deep (Australia) Productions Pty Ltd</td>
</tr>
<tr>
<td>Heidi (series 1, episodes 1–39)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Heidi Productions Pty Ltd</td>
</tr>
<tr>
<td>The Day My Butt Went Psycho (series 1, episodes 53–80)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Brain Bender Pty Ltd</td>
</tr>
<tr>
<td>The Deep (series 1, episodes 1–13)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>The Deep (Australia) Productions Pty Ltd</td>
</tr>
<tr>
<td>Maya the Bee (feature)</td>
<td>Animation</td>
<td>Drama</td>
<td>Australia</td>
<td>Buzz Studios Pty Limited</td>
</tr>
<tr>
<td>Dinosaur Island (feature)</td>
<td>Live action</td>
<td>Drama</td>
<td>Australia</td>
<td>Extinct Production Pty Ltd</td>
</tr>
</tbody>
</table>

### Table 49: Children’s television consultants, 2014–15

<table>
<thead>
<tr>
<th>Name</th>
<th>Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donna Andrews</td>
<td>Child development/Production</td>
</tr>
<tr>
<td>Dina Browne</td>
<td>Production</td>
</tr>
<tr>
<td>Robert Greenberg</td>
<td>Production/Script writer</td>
</tr>
<tr>
<td>Stephen Measday</td>
<td>Production/Script writer</td>
</tr>
<tr>
<td>Fiona Mitchell</td>
<td>Child development</td>
</tr>
<tr>
<td>Rita Princi</td>
<td>Child development</td>
</tr>
<tr>
<td>Gina Roncoli</td>
<td>Production/Script writer</td>
</tr>
</tbody>
</table>
## Appendix 6: Broadcasting investigations outcomes 2014–15

Table 50: ACMA investigations 1 July 2014 to 30 June 2015

<table>
<thead>
<tr>
<th>Investigation number</th>
<th>Station</th>
<th>Program or issue</th>
<th>Substance of complaint</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>3176</td>
<td>TCN TCN Channel Nine Pty Ltd</td>
<td>Channel Nine Cricket</td>
<td>Quality of captions</td>
<td>Breach—captioning*</td>
</tr>
<tr>
<td>3177</td>
<td>WIN WIN Television NSW Pty Ltd</td>
<td>Nine National News</td>
<td>Quality of captions</td>
<td>Breach—captioning*</td>
</tr>
<tr>
<td>3319</td>
<td>NBN NBN Ltd</td>
<td>Nine Newsbreak</td>
<td>Missing captions</td>
<td>Breach—captioning*</td>
</tr>
<tr>
<td>Channel</td>
<td>Company Name and Location</td>
<td>Violations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| BDN       | Broken Hill Television Pty Ltd | Compliance with Children's Television Standards and Australian Content Standard quotas and time zones
| GDS       | Spencer Gulf Telecasters Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| IMP       | Imparja Television Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| VAS       | Eastern Satellite Broadcasters Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| VAN       | Eastern Satellite Broadcasters Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| MTN       | WIN Television Griffith Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| RTQ       | WIN Television QLD Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| RTS       | WIN Television SA Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| SES       | WIN Television SA Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| STV       | WIN Television Mildura Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| TVT       | WIN Television TAS Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| VTV       | WIN Television VIC Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| WIN       | WIN Television NSW Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| WOW       | WIN Television WA Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| SVW       | WA Satco Pty Limited | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| STW       | Swan Television and Radio Broadcasters Pty Ltd | Breach—did not comply with program standards* Breach—broadcast a program other than a C program in a C period* Breach—not providing at least 30 minutes of C material every weekday* Breach—did not broadcast at least 260 hours of C programming in 2013* Breach—did not broadcast at least 50 per cent first-release C program in 2013* |
| 3332 | GTV General Television Corporation Pty Ltd | Australian Content Program quota | Compliance with C Drama quota | Breach—did not comply with program standards* 
Breach—did not broadcast at least 96 hours of first-release Australian C Drama in 2012–14 triennium* |
| 3333 | QTQ Queensland Television Pty Ltd | Australian Content Program quota | Compliance with C Drama quota | Breach—did not comply with program standards* 
Breach—did not broadcast at least 96 hours of first-release Australian C Drama in 2012–14 triennium* |
| 3334 | TCN TCN Channel Nine Pty Ltd | Australian Content Program quota | Compliance with C Drama quota | Breach—did not comply with program standards* 
Breach—did not broadcast at least 96 hours of first-release Australian C Drama in 2012–14 triennium* |
| 3199 | TNT Southern Cross Television Pty Ltd | Today Tonight | Privacy, accuracy and viewpoints in a report on a property dispute | Breach—privacy 
No breach—child's privacy 
No breach—accuracy 
No breach—fair representation of viewpoints |
| 3277 | VTV WIN Television VIC Pty Ltd | National Nine News Break | Identification of accident victim before notifying immediate family | Breach—identification of victims |
| 3190 | TVW Channel Seven Perth Pty Ltd | Seven Nightly News | Identification of accident victim before notifying immediate family | Breach—identification of victims |

No breach findings: 32

| 3201 | TCN TCN Channel Nine Pty Ltd | Love Child (17 February 2014) | Missing captions | No breach—captioning* |
| 3202 | TCN TCN Channel Nine Pty Ltd | Love Child (24 February 2014) | Missing captions | No breach—captioning* |
| 3225 | GTV General Television Corporation Pty Ltd | House Husbands | Quality of captions | No breach—captioning* |
| 3307 | TCN TCN Channel Nine Pty Ltd | Nine Morning News | Quality of captions | No breach—captioning* |
| 3308 | TCN TCN Channel Nine Pty Ltd | The Ellen DeGeneres Show | Quality of captions | No breach—captioning* |
| 3276 | GTV General Television Corporation Pty Ltd | 60 Minutes | Accuracy and provocation of intense dislike, serious contempt or severe ridicule of Islam in a segment on forced marriages | No breach—accuracy 
No breach—proscribed material |
| 3248 | GTV General Television Corporation Pty Ltd | A Current Affair | Accuracy in a segment about the administrator of Facebook site | No breach—accuracy |
| 3268 | GTV General Television Corporation Pty Ltd | A Current Affair | Privacy of a child | No breach—child's privacy 
No breach—privacy 
No breach—obtain consent |
<p>| 3239 | QTO | Queensland Television Ltd | A Current Affair | Accuracy and fair viewpoints in statements about a car repair company | No breach—accuracy No breach—fair representation of viewpoints |
| 3249 | TCN | TCN Channel Nine Pty Ltd | A Current Affair | Accuracy and invasion of privacy in a report about a legal dispute | No breach—accuracy No breach—efforts to correct errors of fact No breach—privacy |
| 3258 | TCN | TCN Channel Nine Pty Ltd | A Current Affair | Accuracy, ridicule and portrayal in a segment about tax exemptions given to religious organisations | No breach—accuracy No breach—gratuitous emphasis No breach—proscribed material |
| 3318 | TCN | TCN Channel Nine Pty Ltd | A Current Affair | Accuracy and inciting religious intolerance | No breach—accuracy No breach—proscribed material |
| 3255 | CTC | Australian Capital Television Pty Ltd | Advertisement | Tobacco advertising | No breach—tobacco advertising* |
| 3250 | HSV | Channel Seven Melbourne Pty Ltd | AFL Pre-Game Show | Ridicule on the grounds of sexual preference | No breach—proscribed material |
| 3313 | ATN | Channel Seven Sydney Pty Ltd | Seven News | Accuracy in a report on North Sydney Council | No breach—accuracy |
| 3310 | ADS | Network TEN (Adelaide) Pty Ltd | Family Feud | Use of term ‘ranga’ to describe a person with red hair | No breach—proscribed material |
| 3325 | TEN | Network TEN (Sydney) Pty Ltd | Family Feud | Negative comments about cyclists | No breach—proscribed material |
| 3275 | ATN | Channel Seven Sydney Pty Ltd | French GP Motor Racing | Tobacco advertising | No breach—tobacco advertising* |
| 3125 | TCN | TCN Channel Nine Pty Ltd | Friday Football | Gambling advertisements and the promotion of live odds during a sports broadcast | No breach—gambling advertising No breach—promotion of odds |
| 3353 | HSV | Channel Seven Melbourne Pty Ltd | House Rules | Depiction of buttock nudity and obscured genital nudity during a PG-classified program | No breach—consumer advice No breach—classification |
| 3339 | NWS | Channel 9 South Australia Pty Ltd | ICC Cricket World Cup | Comments about the colour of a Sri Lankan player’s skin | No breach—proscribed material |
| 3344 | TVW | Channel Seven Perth Pty Ltd | Motor Mate | Tobacco advertising | No breach—tobacco advertising* |
| 3317 | NWS | Channel 9 South Australia Pty Ltd | National Nine News Break | News promotion included references that exceed a PG classification | No breach—classification No breach—promotions for news |
| 3278 | ADS | Network TEN (Adelaide) Pty Ltd | Neighbours | Depiction of two males kissing | No breach—classification |
| 3305 | ADS | Network TEN (Adelaide) Pty Ltd | Rugby Union | Comments on the sexual preference of a referee | No breach—classification |</p>
<table>
<thead>
<tr>
<th>Code</th>
<th>Station</th>
<th>Program</th>
<th>Breach findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>3228</td>
<td>SAS Channel Seven Adelaide Pty Ltd</td>
<td>Seven News</td>
<td>No breach — gratuitous emphasis on Irish nationality</td>
</tr>
<tr>
<td>3303</td>
<td>ADS Network TEN (Adelaide) Pty Ltd</td>
<td>Ten News at Five</td>
<td>No breach — distress or offend viewers, warnings for news and current affairs, images of dead or seriously wounded people</td>
</tr>
<tr>
<td>3240</td>
<td>STW Swan Television &amp; Radio Broadcasters Pty Ltd</td>
<td>Today</td>
<td>No breach — accuracy in promotions, accuracy, public panic issues in report about an illness following vaccination</td>
</tr>
<tr>
<td>3304</td>
<td>NEN Prime Television (Northern) Pty Ltd</td>
<td>World's Craziest Fools</td>
<td>No breach — classification</td>
</tr>
<tr>
<td>3343</td>
<td>TCN TCN Channel Nine Pty Ltd</td>
<td>Weekend Today</td>
<td>No breach — proscribed material, accuracy in a simulation that may mislead or alarm in a segment on lawful gun ownership</td>
</tr>
<tr>
<td>3184</td>
<td>HSV Channel Seven Melbourne Pty Ltd</td>
<td>Today Tonight</td>
<td>No breach — efforts to correct errors of fact, gratuitous emphasis, inciting hatred in a segment concerning local council proposals</td>
</tr>
<tr>
<td>3269</td>
<td>SAS Channel Seven Adelaide Pty Ltd</td>
<td>Today Tonight</td>
<td>No breach — child’s privacy, accuracy, privacy in a segment about a building development</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.

**ABC television**

<table>
<thead>
<tr>
<th>Breach findings: 1</th>
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</thead>
<tbody>
<tr>
<td>3214</td>
</tr>
</tbody>
</table>

**No breach findings: 34**

<p>| 3233 | ABN Australian Broadcasting Corporation | 7:30 | Hypocritical and socially irresponsible reporting | No breach — condone or encourage prejudice, unduly favour one perspective, impartiality, dangerous imitation or threats to safety |
| 3205 | ABV Australian Broadcasting Corporation | 7:30 | Accuracy in an interview about the Home Insulation Program | No breach — accuracy, mislead the audience |
| 3221 | ABV Australian Broadcasting Corporation | 7:30 | Impartiality and political bias | No breach — impartiality |</p>
<table>
<thead>
<tr>
<th>Code</th>
<th>Station</th>
<th>Program</th>
<th>Issue</th>
<th>Finding</th>
</tr>
</thead>
<tbody>
<tr>
<td>3217</td>
<td>ABC</td>
<td>ABC News</td>
<td>Accuracy and impartiality in segment about the ACT’s building regulator</td>
<td>No breach—impartiality No breach—accuracy</td>
</tr>
<tr>
<td>3168</td>
<td>ABN</td>
<td>ABC News</td>
<td>Accuracy and failure to correct an error in news about a drug</td>
<td>No breach—correct or clarify No breach—mislead the audience No breach—accuracy</td>
</tr>
<tr>
<td>3251</td>
<td>ABQ</td>
<td>ABC News</td>
<td>Accuracy and impartiality in a news item about a former Australian journalist</td>
<td>No breach—impartiality No breach—accuracy</td>
</tr>
<tr>
<td>3326</td>
<td>ABW</td>
<td>ABC News</td>
<td>Discrimination against Germans in a news item</td>
<td>No breach—condone or encourage prejudice No breach—harm and offence</td>
</tr>
<tr>
<td>3252</td>
<td>ABQ</td>
<td>ABC News 24</td>
<td>Harm and offence in a news item about the recruitment of Jihadist groups</td>
<td>No breach—harm and offence</td>
</tr>
<tr>
<td>3244</td>
<td>ABN</td>
<td>Catalyst</td>
<td>Accuracy and harm in broadcasts on heart disease</td>
<td>No breach—mislead the audience No breach—accuracy No breach—dangerous imitation or threats to safety</td>
</tr>
<tr>
<td>3253</td>
<td>ABN</td>
<td>Catalyst</td>
<td>Nudity in footage of childbirth</td>
<td>No breach—classification No breach—harm and offence</td>
</tr>
<tr>
<td>3260</td>
<td>ABN</td>
<td>Catalyst</td>
<td>Harm and offence in footage of childbirth</td>
<td>No breach—harm and offence No breach—classification labels and warnings</td>
</tr>
<tr>
<td>3259</td>
<td>ABQ</td>
<td>Clarke and Dawe</td>
<td>Harm and offence in a sketch relating to the Christian faith</td>
<td>No breach—harm and offence</td>
</tr>
<tr>
<td>3264</td>
<td>ABN</td>
<td>Compass: Code of Silence</td>
<td>Inappropriate classification of program about child sex offenders</td>
<td>No breach—classification</td>
</tr>
<tr>
<td>3314</td>
<td>ABN</td>
<td>Degrassi: The Next Generation</td>
<td>Inappropriate classification of an episode as PG</td>
<td>No breach—classification No breach—exposure to unsuitable content</td>
</tr>
<tr>
<td>3331</td>
<td>ABQ</td>
<td>Fact Check</td>
<td>Impartiality in selection of statements by politicians</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3215</td>
<td>ABN</td>
<td>Four Corners</td>
<td>Accuracy and impartiality in a report about Israeli–Palestinian conflict</td>
<td>No breach—accuracy No breach—impartiality No breach—condone or encourage prejudice</td>
</tr>
<tr>
<td>3232</td>
<td>ABN</td>
<td>Four Corners</td>
<td>Accuracy and impartiality in the segment ‘While They Were Sleeping’</td>
<td>No breach—mislead the audience No breach—impartiality No breach—accuracy</td>
</tr>
<tr>
<td>3266</td>
<td>ABN</td>
<td>Four Corners</td>
<td>Impartiality and accuracy in a segment about energy supply</td>
<td>No breach—accuracy No breach—impartiality</td>
</tr>
<tr>
<td>Code</td>
<td>Network</td>
<td>Program</td>
<td>Breach</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
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</tr>
<tr>
<td>3218</td>
<td>ABN</td>
<td>Media Watch</td>
<td>Accuracy, correction and opportunity to respond to allegations</td>
<td>No breach—accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—unduly favour one perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—correct or clarify</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—opportunity to respond</td>
</tr>
<tr>
<td>3195</td>
<td>ABV</td>
<td>Media Watch</td>
<td>Accuracy, correction and opportunity to respond to allegations</td>
<td>No breach—accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—correct or clarify</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—opportunity to respond</td>
</tr>
<tr>
<td>3224</td>
<td>ABV</td>
<td>Media Watch</td>
<td>Accuracy and correction</td>
<td>No breach—accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—correct or clarify</td>
</tr>
<tr>
<td>3302</td>
<td>ABV</td>
<td>Lateline</td>
<td>Impartiality in an interview</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3231</td>
<td>ABQ</td>
<td>Insiders</td>
<td>Racial stereotyping and denigration of people of Chinese descent</td>
<td>No breach—condone or encourage prejudice</td>
</tr>
<tr>
<td>3299</td>
<td>ABS</td>
<td>Midsomer Murders</td>
<td>Sexist reference to men</td>
<td>No breach—condone or encourage prejudice</td>
</tr>
<tr>
<td>3226</td>
<td>ABC</td>
<td>Q&amp;A</td>
<td>Impartiality, harm and offence</td>
<td>No breach—harm and offence</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>No breach—unduly favour one perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—diversity of perspectives</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—harm and offence</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—harm and offence in live content</td>
</tr>
<tr>
<td>3234</td>
<td>ABC</td>
<td>Q&amp;A</td>
<td>Political bias</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3274</td>
<td>ABN</td>
<td>Rage</td>
<td>Offensive lyrics in PG timeslot</td>
<td>No breach—classification</td>
</tr>
<tr>
<td>3345</td>
<td>ABN</td>
<td>Rage</td>
<td>Violence in a video clip exceeding a PG classification</td>
<td>No breach—classification</td>
</tr>
<tr>
<td>3311</td>
<td>ABN</td>
<td>Rage</td>
<td>Sexual imagery in a video clip exceeding a PG classification</td>
<td>No breach—classification</td>
</tr>
<tr>
<td>3320</td>
<td>ABN</td>
<td>7:30</td>
<td>Accuracy in a segment on stem cell therapy</td>
<td>No breach—accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—mislead the audience</td>
</tr>
<tr>
<td>3316</td>
<td>ABV</td>
<td>7:30</td>
<td>Impartiality in relation to the Prime Minister</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3312</td>
<td>ABV</td>
<td>7:30</td>
<td>Impartiality in a segment on ‘Gamergate’</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No breach—diversity of perspectives</td>
</tr>
<tr>
<td>No breach findings: 5</td>
<td></td>
<td></td>
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<tr>
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</tr>
<tr>
<td>3256 SBS Special Broadcasting Service The Feed Accuracy and distressing events in a report about an escort business No breach—distressing events in news and current affairs No breach—accuracy, impartiality and balance</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>3298 SBS Special Broadcasting Service SBS World News Accuracy in describing a news cross as ‘live’ No breach—accuracy, impartiality and balance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3341 SBS Special Broadcasting Service SBS World News Incorrect terminology used in describing East Jerusalem No breach—accuracy, impartiality and balance</td>
<td></td>
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</tr>
<tr>
<td>3219 SBS Special Broadcasting Service Legally Brown Racism in a skit No breach—prejudice, racism and discrimination</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3329 SBS Special Broadcasting Service Wild Thailand Sex between animals depicted in a documentary No breach—classification</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Subscription television**

<table>
<thead>
<tr>
<th>No breach findings: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>3245 World Movies Foxtel Cable Television Pty Ltd Do Me Love Depictions of X-rated sexual activity within a movie No breach—classification</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.*

**Commercial radio**

<table>
<thead>
<tr>
<th>Breach findings: 2</th>
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</thead>
<tbody>
<tr>
<td>3151 2GB Harbour Radio Pty Ltd Alan Jones Breakfast Show Accuracy in comments on the rate of global warming; complaints-handling Breach—accuracy No breach—correction of errors No breach—complaints-handling</td>
</tr>
<tr>
<td>3182 4EL Cairns Broadcasters Pty Ltd Mornings with John MacKenzie Accuracy in reference to Aboriginal communities; complaints-handling Breach—accuracy No breach—complaints-handling</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.*

<table>
<thead>
<tr>
<th>No breach findings: 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>3211 3AW Radio 3AW Melbourne Pty Ltd 3AW Drive Advocating suicide No breach—depiction of suicide</td>
</tr>
<tr>
<td>3322 2GB Harbour Radio Pty Ltd Alan Jones Breakfast Show Accuracy on climate change No breach—accuracy</td>
</tr>
<tr>
<td>Case Number</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>3321</td>
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<tr>
<td>3222</td>
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<tr>
<td>3243</td>
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<td>3300</td>
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<td>3349</td>
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<td>3273</td>
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<td>3257</td>
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<td>3327</td>
</tr>
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<td>3346</td>
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</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.*
### ABC radio

**No breach findings: 7**

<table>
<thead>
<tr>
<th>No.</th>
<th>Service Brand</th>
<th>Program</th>
<th>Description</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>3261</td>
<td>2PB Australian Broadcasting Corporation</td>
<td>ABC News</td>
<td>Accuracy and impartiality in reports on the conflict between Israel and Hamas</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3309</td>
<td>3RN Australian Broadcasting Corporation</td>
<td>AM</td>
<td>Accuracy, impartiality and diversity of perspectives in segment on air strikes in Syria</td>
<td>No breach—impartiality, No breach—accuracy, No breach—diversity of perspectives</td>
</tr>
<tr>
<td>3262</td>
<td>6WF Australian Broadcasting Corporation</td>
<td>Breakfast with Eoin Cameron</td>
<td>Harm and offence in a comment against bike riders</td>
<td>No breach—harm and offence</td>
</tr>
<tr>
<td>3254</td>
<td>6RN Australian Broadcasting Corporation</td>
<td>Media Report</td>
<td>Discrimination against Anglo-Saxons</td>
<td>No breach—condone or encourage prejudice</td>
</tr>
<tr>
<td>3241</td>
<td>4RN Australian Broadcasting Corporation</td>
<td>Mornings</td>
<td>Impartiality and diversity in interview about disposal of dredge material</td>
<td>No breach—impartiality</td>
</tr>
<tr>
<td>3241</td>
<td>2BL Australian Broadcasting Corporation</td>
<td>Mornings with Linda Mottram</td>
<td>Diversity of perspectives, accuracy and opportunity to respond in a segment about the Hornsby Quarry</td>
<td>No breach—impartiality, No breach—accuracy, No breach—opportunity to respond</td>
</tr>
<tr>
<td>3272</td>
<td>4PB Australian Broadcasting Corporation</td>
<td>The Law Report</td>
<td>Offensive language in a current affairs program</td>
<td>No breach—harm and offence, No breach—classification labels and warnings</td>
</tr>
</tbody>
</table>

### SBS radio

**No breach findings: 1**

<table>
<thead>
<tr>
<th>No.</th>
<th>Service Brand</th>
<th>Program</th>
<th>Description</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>3155</td>
<td>2SBSFM Special Broadcasting Service</td>
<td>Sinhalese Language Program</td>
<td>Balance and impartiality on Sri Lankan elections</td>
<td>No breach—impartiality, No breach—sources for news and current affairs</td>
</tr>
</tbody>
</table>

### Community radio

**Breach findings: 4**

<table>
<thead>
<tr>
<th>No.</th>
<th>Service Brand</th>
<th>Program</th>
<th>Description</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>3213</td>
<td>6HFM Heritage FM Inc.</td>
<td>Licence condition matter</td>
<td>Broadcasting advertisements</td>
<td>Breach—advertising*</td>
</tr>
<tr>
<td>3235</td>
<td>3HHH Horsham &amp; District Community FM Radio Inc.</td>
<td>Licence condition matter</td>
<td>Broadcasting advertisements</td>
<td>Breach—advertising*</td>
</tr>
<tr>
<td>3315</td>
<td>2NSB Northside Broadcasting Cooperative Ltd</td>
<td>Licence condition matter</td>
<td>Broadcasting advertisements</td>
<td>Breach—advertising*</td>
</tr>
<tr>
<td>3324</td>
<td>6NME Noongar Radio</td>
<td>Unna You Fullas</td>
<td>Racist comments; complaints-handling</td>
<td>No breach—stereotype, incite, vilify or perpetuate hatred against a group on the basis of ethnicity or race, Breach—complaints-handling</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.
### No breach findings: 3

<table>
<thead>
<tr>
<th>Number</th>
<th>Station</th>
<th>Offence</th>
<th>Code matter/Complaints-handling</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3236</td>
<td>2CHY Community Media CHY Ltd</td>
<td>Code matters</td>
<td>Sexist comments: complaints-handling</td>
<td>No breach—stereotype, incite, vilify or perpetuate hatred against a group on the basis of gender No finding—complaints-handling</td>
</tr>
<tr>
<td>3270</td>
<td>2YOU Tarnworth Broadcasting Society Inc.</td>
<td>Licence condition matter</td>
<td>Not representing community interest and not encouraging participation</td>
<td>No breach—representing the community interest* No breach—encouraging participation in operations* No breach—encouraging participation in selection of programs*</td>
</tr>
<tr>
<td>3323</td>
<td>3RRR Triple R Broadcasters Ltd</td>
<td>On the Blower</td>
<td>Offensive language</td>
<td>No breach—general programming</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.

### Open narrowcast radio

<table>
<thead>
<tr>
<th>Number</th>
<th>Station</th>
<th>Offence</th>
<th>Code matter/Complaints-handling</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3220</td>
<td>Rete Italia Gumnut Nominees Pty Ltd</td>
<td>N/A</td>
<td>Complaints-handling</td>
<td>No breach—complaints-handling</td>
</tr>
<tr>
<td>3267</td>
<td>Classic Gold Noise FM Pty Ltd</td>
<td>N/A</td>
<td>Providing an open narrowcasting service within the meaning of section 18 of the Broadcasting Services Act 1992</td>
<td>No breach—definition of a narrowcasting service*</td>
</tr>
</tbody>
</table>

*Investigation against a licence condition, standard or provision of the BSA.
## Appendix 7:
### Telecommunications consumer protection compliance and enforcement outcomes 2014–15

Table 51: ACMA formal warnings and directions 1 July 2014 to 30 June 2015

<table>
<thead>
<tr>
<th>Entity</th>
<th>Regulation</th>
<th>Subject matter</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sure Telecom Pty Ltd</td>
<td>TCP Code</td>
<td>Clauses 4.1, 4.3, 7.2, 7.3 and 7.4 (communicating and providing information about its offers, consent and providing information about transfers)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>SoleNet Pty Ltd</td>
<td>TCP Code</td>
<td>Clauses 7.2, 7.3, 7.4 and 7.8 (consent, providing information and keeping records on transfers)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>M and E Alchi Family Trust trading as Business Class Telecom</td>
<td>TCP Code</td>
<td>Clauses 4.3, 7.2, 7.3 and 7.4 (communicating offers, consent, and providing information and keeping records on transfers)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Tele-Talk Pty Ltd</td>
<td>TCP Code</td>
<td>Clauses 4.1, 4.3, 7.2, 7.3, 7.4, 7.6 and 7.8 (communicating and providing information about its offers, consent, providing information and keeping records about transfers)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Southern Phone Company Ltd</td>
<td>TCP Code</td>
<td>Clause 4.6.3 (protection of customer personal information)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>David John Esmonde trading as Aunix</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>E-Tel Communications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Homelinx Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>iTalk (Australia) Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Max Telecom Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Netbay Internet Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Oz Talk Communications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Pivil Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Reeds Internet &amp; Telecom Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Company Name</td>
<td>Code</td>
<td>Chapter</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
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<tr>
<td>Spinktel Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Vocaltone Networks Australia Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Direction to comply with the TCP Code</td>
</tr>
<tr>
<td>Harbour of Technology (HotNet) Pty Ltd</td>
<td>TCP Code</td>
<td>Clause 4.1 (Critical Information Summary)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>iNet Ltd</td>
<td>TCP Code</td>
<td>Clauses 5.7, 6.9 and 8.2 (direct debit authorisations and credit management)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Dodo Services Pty Ltd</td>
<td>TCP Code</td>
<td>Clauses 5.7, 6.9 and 8.2 (direct debit authorisations and credit management)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Advanced Future Technology</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<tr>
<td>Allconnect Telecommunications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>AussieSim Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<tr>
<td>Australian Broadband Service Pty Limited</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>BKB Internet Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Btel Communications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>C Rhodes &amp; LF Rhodes</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Cybertel Telecom Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Forinton, Justin Paul</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<td>Integrated Data Networks Management Australia Pty Ltd</td>
<td>TCP Code</td>
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<td>Formal warning</td>
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<td>Intelico Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<td>Lebara Australia Ltd</td>
<td>TCP Code</td>
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<td>Formal warning</td>
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<td>Formal warning</td>
</tr>
<tr>
<td>MGL Telecoms (Aust.) Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<td>NBNSP Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
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<td>Next Business Telecommunications Pty Ltd</td>
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<td>Formal warning</td>
</tr>
<tr>
<td>Company Name</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Warning</td>
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<td>Norris Technology Pty Ltd</td>
<td>TCP Code</td>
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<td>Formal warning</td>
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<td>Nu Communications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>RJ Hicks, BD McIntosh and N Somner</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
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<td>Real Sim Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
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<td>Rival Networks Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Saunders Capital Holdings Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
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<td>SMS Global Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
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<td>Spintel Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
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<td>Switchtel Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Talk Talk Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Talk365 Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Telecube Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Texcel Communications Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>The Trustee for M and E Alchi Family Trust</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>The Trustee for the Talk 3 Trust</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>The Trustee for the Teligent Trust</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Total Group Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Travel&amp;Travel Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Voicetalk Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>VoIPex Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Name</td>
<td>Act</td>
<td>Section</td>
<td>Action</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------</td>
<td>----------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>VTelecom</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Winderee Investments Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Yatango Mobile (Australia) Pty Ltd</td>
<td>TCP Code</td>
<td>Chapter 9: Code Compliance and Monitoring (failure to provide compliance statements to Communications Compliance)</td>
<td>Formal warning</td>
</tr>
<tr>
<td>Compare Communications Australia Pty Ltd</td>
<td>TCPSS Act</td>
<td>Section 128 (TIO scheme membership)</td>
<td>Direction to comply with section 128(1) of the TCPSS Act</td>
</tr>
<tr>
<td>Tru Telecom Pty Ltd</td>
<td>TCPSS Act</td>
<td>Section 128 (TIO scheme membership)</td>
<td>Direction to comply with section 128(1) of the TCPSS Act</td>
</tr>
<tr>
<td>123 Group Pty Ltd</td>
<td>TCPSS Act</td>
<td>Section 128 (TIO scheme membership)</td>
<td>Direction to comply with section 128(1) of the TCPSS Act</td>
</tr>
<tr>
<td>Netfast Communications Pty Ltd</td>
<td>TCPSS Act</td>
<td>Section 128 (TIO scheme membership)</td>
<td>Direction to comply with section 128(1) of the TCPSS Act</td>
</tr>
<tr>
<td>Planet ISP Pty Ltd</td>
<td>TCPSS Act</td>
<td>Section 132 (compliance with TIO scheme)</td>
<td>Direction to comply with section 132 of the TCPSS Act</td>
</tr>
</tbody>
</table>
Appendix 8: Freedom of information—Information Publication Scheme

Agencies subject to the Freedom of Information Act 1982 (FOI Act) are required to publish information to the public as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a statement in an annual report. Each agency must display on its website a plan showing what information it publishes in accordance with the IPS requirements. The ACMA is an agency subject to the FOI Act.

In accordance with Part II of the FOI Act, the ACMA has developed an agency plan that outlines how it proposes to comply with Part II of the FOI Act. The agency plan has been published on the ACMA website (as required in paragraph 8(2)(a) of the FOI Act) at acma.gov.au/theACMA/About/Corporate/Accountability/acma-freedom-of-information-act-publication-plan.

The agency plan provides a description of, and links to, the categories of information that the ACMA is required to publish, as well as information on other material that the ACMA voluntarily publishes. Further information can be obtained using the contact details provided in the agency plan.
Appendix 9: Legislation

The ACMA performed its principal roles, responsibilities and obligations under the following legislation administered by the Department of Communications and the Attorney-General’s Department:\(^1\):

Table 52: Legislation relevant to the ACMA

<table>
<thead>
<tr>
<th>Acts</th>
<th>Act number</th>
<th>Date of assent</th>
<th>Date of commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Communications and Media Authority Act 2005</td>
<td>44 of 2005</td>
<td>1 April 2005</td>
<td>Ss. 3–68: 1 July 2005 Remainder: Royal Assent</td>
</tr>
</tbody>
</table>

1. The administration of Acts is determined by the Administrative Arrangements Order; see www.comlaw.gov.au; C2014G02144.
<table>
<thead>
<tr>
<th>Act</th>
<th>Act No</th>
<th>Date of Royal Assent</th>
<th>Date of Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>(see Gazette 1985, No. S322)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(see Gazette 1985, No. S322)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(see Gazette 1985, No. S322)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spam Act 2003</td>
<td>129 of 2003</td>
<td>12 December 2003</td>
<td>Ss. 1–14, 42, 47 and Schedule 2: 12 December 2003; Parts 2–6, ss. 41, 43–46, Schedules 1 and 3: 10 April 2004 Remainder: Royal Assent</td>
</tr>
<tr>
<td>(see Gazette 1994, No. GN10) Remainder: 23 December 1991</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(see Gazette 1980, No. G21, p. 2) Remainder: Royal Assent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(see Gazette 1980, No. G21, p. 2) Rem. 23 December 1991</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Television Licence Fees Act 1964</td>
<td>118 of 1964</td>
<td>24 November 1964</td>
<td>24 November 1964</td>
</tr>
<tr>
<td>Telstra (Transition to Full Private Ownership) Act 2005</td>
<td>118 of 2005</td>
<td>23 September 2005</td>
<td>Schedule 1 Items 45–51 and 53–65: 24 November 2006 (F2006L03997); Schedule 1 Item 52: The third anniversary of the designated day declared under section 3. Schedule 1 Part 3: The 85% sale day declared under s. 4. Remainder: Royal Assent</td>
</tr>
</tbody>
</table>

3 This Act will be repealed on 1 July 2015: see section 2 of the Telecommunications Legislation Amendment (Deregulation) Act 2015.

4 This Act will be repealed on 1 July 2015: see section 3 of the Telecommunications Legislation Amendment (Deregulation) Act 2015.
Appendix 10: Directions and legislative instruments

Section 57 of the *Australian Communications and Media Authority Act 2005* (the ACMA Act) requires copies of certain directions and instruments to be included in the ACMA’s annual report, including directions given to the ACMA under section 14 of the ACMA Act, and directions given by the ACMA to a carrier or carriage service provider under section 581 of the *Telecommunications Act 1997* (the Telecommunications Act) during the financial year.

Between 1 July 2014 and 30 June 2015, the ACMA was given the following direction under section 14 of the ACMA Act:

**Table 53: Directions given to the ACMA, 2014–15**

<table>
<thead>
<tr>
<th>Direction</th>
<th>Date of registration</th>
<th>Link to the direction</th>
</tr>
</thead>
</table>

Additionally, section 67 of the ACMA Act requires the ACMA to maintain a register of all directions given to it under that Act or any other Act. The ACMA maintains this register by electronic means on its website (acma.gov.au/theACMA/ministerial-directions).

The ACMA did not give any directions during the financial year under section 581 of the Telecommunications Act.

**Table 54: ACMA legislative instruments registered in 2014–15**

<table>
<thead>
<tr>
<th>Title</th>
<th>Act</th>
<th>Section</th>
<th>Date of instrument: Date of registration: FRLI number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radiocommunications (Spectrum Licence Tax) Determination 2014</td>
<td>Radiocommunications (Spectrum Licence Tax) Act 1997</td>
<td>Subsections 4(1) and 7(1)</td>
<td>30/06/2014 04/07/2014 F2014L00957</td>
</tr>
<tr>
<td>Telecommunications (Specification of Costs by ACMA) Determination 2014</td>
<td>Telecommunications (Carrier Licence Charges) Act 1997</td>
<td>Paragraphs 15(1) (a), (c) and (ca)</td>
<td>30/06/2014 04/07/2014 F2014L00958</td>
</tr>
<tr>
<td>Title</td>
<td>Act/Rule</td>
<td>Section/Subsection</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Telecommunications (Emergency Call Service) Amendment Determination 2014 (No. 1)</td>
<td>Telecommunications (Consumer Protection and Service Standards) Act 1999</td>
<td>Subsection 147(1)</td>
<td>15/08/2014</td>
</tr>
<tr>
<td>Telecommunications Integrated Public Number Database Scheme Amendment 2014 (No. 1)</td>
<td>Telecommunications Act 1997</td>
<td>Section 295L</td>
<td>20/08/2014</td>
</tr>
<tr>
<td>Act/Instrument</td>
<td>Act/Statute</td>
<td>Subsection/Subparagraph</td>
<td>Date of Registration</td>
</tr>
<tr>
<td>----------------</td>
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<td>---------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Telecommunications Service Provider (Mobile Premium Services) Amendment Determination 2014 (No. 1)</td>
<td>Telecommunications Act 1997</td>
<td>Section 99</td>
<td>20/10/2014</td>
</tr>
<tr>
<td>Radiocommunications (Field Trial by Corrective Services NSW of PMTS Jamming Devices at Lithgow Correctional Centre) Exemption Determination 2014</td>
<td>Radiocommunications Act 1992</td>
<td>Subparagraph 27(1)(be)(ii) and subsection 27(2)</td>
<td>20/10/2014</td>
</tr>
<tr>
<td>Radiocommunications (Charges) Amendment Determination 2014 (No. 1)</td>
<td>Australian Communications and Media Authority Act 2005</td>
<td>Subsection 60(1)</td>
<td>20/10/2014</td>
</tr>
<tr>
<td>Instrument</td>
<td>Act</td>
<td>Subsection/Paragraph</td>
<td>Date Published</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Variation to Licence Area Plan—Riverland (Television and Radio)—No. 1 of 2014</td>
<td>Broadcasting Services Act 1992</td>
<td>Subsection 26(2)</td>
<td>03/12/2014</td>
</tr>
<tr>
<td>Telecommunications (Service Provider—Identity Checks for Prepaid Mobile Carriage Services) Amendment Determination 2014 (No. 1)</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 99(1)</td>
<td>15/12/2014</td>
</tr>
<tr>
<td>Television Licence Area Plan (Regional Victoria) Variation 2014</td>
<td>Broadcasting Services Act 1992</td>
<td>Subsection 26(2)</td>
<td>15/12/2014</td>
</tr>
<tr>
<td>Television Licence Area Plan (Brisbane) Variation 2014</td>
<td>Broadcasting Services Act 1992</td>
<td>Subsection 26(2)</td>
<td>17/12/2014</td>
</tr>
<tr>
<td>Telecommunications (Annual Charge) Determination 2014</td>
<td>Telecommunications (Numbering Charges) Act 1997</td>
<td>Subsections 20(1) and 22(2)</td>
<td>15/12/2014</td>
</tr>
<tr>
<td>Telecommunications (Collection of Numbering Charges) Determination 2014</td>
<td>Telecommunications Act 1997</td>
<td>Subsections 468(3) and (4)</td>
<td>15/12/2014</td>
</tr>
<tr>
<td>Radiocommunications (Specified Radiocommunications Receivers and Types of Transmitter Licences and Receiver Licences) Determination 2014</td>
<td>Radiocommunications Act 1992</td>
<td>Paragraph 7(1)(b) and subsection 98(1)</td>
<td>15/12/2014</td>
</tr>
<tr>
<td>Title</td>
<td>Act/Act</td>
<td>Subsection/Subclauses</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------</td>
<td>----------------------------------------</td>
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<tr>
<td>Radiocommunications (Cordless Communications Devices) Class Licence</td>
<td>Radiocommunications Act 1992</td>
<td>Subsection 132(1)</td>
<td>15/12/2014</td>
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<tr>
<td>2014</td>
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<td></td>
<td></td>
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<td>15/01/2015</td>
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<td>02/02/2015</td>
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<tr>
<td>Datacasting Charge (Amount) Determination 2015</td>
<td>Datacasting Charges (Imposition)</td>
<td>Subsection 7(1)</td>
<td>17/02/2015</td>
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<tr>
<td></td>
<td>Act 1998</td>
<td></td>
<td>23/02/2015</td>
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<tr>
<td>Datacasting Charge (Collection) Determination 2015</td>
<td>Broadcasting Services Act 1992</td>
<td>Subclauses 51(2) and 51(3) of schedule 4</td>
<td>17/02/2015</td>
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<td></td>
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<tr>
<td>Radiocommunications (Interpretation) Determination 2015</td>
<td>Australian Communications and Media Authority Act 2005</td>
<td>Subsection 64(1)</td>
<td>18/02/2015</td>
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<td>23/02/2015</td>
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<tr>
<td>Radiocommunications Taxes Collection (Penalties on Unpaid Tax)</td>
<td>Radiocommunications Taxes Collection Act 1983</td>
<td>Subsection 7A(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td>Determination 2015</td>
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<td>23/02/2015</td>
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<tr>
<td></td>
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<td></td>
<td>F2015L00180</td>
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<tr>
<td>Telecommunications Technical Standard (Requirements for ISDN Basic Access Interface— AS/ACIF S031) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>23/02/2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>23/02/2015</td>
</tr>
<tr>
<td>Telecommunications Technical Standard (Requirements for customer cabling products— AS/CA S008) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>23/02/2015</td>
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<td></td>
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<td>23/02/2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>24/02/2015</td>
</tr>
<tr>
<td>Telecommunications Technical Standard (Requirements for ISDN Primary Rate Access Interface— AS/ACIF S038) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>24/02/2015</td>
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<td></td>
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<td></td>
<td>24/02/2015</td>
</tr>
<tr>
<td>Telecommunications Technical Standard (Requirements for DSL Customer Equipment for connection to the Public Switched Telephone Network— AS/ACIF S041) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
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<td></td>
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<td>24/02/2015</td>
</tr>
<tr>
<td>Topic</td>
<td>Act</td>
<td>Section/Subsection</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------</td>
<td>--------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Telecommunications Technical Standard (Requirements for Connection to an Air Interface of a Telecommunications Network—AS/CA S042) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td>Telecommunications Technical Standard (Requirements for Customer Equipment for connection to a metallic local loop interface of a Telecommunications Network—AS/CA S043) 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td>Telecommunications (Revocation of Technical Standards) Instrument 2015 (No. 1)</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 376(1)</td>
<td>17/02/2015</td>
</tr>
<tr>
<td>Radiocommunications (Charges) Amendment Determination 2015 (No. 1)</td>
<td>Australian Communications and Media Authority Act 2006</td>
<td>Subsection 60(1)</td>
<td>06/03/2015</td>
</tr>
<tr>
<td>Telecommunications (Section of the Telecommunications Industry—Cabling Service Operators) Determination 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 110(3)</td>
<td>06/03/2015</td>
</tr>
<tr>
<td>Telecommunications (Section of the Telecommunications Industry—Portability Service Suppliers) Determination 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 110(3)</td>
<td>06/03/2015</td>
</tr>
<tr>
<td>Broadcasting Services (Primary Commercial Television Broadcasting Service) Amendment Declaration 2015 (No. 1)</td>
<td>Broadcasting Services Act 1992</td>
<td>Clause 41G of schedule 4</td>
<td>06/03/2015</td>
</tr>
<tr>
<td>Telecommunications Numbering Plan 2015</td>
<td>Telecommunications Act 1997</td>
<td>Subsection 455(1)</td>
<td>10/03/2015</td>
</tr>
<tr>
<td>Document Title</td>
<td>Act</td>
<td>Section/Subsection</td>
<td>Date Ruled</td>
</tr>
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<td>-------------------------------------------------------------------------------</td>
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<td>--------------------</td>
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</tr>
<tr>
<td>Telecommunications (Eligible Revenue) Determination 2015</td>
<td>Telecommunications (Consumer Protection and Service Standards) Act 1999</td>
<td>Subsections 43(5) and 45(1)</td>
<td>11/06/2015</td>
</tr>
</tbody>
</table>
### Table 55: Disclosures made under Part 13 of the Telecommunications Act 1997—by carriers and carriage service providers

<table>
<thead>
<tr>
<th>Reason for disclosure</th>
<th>(Sub)section</th>
<th>Number of disclosures 2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Under the Telecommunications Act 1997</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorised by or under law</td>
<td>280</td>
<td>13,106</td>
</tr>
<tr>
<td>Made as a witness under summons</td>
<td>281</td>
<td>484</td>
</tr>
<tr>
<td>To assist the ACMA</td>
<td>284(1)</td>
<td>1,268</td>
</tr>
<tr>
<td>To assist the ACCC</td>
<td>284(2)</td>
<td>11</td>
</tr>
<tr>
<td>To assist the TIO</td>
<td>284(3)</td>
<td>8,749</td>
</tr>
<tr>
<td>To assist TUSMA</td>
<td>284(4)</td>
<td>0</td>
</tr>
<tr>
<td>Calls to emergency service number</td>
<td>286</td>
<td>10,073</td>
</tr>
<tr>
<td>To avert a threat to a person’s life or health</td>
<td>287</td>
<td>14,500</td>
</tr>
<tr>
<td>Communications for maritime purposes</td>
<td>288</td>
<td>0</td>
</tr>
<tr>
<td>With the knowledge or consent of the person concerned</td>
<td>289</td>
<td>171,926</td>
</tr>
<tr>
<td>In circumstances prescribed in the Telecommunications Regulations 2001</td>
<td>292</td>
<td>0</td>
</tr>
<tr>
<td>Connected with an exempt disclosure</td>
<td>293</td>
<td>6</td>
</tr>
<tr>
<td><strong>Under the Telecommunications (Interception and Access Act) 1979</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary disclosure</td>
<td>177</td>
<td>437</td>
</tr>
<tr>
<td>Authorisations for access to existing information or documents—enforcement of the criminal law</td>
<td>178</td>
<td>584,029</td>
</tr>
<tr>
<td>Authorisations for access to existing information or documents—locating missing persons</td>
<td>178A</td>
<td>4,195</td>
</tr>
<tr>
<td>Authorisations for access to existing information or documents—enforcement of a law imposing pecuniary penalty or protection of the public revenue</td>
<td>179</td>
<td>7,206</td>
</tr>
<tr>
<td>Authorisations for access to prospective information or documents</td>
<td>180</td>
<td>8,784</td>
</tr>
<tr>
<td>Enforcement of the criminal law of a foreign country (existing information)</td>
<td>180A</td>
<td>52</td>
</tr>
<tr>
<td>Enforcement of the criminal law of a foreign country (prospective information)</td>
<td>180B</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>824,841</strong></td>
</tr>
</tbody>
</table>

*Source: Carriers.*

### Table 56: Disclosures made under Part 13 of the Telecommunications Act 1997—by emergency management persons (EMP) for telephone-based emergency warning systems

<table>
<thead>
<tr>
<th>Reason for disclosure</th>
<th>(Sub)section of Act</th>
<th>Number of disclosures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Likely emergency</td>
<td>295V(1)</td>
<td>3,696</td>
</tr>
<tr>
<td>Actual emergency</td>
<td>295V(2)</td>
<td>8,186</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>11,882</strong></td>
</tr>
</tbody>
</table>
Judicial decisions made in the 2014–15 financial year that have had, or may have, a significant impact on the operations of the ACMA are summarised below. During 2014–15, there were no decisions of administrative tribunals or of the Australian Information Commissioner that have had, or may have, a significant impact on the operations of the ACMA.

**Australian Communications and Media Authority v Today FM (Sydney) Pty Ltd [2015] HCA 7**

In December 2012, the ACMA commenced an investigation into the broadcast by Today FM (Sydney) Pty Ltd (Today FM) of a ‘prank’ telephone call between presenters of Today FM’s *Summer 30* program and nurses at King Edward VII Hospital in London. Among the matters at issue was whether, in broadcasting that telephone call, Today FM breached a condition of its licence which provides that a licensee must not use its broadcasting service in the commission of an offence (paragraph 8(1)(g) of Schedule 2 to the *Broadcasting Services Act 1992* (the BSA)). In response to the ACMA’s preliminary findings, Today FM applied to the Federal Court for orders restraining the ACMA from continuing the investigation and making a finding that Today FM breached the licence condition at paragraph 8(1)(g) of Schedule 2 to the BSA. Today FM contended that the ACMA is not authorised to make such a finding until a criminal court adjudicates that Today FM has used its broadcasting service in the commission of an offence, and that to make such a finding (prior to a criminal court finding that Today FM committed an offence) would amount to an exercise of power inconsistent with the separation of executive and judicial power mandated by the constitution.

At first instance (*Today FM (Sydney) Pty Ltd v Australian Communications and Media Authority* [2013] FCA 1157), the Federal Court dismissed Today FM’s application and ordered that Today FM pay the ACMA’s costs. On appeal (*Today FM (Sydney) Pty Ltd v Australian Communications and Media Authority* [2014] FCAFC 22), the Full Federal Court found in favour of Today FM. The Full Federal Court set aside the orders made by the Federal Court, and ordered the ACMA to pay Today FM’s costs.

On 11 April 2014, the ACMA filed an application for special leave to appeal from the whole of the judgment of the Full Federal Court to the High Court. The ACMA’s special leave application was heard on 15 August 2014, and special leave to appeal from the judgment of the Full Federal Court was granted.

**Outcome:** The matter was heard in the High Court on 11 November 2014. On 4 March 2015, the High Court unanimously found for the ACMA, allowing the appeal and ordering Today FM to pay the ACMA’s costs.

The High Court held that the ACMA has the power to make an administrative determination that a licensee has committed an offence for the purpose of determining whether the holder of a commercial radio broadcasting licence has breached the licence condition prescribed by paragraph 8(1)(g) of Schedule 2 to the BSA. That power exists regardless of whether a criminal court has found the offence in question.
The High Court rejected Today FM’s assertion that an administrative finding made by the ACMA that a licensee has committed a criminal offence (in the absence of a criminal court proving that offence) would be inconsistent with the separation of executive and judicial powers under the constitution. The High Court held that the exercise of the powers conferred on the ACMA to investigate and report on breaches of the licence condition set out at paragraph 8(1)(g) of Schedule 2 to the BSA does not amount to the exercise of judicial power.

**Significance:** The decision of the High Court provides clarity for the broadcasting industry in respect of the operation of the licence condition at paragraph 8(1)(g) of Schedule 2 to the BSA (noting that the same licence condition applies to not only the holders of commercial radio broadcasting licences, but also the holders of various other licences issued under the BSA.

**Channel Seven Brisbane Pty Limited v Australian Communications and Media Authority [2014] FCAFC 179**

On 6 August 2012, a delegate of the ACMA upheld complaints relating to a report on the Sunday Tonight program (broadcast on 4 September 2011) about the Suruwaha tribe in Brazil. The complaints upheld were that the licensee had broadcast inaccurate factual material in two respects, and had breached clause 1.9.6 of the Commercial Television Industry Code of Practice 2010 by broadcasting a program likely to provoke intense dislike or serious contempt against a group of persons on the ground of ethnic origin or race. An application by the licensee for judicial review of the delegate’s decisions was dismissed by a single judge of the Federal Court on 24 June 2014. The licensee appealed to a Full Court of the Federal Court, but only in respect of the lower court’s finding that no legal error affected the delegate’s decision that the licensee had breached clause 1.9.6 of the code. The licensee asserted legal error in that the program’s criticism of the alleged cultural or ethnic practice of infanticide was incorrectly found to provoke intense dislike or serious contempt on the ground of ethnic origin or race.

**Outcome:** The appeal was dismissed unanimously, with the Full Court finding no legal error in the delegate’s approach to the application of clause 1.9.6 of the code.

**Significance:** The Full Court has confirmed the validity of the ACMA’s approach to the interpretation and application of clause 1.9.6 of the code.

**Harbour Radio Pty Ltd v Australian Communications and Media Authority [2015] FCA 371**

Harbour Radio Pty Ltd, the licensee of 2GB, commenced two sets of proceedings in the Federal Court, seeking review of decisions made by the ACMA under the BSA.

The first case (NSD 1086/2014) concerned the ACMA’s investigation of statements made by Mr Alan Jones, broadcast by the licensee on 24 September 2013, concerning a report of the Intergovernmental Panel on Climate Change (the IPCC matter).

The second case (NSD1104/2014) related to the ACMA’s investigation into a series of statements made by Mr Jones regarding Wagners Investments Pty Ltd in the period from 12 November 2013 to 13 December 2013 (the Wagners matter).

At the time relevant to these proceedings, section 149 of the BSA required the ACMA to investigate any complaints made to it in accordance with sections 147 and 148 of the BSA. To trigger the ACMA’s duty to investigate a complaint about a code of practice, the complainant must have first complained to the licensee in accordance with the relevant code of practice, and either received no response or an inadequate response from the licensee. The ACMA also has a general discretion to investigate matters that are relevant to its functions and powers, which is found in section 170 of the BSA.

In each matter, the ACMA commenced an investigation because of its duty to investigate complaints in section 149 of the BSA, and relying on its discretion to commence investigations of its own motion under section 170 of the BSA.
The licensee sought review of the ACMA's decision to commence those investigations. The licensee argued in each case that there was no valid complaint to ‘trigger’ an investigation under section 149 of the BSA. Further, the licensee argued that the ACMA could not commence an investigation under section 149, but then also commence an own motion investigation under section 170 into the same matters. In the IPCC matter, the licensee also challenged some of the ACMA’s findings in the investigation.

**Outcome:** The court confirmed the ACMA has an independent discretion to commence investigations under section 170 of the BSA, even in circumstances where there is a valid complaint or where there is some doubt about the validity of a complaint.

The court found there was a valid complaint in the IPCC matter. In the Wagners matter, where a corporation sought to make a complaint to the ACMA, Justice Buchanan found that the ACMA’s powers under section 170 extend to investigating matters raised by corporate entities, even though complaints under the Commercial Radio Codes of Practice 2013 are confined by the terms of the BSA and the codes to being made by individuals.

With respect to the ACMA’s findings in the IPCC investigation, His Honour found that when considering whether a purported correction of an inaccurate statement was ‘adequate and appropriate in all the circumstances’, it is open to the ACMA to pay regard to the whole of the immediate context in which the purported correction is offered.

The BSA has since been amended such that the ACMA now has a discretion as to whether it investigates complaints made to it under sections 147 and 148 of the BSA.

**Significance:** The decision confirmed that the ACMA can investigate compliance with broadcasting codes of practice of its own motion even in cases where a complaint has not been made in accordance with a code of practice or the BSA.
Appendix 13:
Consultancies, advertising expenditure and competitive tendering

The ACMA engages consultants to provide specialised services when the capability or capacity to perform these in-house is not available, or where there is a requirement for independent advice.

The policy for selecting and engaging consultants is in accordance with the Commonwealth Procurement Rules and is based on the core principle of achieving value for money. The majority of consultants were engaged following an open approach to market and use of panel arrangements. The main categories for consultancies in 2014–15 were legal advice, research and audit.

During 2014–15, 20 new consultancy contracts were entered into, incurring expenditure of $538,202. In addition, eight ongoing consultancy contracts were active during 2014–15, incurring expenditure of $318,525.

Information on expenditure on contracts and consultancies is also available on the AusTender website at tenders.gov.au.

Table 57: Expenditure on consultancy contracts, 2012–13 to 2014–15

<table>
<thead>
<tr>
<th>Year</th>
<th>New consultancies</th>
<th>Continued consultancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012–13</td>
<td>2,820,709</td>
<td>516,799</td>
</tr>
<tr>
<td>2013–14</td>
<td>1,132,183</td>
<td>666,671</td>
</tr>
<tr>
<td>2014–15</td>
<td>538,202</td>
<td>318,525</td>
</tr>
</tbody>
</table>

Table 58: Expenditure on media advertising organisations, 2014–15

<table>
<thead>
<tr>
<th>Organisation name</th>
<th>Purpose</th>
<th>Amount of payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal McCann</td>
<td>General advertising</td>
<td>$26,496</td>
</tr>
<tr>
<td>Mitchell and Partner Australia Pty Ltd</td>
<td>Public notices and general advertising</td>
<td>$51,571</td>
</tr>
<tr>
<td>Decisive Publishing Pty Ltd</td>
<td>General advertising</td>
<td>$1,500</td>
</tr>
<tr>
<td>Google Services</td>
<td>General advertising</td>
<td>$9,542</td>
</tr>
<tr>
<td>Adcorp Australia Limited</td>
<td>Recruitment advertisement</td>
<td>$518</td>
</tr>
<tr>
<td>Office of Parliamentary Counsel</td>
<td>Gazette lodgement</td>
<td>$2,146</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$91,773</strong></td>
</tr>
</tbody>
</table>

Table 59: Expenditure on market research organisations, 2014–15

<table>
<thead>
<tr>
<th>Organisation name</th>
<th>Purpose</th>
<th>Amount of payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspoll Market Research</td>
<td>Research on spend management tools and alerts</td>
<td>$115,928</td>
</tr>
<tr>
<td>Newspoll Market Research</td>
<td>Annual consumer survey</td>
<td>$189,310</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>$305,238</strong></td>
</tr>
</tbody>
</table>
Advertising
During the reporting period, the ACMA placed advertising for a range of purposes, including public notices and recruitment.

Expenditure by the ACMA on advertising in 2014–15 was $103,000. The ACMA did not undertake any advertising campaigns during the year.

Competitive tendering
No contracts have been let that contract out delivery of government activities previously performed by a Commonwealth agency.

Access by Auditor-General
No contracts have been let that prevent access by the Auditor-General.

Exemptions from reporting of Commonwealth contracts
No exemptions have been sought or granted for the non-reporting of Commonwealth contracts on AusTender.
Outcome 1: A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice

<table>
<thead>
<tr>
<th></th>
<th>Budget 1</th>
<th>Actual</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1)</td>
<td>(2)</td>
<td>(2) minus (1)</td>
</tr>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Program 1.1: Communications regulation, planning and licensing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Departmental items</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental appropriations</td>
<td>42,710</td>
<td>41,939</td>
<td>(771)</td>
</tr>
<tr>
<td>Revenues from independent sources</td>
<td>431</td>
<td>1,180</td>
<td>749</td>
</tr>
<tr>
<td><strong>Special accounts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Appropriation Act—Public Governance, Performance and Accountability Act 2013-s77</td>
<td>4,800</td>
<td>4,800</td>
<td>-</td>
</tr>
<tr>
<td>Non-appropriation receipts to special accounts</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal for Program 1.1</strong></td>
<td>47,941</td>
<td>47,919</td>
<td>(22)</td>
</tr>
<tr>
<td><strong>Program 1.2: Consumer safeguards, education and information</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Departmental items</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental appropriations</td>
<td>46,523</td>
<td>47,294</td>
<td>771</td>
</tr>
<tr>
<td>Revenues from independent sources</td>
<td>469</td>
<td>1,331</td>
<td>862</td>
</tr>
<tr>
<td><strong>Special appropriations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Appropriation Act—Telecommunications consumer codes</td>
<td>300</td>
<td>300</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subtotal for Program 1.2</strong></td>
<td>47,292</td>
<td>48,925</td>
<td>1,633</td>
</tr>
<tr>
<td><strong>Total for Outcome 1</strong></td>
<td>90,133</td>
<td>91,744</td>
<td>1,611</td>
</tr>
<tr>
<td><strong>Administered</strong></td>
<td>5,150</td>
<td>5,100</td>
<td></td>
</tr>
<tr>
<td><strong>Average staffing level</strong></td>
<td>451</td>
<td>438</td>
<td></td>
</tr>
</tbody>
</table>

**Notes**
1. 2014–15 Budget figures
   The 2014–15 Budget is the full-year revised budget at 2015–16 Portfolio Budget Statement.
### Appendix 15: Agency resource statement

#### Actual available appropriations for 2014–15

<table>
<thead>
<tr>
<th></th>
<th>$'000</th>
<th>$'000</th>
<th>$'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ordinary annual services</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental appropriation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prior year departmental appropriation</td>
<td>16,964</td>
<td>15,667</td>
<td>1,297</td>
</tr>
<tr>
<td>Departmental appropriation</td>
<td>89,233</td>
<td>72,745</td>
<td>16,488</td>
</tr>
<tr>
<td>Departmental appropriation (DCB)</td>
<td>6,799</td>
<td>6,779</td>
<td>20</td>
</tr>
<tr>
<td>S. 74 relevant agency receipts</td>
<td>1,051</td>
<td>-</td>
<td>1,051</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>114,047</td>
<td>95,191</td>
<td>18,856</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Administered items</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outcome</td>
<td>4,800</td>
<td>4,443</td>
<td>357</td>
</tr>
<tr>
<td>Appropriation lapsing</td>
<td>-</td>
<td>357</td>
<td>(357)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,800</td>
<td>4,800</td>
<td>-</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Total ordinary annual services</strong></td>
<td>118,847</td>
<td>99,991</td>
<td>18,856</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Departmental non-operating</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity injections</td>
<td>4,795</td>
<td>166</td>
<td>4,629</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,795</td>
<td>166</td>
<td>4,629</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Special appropriations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special appropriations limited by amount</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telecommunication Act 1997—s. 136C(4) reimbursement of costs of developing consumer-industry code</td>
<td>300</td>
<td>-</td>
<td>300</td>
</tr>
<tr>
<td>Appropriation lapsing</td>
<td>-</td>
<td>300</td>
<td>(300)</td>
</tr>
<tr>
<td><strong>Total special appropriations</strong></td>
<td>300</td>
<td>300</td>
<td>-</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special accounts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening balance</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Non-appropriations receipts to special accounts</td>
<td>43</td>
<td>-</td>
<td>43</td>
</tr>
<tr>
<td>Repayments to the Commonwealth (FMA Act s. 30A)</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Payments made</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>43</td>
<td>-</td>
<td>43</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total resourcing and payments</strong></td>
<td>123,985</td>
<td>100,457</td>
<td>23,528</td>
</tr>
</tbody>
</table>
Appendix 16:
Performance against PBS KPIs and deliverables

This table sets out the key performance indicators and deliverables from ACMA’s Portfolio Budget Statements 2014–15 and identifies the sections of the report that cover the agency’s actual performance against these indicators and deliverables.

Outcome 1: A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice.

Program 1.1: Communications regulation, planning and licensing

<table>
<thead>
<tr>
<th>Program 1.1 Key Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; That the public benefit from the allocation and use of the radiofrequency spectrum is maximised.</td>
</tr>
<tr>
<td>&gt; That the instances of unacceptable interference are low; and interference complaints are resolved quickly and in a cost effective manner.</td>
</tr>
<tr>
<td>&gt; That competition, efficiency and innovation in the Australian telecommunications industry is maximised, resulting in a simple and flexible numbering scheme.</td>
</tr>
<tr>
<td>&gt; That, in allocating or renewing broadcasting, telecommunications and radiocommunications licences and numbers, administrative costs on industry and citizens are minimised.</td>
</tr>
<tr>
<td>&gt; That law enforcement, emergency services and national security providers are appropriately and reasonably supported by the ACMA and telecommunications industry.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program 1.1 Deliverables</th>
<th>Performance in 2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective allocation and use of the radiofrequency spectrum.</td>
<td>40–6</td>
</tr>
<tr>
<td>Minimisation of unacceptable interference to radiocommunications services.</td>
<td>47–50</td>
</tr>
<tr>
<td>Promotion of competition, efficiency and innovation in the Australian telecommunications industry.</td>
<td>51–2</td>
</tr>
<tr>
<td>Administration of licensing and number allocation arrangements.</td>
<td>53–61</td>
</tr>
<tr>
<td>Provision of appropriate and reasonable support to law enforcement, emergency services and national security.</td>
<td>62–5</td>
</tr>
<tr>
<td>Work in partnership with industry to improve the performance of Australia’s emergency call services.</td>
<td>62–5</td>
</tr>
</tbody>
</table>
Program 1.2: Consumer safeguards, education and information

Program 1.2 Key Performance Indicators

> That businesses and consumers confidently transition to a national broadband environment.
> That consumer interests are protected and promoted when telecommunications services are purchased and used.
> That the adverse impacts of spam and unsolicited telemarketing on the economy and society are minimised.
> That community’s confidence in the efficacy of broadcasting regulation is maintained.
> That citizens have effective and accessible avenues of complaint for online content that breaches community standards.
> That citizens engage positively, confidently and securely in the developing information economy and evolving networked society.
> That industry and business have sufficient confidence in regulatory settings to continue development of innovative communications and media services.

Program 1.2 Deliverables

<table>
<thead>
<tr>
<th>Performance in 2014–15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate transition to the national broadband environment.</td>
</tr>
<tr>
<td>Maintain effective telecommunications safeguards.</td>
</tr>
<tr>
<td>Minimise unsolicited spam and telemarketing communications.</td>
</tr>
<tr>
<td>Maintain effective broadcasting and community standards.</td>
</tr>
<tr>
<td>Maintain effective online content and community standards.</td>
</tr>
<tr>
<td>Promote engagement in the information economy and evolving networked society.</td>
</tr>
<tr>
<td>Develop and maintain appropriate regulatory settings for an information economy and network society.</td>
</tr>
</tbody>
</table>
The Office of Best Practice Regulation (OBPR) manages and monitors regulatory impact analysis requirements and is required to report annually on regulatory impact compliance by Australian Government departments and agencies.

In 2014–15, the ACMA undertook 76 preliminary assessments for regulations to be made or tabled in the reporting period. Forty-six of those preliminary assessments related to regulations subject to the sunsetting regime established under the Legislative Instruments Act 2003.

One Regulation Impact Statement was prepared but did not proceed as the proposed regulation was not required.
## Appendix 18: Compliance index

### Requirements for annual reports
Department of the Prime Minister and Cabinet

<table>
<thead>
<tr>
<th>Part of report</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Letter of transmittal</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Table of contents</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Index</td>
<td>297</td>
</tr>
<tr>
<td></td>
<td>Glossary</td>
<td>292</td>
</tr>
<tr>
<td></td>
<td>Contact officer(s)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Internet home page address and internet address for report</td>
<td>2</td>
</tr>
<tr>
<td>Review by Chairman</td>
<td>Review by Chairman and Chief Executive Officer/accountable authority</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Summary of significant issues and developments</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Overview of agency's performance and financial results</td>
<td>14, 18, 30–5, 110, 211–91</td>
</tr>
<tr>
<td></td>
<td>Outlook for following year</td>
<td>throughout</td>
</tr>
<tr>
<td></td>
<td>Significant issues and developments—portfolio</td>
<td>n/a</td>
</tr>
<tr>
<td>Agency overview</td>
<td>Role and functions</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>Organisational structure</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Outcome and program structure</td>
<td>39, 67</td>
</tr>
<tr>
<td></td>
<td>Where outcome and program structures differ from PB Statements/PAES or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Portfolio structure</td>
<td>n/a</td>
</tr>
<tr>
<td>Report on performance</td>
<td>Review of performance during the year in relation to programs and contribution to outcomes</td>
<td>30–99</td>
</tr>
<tr>
<td></td>
<td>Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements</td>
<td>30–99, 205</td>
</tr>
<tr>
<td></td>
<td>Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for the change</td>
<td>30–99, 205–6</td>
</tr>
<tr>
<td></td>
<td>Narrative discussion and analysis of performance</td>
<td>throughout</td>
</tr>
<tr>
<td></td>
<td>Trend information</td>
<td>throughout</td>
</tr>
<tr>
<td></td>
<td>Significant changes in nature of principal functions/services</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Performance of purchaser/provider arrangements</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>Factors, events or trends influencing departmental performance</td>
<td>throughout</td>
</tr>
<tr>
<td></td>
<td>Contribution of risk management in achieving objectives</td>
<td>103</td>
</tr>
<tr>
<td></td>
<td>Performance against service charter customer service standards, complaints data, and the agency’s response to complaints</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td>Discussion and analysis of the agency’s financial performance</td>
<td>30–5, 110, 211–91</td>
</tr>
<tr>
<td>Discussion of any significant changes in financial results from the prior year, from budget or anticipated to have a significant impact on future operations</td>
<td>110</td>
<td></td>
</tr>
<tr>
<td>Agency resource statement and summary resource tables by outcomes</td>
<td>203–4</td>
<td></td>
</tr>
<tr>
<td><strong>Management and accountability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Corporate governance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency heads are required to certify their agency’s actions in dealing with fraud</td>
<td>3, 103</td>
<td></td>
</tr>
<tr>
<td>Statement of the main corporate governance practices in place</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>Names of the senior executives and their responsibilities</td>
<td>25, 28, 29, 115</td>
<td></td>
</tr>
<tr>
<td>Senior management committees and their roles</td>
<td>28, 103, 104, 115</td>
<td></td>
</tr>
<tr>
<td>Corporate and operational plans and associated performance reporting and review</td>
<td>103–11</td>
<td></td>
</tr>
<tr>
<td>Internal audit arrangements including approach adopted to identifying areas of significant financial or operational risk and arrangements to manage those risks</td>
<td>104, 212</td>
<td></td>
</tr>
<tr>
<td>Policy and practices on the establishment and maintenance of appropriate ethical standards</td>
<td>106</td>
<td></td>
</tr>
<tr>
<td>How nature and amount of remuneration for SES officers is determined</td>
<td>104</td>
<td></td>
</tr>
<tr>
<td><strong>External scrutiny</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Significant developments in external scrutiny</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner</td>
<td>198–200</td>
<td></td>
</tr>
<tr>
<td>Reports by the Auditor-General, a Parliamentary Committee, the Commonwealth Ombudsman or an agency capability review</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td><strong>Management of human resources</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment of effectiveness in managing and developing human resources to achieve departmental objectives</td>
<td>104–8</td>
<td></td>
</tr>
<tr>
<td>Workforce planning, staff turnover and retention</td>
<td>107</td>
<td></td>
</tr>
<tr>
<td>Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and Australian Workplace Agreements (AWAs)</td>
<td>104, 105</td>
<td></td>
</tr>
<tr>
<td>Training and development undertaken and its impact</td>
<td>107</td>
<td></td>
</tr>
<tr>
<td>Work health and safety performance</td>
<td>106</td>
<td></td>
</tr>
<tr>
<td>Statistics on staffing</td>
<td>104–7, 118</td>
<td></td>
</tr>
<tr>
<td>Statistics on employees who identify as Indigenous</td>
<td>105</td>
<td></td>
</tr>
<tr>
<td>Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs</td>
<td>104, 105</td>
<td></td>
</tr>
<tr>
<td>Performance pay</td>
<td>104</td>
<td></td>
</tr>
<tr>
<td><strong>Assets management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment of effectiveness of assets management</td>
<td>111</td>
<td></td>
</tr>
<tr>
<td><strong>Purchasing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment of purchasing against core policies and principles</td>
<td>110</td>
<td></td>
</tr>
<tr>
<td><strong>Consultants</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.</td>
<td>201–2</td>
<td></td>
</tr>
<tr>
<td><strong>Australian National Audit Office Access Clauses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absence of provisions in contracts allowing access by the Auditor-General</td>
<td>202</td>
<td></td>
</tr>
<tr>
<td><strong>Exempt contracts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contracts exempted from publication in AusTender</td>
<td>202</td>
<td></td>
</tr>
<tr>
<td><strong>Small business</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procurement initiatives to support small business</td>
<td>111</td>
<td></td>
</tr>
</tbody>
</table>
### Compliance with Australian Communications and Media Authority Act 2005, Part 6, section 57, Annual report

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A copy of each direction given to the ACMA under section 14 during the financial year</td>
<td>189</td>
</tr>
<tr>
<td>A copy, or extract, of each instrument given to a carrier or to a carriage service provider under section 581 of the Telecommunications Act 1997 during the financial year</td>
<td>189</td>
</tr>
<tr>
<td>A report on the number and types of complaints made under Part 26 of the Telecommunications Act 1997</td>
<td>70–9</td>
</tr>
<tr>
<td>A report on the investigations conducted as a result of complaints made under Part 26 of the Telecommunications Act 1997</td>
<td>70–9</td>
</tr>
<tr>
<td>The results of those investigations</td>
<td></td>
</tr>
<tr>
<td>A report on the operation of Part 6 of the Telecommunications Act 1997</td>
<td>72</td>
</tr>
<tr>
<td>A report setting out statistical information relating to information or documents disclosed under Division 3 of Part 13 of the Telecommunications Act 1997</td>
<td>197</td>
</tr>
</tbody>
</table>

### Compliance with the Public Governance, Performance and Accountability Act 2013

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountable authority must give annual financial statements to the Auditor-General. A copy of the annual financial statements and the Auditor-General’s report must be included in the annual report.</td>
<td>212–91</td>
</tr>
<tr>
<td>Accountable authority must state whether, in the authority’s opinion, the financial statements:</td>
<td>214</td>
</tr>
<tr>
<td>a. comply with the accounting standards and any requirements prescribed by rules made under the Public Governance, Performance and Accountability Act 2013, being the Public Governance, Performance and Accountability (Financial Reporting) Rule 2015; and</td>
<td></td>
</tr>
<tr>
<td>b. present fairly the entity’s financial position, financial performance and cash flows</td>
<td></td>
</tr>
</tbody>
</table>

### Correction of material errors in previous annual report

Number of informal warnings and advisory letters in Table 25 has been revised from the 2013–14 annual report.
INDEPENDENT AUDITOR’S REPORT

To the Minister for Communications

I have audited the accompanying annual financial statements of the Australian Communications and Media Authority for the year ended 30 June 2015, which comprise:

- Statement by the Chief Executive and Chief Finance Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cash Flows;
- Schedule of Commitments;
- Schedule of Administered Comprehensive Income;
- Schedule of Administered Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement;
- Schedule of Administered Commitments; and
- Notes comprising a Summary of Significant Accounting Policies and other explanatory information.

Chief Executive’s Responsibility for the Financial Statements

The Chief Executive of the Australian Communications and Media Authority is responsible under the Public Governance, Performance and Accountability Act 2013 for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards and the rules made under that Act. The Chief Executive is also responsible for such internal control as is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Chief Executive of the entity, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

**Independence**

In conducting my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

**Opinion**

In my opinion, the financial statements of the Australian Communications and Media Authority:

(a) comply with Australian Accounting Standards and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and

(b) present fairly the financial position of the Australian Communications and Media Authority as at 30 June 2015 and its financial performance and cash flows for the year then ended.

Australian National Audit Office

[Signature]

Jolene Jones

Executive Director

Delegate of the Auditor-General

Canberra

3 September 2015
Australian Communications and Media Authority
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2015 are based on properly maintained financial records and present fairly the matters required by the Financial Reporting Rule made under the Public Governance, Performance and Accountability Act 2013, as amended.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Communications and Media Authority will be able to pay its debts as and when they fall due.

Signed: .............................................
Chris Chapman
Chief Executive

3 September 2015

Signed: .............................................
Anna Fleischer
Chief Finance Officer

3 September 2015
### Australian Communications and Media Authority

**STATEMENT OF COMPREHENSIVE INCOME**

*for the period ended 30 June 2015*

<table>
<thead>
<tr>
<th>Notes</th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET COST OF SERVICES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee benefits 4A</td>
<td>61,783</td>
<td>65,263</td>
</tr>
<tr>
<td>Suppliers 4B</td>
<td>26,366</td>
<td>28,136</td>
</tr>
<tr>
<td>Depreciation and amortisation 4C</td>
<td>10,035</td>
<td>8,635</td>
</tr>
<tr>
<td>Write-down and impairment of assets 4D</td>
<td>1,653</td>
<td>485</td>
</tr>
<tr>
<td>Losses from asset sales 4E</td>
<td>-</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>99,837</strong></td>
<td><strong>102,527</strong></td>
</tr>
<tr>
<td><strong>Own-Source Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Own-source revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services 5A</td>
<td>251</td>
<td>271</td>
</tr>
<tr>
<td>Other revenue 5B</td>
<td>2,177</td>
<td>2,493</td>
</tr>
<tr>
<td><strong>Total own-source revenue</strong></td>
<td><strong>2,428</strong></td>
<td><strong>2,764</strong></td>
</tr>
<tr>
<td><strong>Gains</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other gains 5C</td>
<td>83</td>
<td>82</td>
</tr>
<tr>
<td><strong>Total gains</strong></td>
<td><strong>83</strong></td>
<td><strong>82</strong></td>
</tr>
<tr>
<td><strong>Total own-source income</strong></td>
<td><strong>2,511</strong></td>
<td><strong>2,846</strong></td>
</tr>
<tr>
<td><strong>Net (cost of)/contribution by services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>(97,326)</strong></td>
<td><strong>(99,681)</strong></td>
</tr>
<tr>
<td><strong>Revenue from Government</strong> 5D</td>
<td>89,233</td>
<td>92,387</td>
</tr>
<tr>
<td><strong>Surplus/(Deficit) attributable to the Australian Government</strong></td>
<td><strong>(8,093)</strong></td>
<td><strong>(7,294)</strong></td>
</tr>
<tr>
<td><strong>OTHER COMPREHENSIVE INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items subject to subsequent reclassification to net cost of services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in asset revaluation surplus</td>
<td>30</td>
<td>70</td>
</tr>
<tr>
<td><strong>Total other comprehensive income before income tax</strong></td>
<td><strong>30</strong></td>
<td><strong>70</strong></td>
</tr>
<tr>
<td>Income tax expense - other comprehensive income</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total other comprehensive income/(loss)</strong></td>
<td><strong>30</strong></td>
<td><strong>70</strong></td>
</tr>
<tr>
<td><strong>Total comprehensive income/(loss) attributable to the Australian Government</strong></td>
<td><strong>(8,063)</strong></td>
<td><strong>(7,224)</strong></td>
</tr>
</tbody>
</table>

*The above statement should be read in conjunction with the accompanying notes.*
Australian Communications and Media Authority
STATEMENT OF FINANCIAL POSITION
as at 30 June 2015

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents 7A</td>
<td>3,375</td>
<td>3,496</td>
</tr>
<tr>
<td>Trade and other receivables 7B</td>
<td>24,180</td>
<td>17,597</td>
</tr>
<tr>
<td><strong>Total financial assets</strong></td>
<td>27,555</td>
<td>21,093</td>
</tr>
<tr>
<td><strong>Non-Financial Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land and buildings 8A</td>
<td>24,559</td>
<td>26,823</td>
</tr>
<tr>
<td>Property, plant and equipment 8B</td>
<td>4,513</td>
<td>3,483</td>
</tr>
<tr>
<td>Intangibles 8D</td>
<td>28,615</td>
<td>28,170</td>
</tr>
<tr>
<td>Other non-financial assets 8F</td>
<td>1,819</td>
<td>2,245</td>
</tr>
<tr>
<td><strong>Total non-financial assets</strong></td>
<td>59,506</td>
<td>60,721</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>87,061</td>
<td>81,814</td>
</tr>
</tbody>
</table>

| LIABILITIES           |            |            |
| Payables              |            |            |
| Suppliers 9A          | 6,096      | 4,659      |
| Other payables 9B     | 3,663      | 4,673      |
| **Total payables**    | 9,759      | 9,332      |
| Provisions            |            |            |
| Employee provisions 10A | 18,818    | 17,610     |
| Other provisions 10B  | 2,560      | 2,479      |
| **Total provisions**  | 21,378     | 20,089     |
| **Total liabilities** | 31,137     | 29,421     |
| **Net assets**        | 55,924     | 52,393     |

| EQUITY                |            |            |
| Contributed equity    | 92,940     | 81,346     |
| Reserves              | 910        | 899        |
| Retained surplus/(Accumulated deficit)  | (37,926)   | (29,852)   |
| **Total equity**      | 55,924     | 52,393     |

The above statement should be read in conjunction with the accompanying notes.
Australian Communications and Media Authority

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>Retained earnings</th>
<th>Asset revaluation surplus</th>
<th>Contributed equity/capital</th>
<th>Total equity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Opening balance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance carried forward from previous period</td>
<td>(29,852)</td>
<td>(23,693)</td>
<td>899</td>
<td>1,964</td>
</tr>
<tr>
<td>Adjusted opening balance</td>
<td>(29,852)</td>
<td>(23,693)</td>
<td>899</td>
<td>1,964</td>
</tr>
</tbody>
</table>

Comprehensive income

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Revaluation increment/(decrement) on non-financial assets</td>
<td>-</td>
<td>-</td>
<td>30</td>
<td>70</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Surplus/(Deficit) for the period</td>
<td>(8,093)</td>
<td>(7,294)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total comprehensive income

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total comprehensive income</td>
<td>(8,093)</td>
<td>(7,294)</td>
<td>30</td>
<td>70</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total comprehensive income attributable to</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Government</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Contributions by owners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity injection – Appropriations</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4,795</td>
<td>5,841</td>
</tr>
<tr>
<td>Departmental capital budget</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6,799</td>
<td>13,120</td>
</tr>
<tr>
<td>Total transactions with owners</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>11,594</td>
<td>18,961</td>
</tr>
<tr>
<td>Transfer of revaluation reserve of derecognised non-financial assets</td>
<td>19</td>
<td>1,135</td>
<td>(19)</td>
<td>(1,135)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Closing balance attributable to Australian Government</td>
<td>(37,926)</td>
<td>(29,852)</td>
<td>910</td>
<td>899</td>
<td>92,940</td>
<td>81,346</td>
</tr>
</tbody>
</table>

The above statement should be read in conjunction with the accompanying notes.
**Australian Communications and Media Authority**  
**STATEMENT OF CASH FLOWS**  
*for the period ended 30 June 2015*

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Notes</strong></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>123</td>
<td>351</td>
</tr>
<tr>
<td>Appropriations</td>
<td>83,372</td>
<td>94,230</td>
</tr>
<tr>
<td>Net GST received</td>
<td>3,367</td>
<td>4,423</td>
</tr>
<tr>
<td>Other</td>
<td>2,181</td>
<td>2,547</td>
</tr>
<tr>
<td>Total cash received</td>
<td>89,043</td>
<td>101,551</td>
</tr>
<tr>
<td>Cash used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees</td>
<td>62,595</td>
<td>66,853</td>
</tr>
<tr>
<td>Suppliers</td>
<td>26,424</td>
<td>32,236</td>
</tr>
<tr>
<td>Total cash used</td>
<td>89,219</td>
<td>99,089</td>
</tr>
<tr>
<td>Net cash from/(used by) operating activities</td>
<td>11</td>
<td>(176)</td>
</tr>
</tbody>
</table>

**INVESTING ACTIVITIES**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase of property, plant and equipment</td>
<td>1,493</td>
<td>14,292</td>
</tr>
<tr>
<td>Purchase of intangibles</td>
<td>9,366</td>
<td>7,901</td>
</tr>
<tr>
<td>Total cash used</td>
<td>10,879</td>
<td>22,193</td>
</tr>
<tr>
<td>Net cash from/(used by) investing activities</td>
<td>(10,879)</td>
<td>(22,193)</td>
</tr>
</tbody>
</table>

**FINANCING ACTIVITIES**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributed equity</td>
<td>10,934</td>
<td>22,193</td>
</tr>
<tr>
<td>Total cash received</td>
<td>10,934</td>
<td>22,193</td>
</tr>
<tr>
<td>Net cash from/(used by) financing activities</td>
<td>10,934</td>
<td>22,193</td>
</tr>
<tr>
<td>Net increase/(decrease) in cash held</td>
<td>(121)</td>
<td>2,462</td>
</tr>
<tr>
<td>Cash and cash equivalents at the beginning of the reporting period</td>
<td>3,496</td>
<td>1,034</td>
</tr>
<tr>
<td>Cash and cash equivalents at the end of the reporting period</td>
<td>3,375</td>
<td>3,496</td>
</tr>
</tbody>
</table>

The above statement should be read in conjunction with the accompanying notes.
### SCHEDULE OF COMMITMENTS

**as at 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BY TYPE</strong></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Commitments receivable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net GST recoverable on commitments&lt;sup&gt;1&lt;/sup&gt;</td>
<td>9,719</td>
<td>7,497</td>
</tr>
<tr>
<td>Total commitments receivable</td>
<td>9,719</td>
<td>7,497</td>
</tr>
<tr>
<td>Commitments payable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other commitments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating leases&lt;sup&gt;2&lt;/sup&gt;</td>
<td>51,852</td>
<td>58,501</td>
</tr>
<tr>
<td>Suppliers&lt;sup&gt;3&lt;/sup&gt;</td>
<td>55,056</td>
<td>23,970</td>
</tr>
<tr>
<td>Total other commitments</td>
<td>106,908</td>
<td>82,471</td>
</tr>
<tr>
<td>Net commitments by type</td>
<td>(97,189)</td>
<td>(74,974)</td>
</tr>
</tbody>
</table>

| **BY MATURITY**           |       |       |
| Commitments receivable    |       |       |
| Other commitments         |       |       |
| Within 1 year             | 2,068 | 1,588 |
| Between 1 to 5 years      | 4,904 | 3,483 |
| More than 5 years         | 2,747 | 2,426 |
| Total other commitments receivable | 9,719 | 7,497 |
| Commitments payable       |       |       |
| Operating leases commitments |       |       |
| Within 1 year             | 6,341 | 6,333 |
| Between 1 to 5 years      | 26,366 | 32,778 |
| More than 5 years         | 19,145 | 19,390 |
| Total operating lease commitments | 51,852 | 58,501 |
| Supplier commitments      |       |       |
| Within 1 year             | 16,409 | 11,139 |
| Between 1 to 5 years      | 27,581 | 5,534 |
| More than 5 years         | 11,066 | 7,297 |
| Total supplier commitments | 55,056 | 23,970 |
| Net commitments by maturity | (97,189) | (74,974) |

Notes:
- <sup>1</sup>Commitments are GST inclusive where relevant.
- <sup>2</sup>Operating leases are effectively non-cancellable.
- <sup>3</sup>Suppliers commitments are contracts the ACMA entered into for the provision of goods and services.

*This schedule should be read in conjunction with the accompanying notes.*
Australian Communications and Media Authority  
SCHEDULE OF COMMITMENTS  
as at 30 June 2015

2 Operating leases are effectively non-cancellable and comprise:

<table>
<thead>
<tr>
<th>General description of leasing arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Leases for office accommodation</strong></td>
</tr>
<tr>
<td>Office lease payments are subject to annual increases per annum. All office accommodation leases are current. A number of leases allow for extensions, the longest option providing for two to five year extensions at the ACMA’s discretion. On renewal, each lease allows for a market review to set the net rental base.</td>
</tr>
<tr>
<td><strong>Accommodation Lease</strong></td>
</tr>
<tr>
<td>Brisbane</td>
</tr>
<tr>
<td>Canberra</td>
</tr>
<tr>
<td>Melbourne</td>
</tr>
<tr>
<td>Parramatta</td>
</tr>
<tr>
<td>Sydney</td>
</tr>
</tbody>
</table>

| **Leases for motor vehicles** | The ACMA has leasing arrangements and is committed to lease payments. |
### Australian Communications and Media Authority
**SCHEDULE OF ADMINISTERED COMPREHENSIVE INCOME**
**for the period ended 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET COST OF SERVICES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPENSES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asset write-downs and impairments</td>
<td>16A</td>
<td>19</td>
</tr>
<tr>
<td>Total Expenses</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td><strong>INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxation revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other taxes</td>
<td>17A</td>
<td>615,655</td>
</tr>
<tr>
<td>Total taxation revenue</td>
<td></td>
<td>615,655</td>
</tr>
<tr>
<td>Non-taxation revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>17B</td>
<td>2,926</td>
</tr>
<tr>
<td>Fees and lines</td>
<td>17C</td>
<td>42,367</td>
</tr>
<tr>
<td>Other revenue</td>
<td>17C</td>
<td>-</td>
</tr>
<tr>
<td>Total non-taxation revenue</td>
<td></td>
<td>45,293</td>
</tr>
<tr>
<td>Total revenue</td>
<td></td>
<td>660,948</td>
</tr>
<tr>
<td><strong>Gains</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of assets</td>
<td>17D</td>
<td>2,128,228</td>
</tr>
<tr>
<td>Reversals of previous asset write-downs and impairments</td>
<td>17E</td>
<td>-</td>
</tr>
<tr>
<td>Total gains</td>
<td></td>
<td>2,128,228</td>
</tr>
<tr>
<td>Total income</td>
<td></td>
<td>2,789,176</td>
</tr>
<tr>
<td><strong>Net (cost of)/contribution by services</strong></td>
<td></td>
<td>2,789,157</td>
</tr>
<tr>
<td><strong>Surplus/(Deficit) after income tax on continuing operations</strong></td>
<td></td>
<td>2,789,157</td>
</tr>
<tr>
<td><strong>OTHER COMPREHENSIVE INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total comprehensive income/(loss)</td>
<td></td>
<td>2,789,157</td>
</tr>
</tbody>
</table>

*The above schedule should be read in conjunction with the accompanying notes.*
### Australian Communications and Media Authority
### SCHEDULE OF ADMINISTERED ASSETS AND LIABILITIES
### as at 30 June 2015

<table>
<thead>
<tr>
<th>Notes</th>
<th>ASSETS</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cash and cash equivalents</td>
<td>18A</td>
<td>603</td>
</tr>
<tr>
<td></td>
<td>Taxation receivables</td>
<td>18B</td>
<td>190,165</td>
</tr>
<tr>
<td></td>
<td>Trade and other receivables</td>
<td>18C</td>
<td>53,867</td>
</tr>
<tr>
<td></td>
<td>Other financial assets</td>
<td>18D</td>
<td>453</td>
</tr>
<tr>
<td></td>
<td>Total financial assets</td>
<td></td>
<td>245,088</td>
</tr>
<tr>
<td></td>
<td>Total assets administered on behalf of Government</td>
<td></td>
<td>245,088</td>
</tr>
<tr>
<td></td>
<td>LIABILITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payables</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prepayments</td>
<td>19A</td>
<td>158,918</td>
</tr>
<tr>
<td></td>
<td>Other payables</td>
<td>19A</td>
<td>3,303</td>
</tr>
<tr>
<td></td>
<td>Total payables</td>
<td></td>
<td>162,221</td>
</tr>
<tr>
<td></td>
<td>Total liabilities administered on behalf of government</td>
<td></td>
<td>162,221</td>
</tr>
<tr>
<td></td>
<td>Net assets/(liabilities)</td>
<td></td>
<td>82,867</td>
</tr>
</tbody>
</table>

The above schedule should be read in conjunction with the accompanying notes.
## Australian Communications and Media Authority
### ADMINISTERED RECONCILIATION SCHEDULE
#### for the period ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Opening administered assets less administered liabilities as at 1 July</td>
<td>(71,570)</td>
<td>151,479</td>
</tr>
<tr>
<td>Adjusted opening administered assets less administered liabilities</td>
<td>(71,570)</td>
<td>151,479</td>
</tr>
<tr>
<td>Plus: Administered income</td>
<td>2,789,176</td>
<td>656,983</td>
</tr>
<tr>
<td>Less: Administered expenses</td>
<td>(19)</td>
<td>-</td>
</tr>
<tr>
<td>Administered transfers to/from Australian Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation transfers from OPA</td>
<td>4,443</td>
<td>2,335</td>
</tr>
<tr>
<td>Transfers to OPA</td>
<td>(2,418,163)</td>
<td>(661,572)</td>
</tr>
<tr>
<td>Transfers to OPA (transfer to other entity- Finance Whole of Government)</td>
<td>(221,000)</td>
<td>(220,795)</td>
</tr>
<tr>
<td>Closing administered assets less administered liabilities as at 30 June</td>
<td>82,867</td>
<td>(71,570)</td>
</tr>
</tbody>
</table>
# ADMINISTERED CASH FLOW STATEMENT

For the period ended 30 June 2015

<table>
<thead>
<tr>
<th>Notes</th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>2,515</td>
<td>3,542</td>
</tr>
<tr>
<td>Taxes</td>
<td>635,889</td>
<td>658,527</td>
</tr>
<tr>
<td>Fees</td>
<td>3,248</td>
<td>4,153</td>
</tr>
<tr>
<td>Fines</td>
<td>190</td>
<td>1,147</td>
</tr>
<tr>
<td>Net GST received</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>(132,139)</td>
<td>215,633</td>
</tr>
<tr>
<td><strong>Total cash received</strong></td>
<td>509,703</td>
<td>883,002</td>
</tr>
<tr>
<td>Cash used</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subsidies paid</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>(3,108)</td>
<td>(4,206)</td>
</tr>
<tr>
<td><strong>Total cash used</strong></td>
<td>(3,108)</td>
<td>(4,206)</td>
</tr>
<tr>
<td><strong>Net cash from/(used by) operating activities</strong></td>
<td>19</td>
<td>506,595</td>
</tr>
<tr>
<td><strong>INVESTING ACTIVITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from sales of intangibles</td>
<td>2,128,228</td>
<td>1,580</td>
</tr>
<tr>
<td><strong>Total cash received</strong></td>
<td>2,128,228</td>
<td>1,580</td>
</tr>
<tr>
<td>Net cash from/(used by) investing activities</td>
<td>2,128,228</td>
<td>1,580</td>
</tr>
<tr>
<td><strong>Net increase/(decrease) in cash held</strong></td>
<td>2,634,823</td>
<td>880,376</td>
</tr>
<tr>
<td>Cash and cash equivalents at the beginning of the reporting period</td>
<td>500</td>
<td>156</td>
</tr>
<tr>
<td><strong>Cash from Official Public Account</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriations</td>
<td>4,443</td>
<td>2,335</td>
</tr>
<tr>
<td><strong>Total cash used from official public account</strong></td>
<td>4,443</td>
<td>2,335</td>
</tr>
<tr>
<td><strong>Cash to official public account</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriations</td>
<td>(2,418,163)</td>
<td>(661,572)</td>
</tr>
<tr>
<td>Transfer to other entities (Finance - Whole of Government)</td>
<td>(221,000)</td>
<td>(220,795)</td>
</tr>
<tr>
<td><strong>Total cash used to official public account</strong></td>
<td>(2,639,163)</td>
<td>(882,367)</td>
</tr>
<tr>
<td><strong>Cash and cash equivalents at the end of the reporting period</strong></td>
<td>17A 603</td>
<td>500</td>
</tr>
</tbody>
</table>

The above schedule should be read in conjunction with the accompanying notes.
Australian Communications and Media Authority  
SCHEDULE OF ADMINISTERED COMMITMENTS  
As at 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>By Type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commitments receivable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other commitment</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td>Total commitments receivable</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td>Net commitments by type</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>By Maturity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other commitments receivable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One year or less</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td>From one to five years</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total other commitments receivable</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td>Total commitments receivable</td>
<td>-</td>
<td>1,988,594</td>
</tr>
<tr>
<td>Net commitments by maturity</td>
<td>-</td>
<td>1,988,594</td>
</tr>
</tbody>
</table>

The above schedule should be read in conjunction with the accompanying notes.
Note 1: Summary of Significant Accounting Policies
Note 2: Events After Balance Sheet Date
Note 3: Net Cash Appropriation Arrangements
Note 4: Expenses
Note 5: Income
Note 6: Fair Value Measurements
Note 7: Financial Assets
Note 8: Non-Financial Assets
Note 9: Payables
Note 10: Provisions
Note 11: Cash flow reconciliation
Note 12: Contingent assets and liabilities
Note 13: Senior Management Personnel Remuneration
Note 14: Financial instruments
Note 15: Financial Assets Reconciliation
Note 16: Administered Expenses
Note 17: Administered Income
Note 18: Administered Financial Assets
Note 19: Administered Payables
Note 20: Administered Cash Flow Reconciliation
Note 21: Administered Contingent Assets and Liabilities
Note 22: Administered Financial Instruments
Note 23: Administered Financial Assets Reconciliation
Note 24: Appropriations
Note 25: Special Accounts
Note 26: Reporting of Outcomes
Note 27: Cost Recovery
Note 28: Budgetary Reports and Explanation of Major Variances
Note 29: Administered Budgetary Reports and Explanation of Major Variances
Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 1: Summary of Significant Accounting Policies

1.1 Objectives of the Australian Communications and Media Authority

The Australian Communications and Media Authority (ACMA) is an Australian Government controlled entity. It is a not-for-profit entity. The objective of the ACMA is to enable a communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice.

The entity is structured to meet the following outcomes and programs:

**Outcome 1:** A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice.

**Program 1.1:** Communications regulations, planning and licensing

**Program 1.2:** Consumer safeguards, education and information

The continued existence of the ACMA in its present form and with its present programs is dependent on Government policy and on continuing appropriations by Parliament for the ACMA’s administration and programs.

The ACMA’s activities contributing toward these outcomes are classified as either departmental or administered.

- Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the ACMA in its own right.
- Administered activities involve the management or oversight by the ACMA, on behalf of the Government, of items controlled or incurred by the Government.

The ACMA administers the following activities on behalf of the Government:

- Regulation of the telecommunications and radiofrequency services;
- Managing access to the radiofrequency spectrum bands through radio communications licence arrangements;
- Regulating compliance with the relevant legislation, licence conditions, codes of conduct and other service standards;
- Promoting and facilitating industry self-regulation, exercising its powers when necessary, and reporting on matters of importance to the communication industry;
- Managing Australia’s “Do Not Call Register”; and
- Representing Australia’s communication interests internationally.

1.2 Basis of Preparation of the Financial Statements

The financial statements are general purpose financial statements and are required by section 42 of the Public Governance, Performance and Accountability Act 2013.

The Financial Statements have been prepared in accordance with:

- Financial Reporting Rule (FRR) for reporting period ending on or after 1 July 2013
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the FRR, assets and liabilities are recognised in the Statement of Financial Position when and only when it is probable that future economic benefits will flow to the ACMA or a future sacrifice of economic benefits will be required, and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under executor contracts are not recognised unless required by an accounting standard. Liabilities and assets that are unrecognised are reported in the Schedule of Commitments or Note 12.

Unless alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the Statement of Comprehensive Income when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.
Administered revenues, expenses, assets, liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis, using the same policies as for departmental items, except where otherwise stated at Note 1.19.

1.3 Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, the ACMA has made the following judgements that have the most significant impact on the amounts recorded in the financial statements:

- The fair value of land and buildings has been assessed to be the market value of similar properties as determined by an independent valuer. In some instances, the ACMA’s buildings are purpose-built and may in fact realise more or less in the market;
- The fair value of plant and equipment has been estimated to be the market value of similar items determined by an independent valuer including allowances for physical deterioration of the asset;
- The provision for long service leave has been estimated using present value techniques, which take into account attrition rates and pay increases through promotion and inflation; and
- The provision for impairment of financial assets is assessed on a monthly basis. When a receivable is aged more than 90 days the debt is considered doubtful and a provision for the non-recovery of the debt is made.

Other than as noted below, no other accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next reporting period.

The amortised value of the administered receivable from broadcasting licence fees and datacasting charges has been estimated based on the prior year assessed licence fees on the assumption that all rebates will be claimed by broadcasting licensees and regardless of licensee compliance with rebate conditions. No indexation or other adjustments have been applied for inflation, new participants paying the levies and charges or growth in earnings from broadcasting.

1.4 New Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

No accounting standard has been adopted earlier than the application date as stated in the standard. The following new standard was issued prior to the signing of the statement by the Chief Executive and Chief Finance Officer, was applicable to the current reporting period and had a material effect on the ACMA’s financial statements.

<table>
<thead>
<tr>
<th>Standard/Interpretation</th>
<th>Application date for the ACMA</th>
<th>Nature of new changes/s in accounting policy and impact on initial application</th>
</tr>
</thead>
</table>
| AASB 1055 Budgetary Reporting | 1 July 2014 | Requires reporting of budgetary information by not-for-profit entities within the General Government Sector. In particular:  
- Original budget presented to Parliament;  
- Variance of actuals from budgets;  
- Explanations of significant variances; and  
- Provide users with information relevant to assessing the performance of the ACMA, including accountability of public resources entrusted to it. |

All other new, revised or amending Standards or Interpretations that were issued prior to the sign-off and are applicable to the current period did not have material effect and are not expected to have future material effect.
**Future Australian Accounting Standard Requirements**

The following revised standards were issued by the Australian Accounting Standards Board prior to the signing of the financial statements by the Chief Executive and Chief Finance Officer, and are expected to have a financial impact on the ACMA for future reporting periods.

<table>
<thead>
<tr>
<th>Standard/Interpretation</th>
<th>Application date</th>
<th>Nature of new changes/s in accounting policy and likely impact on initial application</th>
</tr>
</thead>
</table>
| AASB 9 Financial Instruments | 1 January 2018 | This revised standard was reissued in December 2014 and now incorporates:  
• The classification and measurement requirements for financial assets (including limited amendments) and for financial liabilities;  
• The recognition and derecognition requirements for financial instruments (representing the first phase of the three phase project that replaces AASB 139);  
• Requirements for impairments of financial assets (second phase); and  
• Hedge accounting (representing the third phase)  
Likely impact: may impact on recognition and measurement of financial instruments. |
| AASB 15 Revenue from Contracts with Customers | 1 January 2017 | This new standard specifies the accounting treatment for all revenue arising from contracts with customers, except for the contracts that are within the scope of the standards on leases, insurance contracts and financial instruments.  
Likely impact: minimal impact. |
| AASB 119 Employee Benefits | 1 January 2016 | The revised standard requires post-employment benefit obligation to be discounted using market rates on high quality corporate bonds or using government bonds if a deep market for high quality bonds does not exist.  
Likely impact: minimal impact. |
| AASB 124 Related Party Disclosures | 1 July 2016 | Extends the scope of AASB 124 Related Party Disclosures to include application by not-for-profit (NFP) public sector entities and includes implementation guidance for these entities.  
Likely impact: may impact related party disclosures. |

1.5 Revenue

Revenue from the sale of goods is recognised when:
• The risks and rewards of ownership have been transferred to the buyer;  
• The ACMA retains no managerial involvement or effective control over the goods;  
• The revenue and transaction costs incurred can be reliably measured; and  
• It is probable that the economic benefits associated with the transaction will flow to the ACMA.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:
• The amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and  
• The probable economic benefits associated with the transaction will flow to the ACMA.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at the end of reporting period. Allowances are made when collectability of the debt is no longer probable.

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the ACMA gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.
Appropriations receivable are recognised at their nominal amounts.

**Resources Received Free of Charge**

Resources received free of charge are recognised as revenue when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Contributions of assets at no cost of acquisition or for a nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Government agency or authority as a consequence of a restructuring of administrative arrangements (refer to Note 1.6).

**Parental Leave Payments Scheme**

Amounts received under the Parental Leave Payments Scheme by the ACMA not yet paid to employees have been presented at the gross amount as cash and a liability (payable).

1.6 **Gains**

**Resources Received Free of Charge**

Resources received free of charge are recognised as gains when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Government entity as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

**Sale of Assets**

Gains from disposal of assets are recognised when control of the asset has passed to the buyer.

1.7 **Transactions with the Government as Owner**

**Equity Injections**

Amounts appropriated which are designated as ‘equity injections’ for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

**Restructuring of Administrative Arrangements**

Net assets received from or relinquished to another Australian Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

**Other Distributions to Owners**

The Finance Reporting Rule (FRR) require that distributions to owners be debited to contribute equity unless it is in the nature of a dividend. No surplus output appropriation funding was relinquished and returned to the Official Public Account this financial year. Last year, the ACMA also had no surplus output appropriation funding to relinquish.

1.8 **Employee Benefits**

Liabilities for ‘short-term employee benefits’ (as defined in AASB 119 Employee Benefits) and termination benefits due within twelve months of end of reporting period are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.
Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for personal leave as all personal leave is non-vesting and the average sick leave taken in future years by employees of the ACMA is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees’ remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the ACMA’s employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the short hand method prescribed under section 24 of the Financial Reporting Rule. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. The ACMA recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

The ACMA’s staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap).

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance’s administered schedules and notes.

The ACMA makes employer contributions to the employees’ superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government of the superannuation entitlements of the ACMA’s employees. The ACMA accounts for the contributions as if they were contributions to defined contribution plans.

The ACMA makes contributions to other approved superannuation funds nominated by employees who have exercised their right to choose other funds. The contributions are made at a fixed rate to defined contribution schemes.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

1.9 Leases

A distinction is made between finance leases and operating leases.

- Finance leases effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of leased asset.
- An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where an asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract and a liability is recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight-line basis which is representative of the pattern of benefits derived from the leased assets.

1.10 Fair Value Measurements

Transfer between levels of Fair value hierarchy occurs when there is availability of sales or other data of an identical asset.
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.11 Cash
Cash is recognised at its nominal amount. Cash and cash equivalents includes:
- Cash on hand;
- Cash held by outsiders; and
- Cash in special accounts.

1.12 Financial Assets
The only category of financial assets held by the ACMA is “loans and receivables”.

These financial assets are not interest bearing, and are recognised and derecognised upon trade date.

Loans and Receivables
Loans and other receivables that have fixed or determinable payments, that are not quoted in an active market are classified as “loans and receivables”. Loans and receivables are measured at amortised cost using the effective interest method less impairment.

Impairment of Financial Assets
Financial assets are assessed for impairment at the end of each reporting period.

Financial assets held at amortised cost - if there is objective evidence that an impairment loss has been incurred for loans and receivables, the amount of the loss is measured as the difference between the asset’s carrying amount and the present value of estimated future cash flows discounted at the asset’s original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the Statement of Comprehensive Income.

1.13 Financial Liabilities
The only financial liabilities in the ACMA is “other financial liabilities”.

Financial liabilities are recognised and derecognised upon trade date.

Other Financial Liabilities
Other financial liabilities are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

1.14 Contingent Liabilities and Contingent Assets
Contingent liabilities and contingent assets are not recognised in the Statement of Financial Position but are reported in the relevant notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

1.15 Acquisition of Assets
Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor’s accounts immediately prior to the restructuring.
Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.16 Property, Plant and Equipment

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than the applicable threshold, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). The asset thresholds have not been changed during the current financial year.

<table>
<thead>
<tr>
<th>Asset Class</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buildings</td>
<td>$50,000</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>$10,000</td>
</tr>
<tr>
<td>Plant and equipment</td>
<td>$5,000</td>
</tr>
<tr>
<td>Motor vehicles</td>
<td>$10,000</td>
</tr>
<tr>
<td>Software – purchased</td>
<td>$10,000</td>
</tr>
<tr>
<td>Software – internally developed</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to ‘make good’ provisions in property leases taken up by the ACMA where there exists an obligation to restore the property to its original condition. These costs are included in the value of the ACMA’s leasehold improvements with a corresponding provision for the ‘make good’ recognised.

Revaluations

Fair values for each class of asset are determined as shown below:

<table>
<thead>
<tr>
<th>Asset class</th>
<th>Revaluation cycle</th>
<th>Fair Value Measured at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>Annually</td>
<td>Market approach</td>
</tr>
<tr>
<td>Building</td>
<td>Tri-annually</td>
<td>Depreciated replacement cost</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>Tri-annually</td>
<td>Depreciated replacement cost</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>Tri-annually</td>
<td>Market approach</td>
</tr>
<tr>
<td>Motor Vehicles</td>
<td>Tri-annually</td>
<td>Market approach</td>
</tr>
</tbody>
</table>

Following initial recognition at cost, property plant and equipment are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets’ fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the ACMA using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

<table>
<thead>
<tr>
<th>Asset Class</th>
<th>Useful Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buildings</td>
<td>5 to 40 years</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>3 to 15 years</td>
</tr>
<tr>
<td>Motor vehicles</td>
<td>5 to 10 years</td>
</tr>
</tbody>
</table>

Land has an indefinite useful life and is not depreciated.
Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Impairment

All assets were assessed for impairment at 30 June 2015. Where indications of impairment exist, the asset’s recoverable amount is estimated and an impairment adjustment made if the asset’s recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset’s ability to generate future cash flows, and the asset would be replaced if the ACMA were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

1.17 Intangibles

The ACMA’s intangibles comprise internally developed and purchased software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the ACMA’s software are 3 to 10 years, and have not changed from previous years.

All software assets were assessed for indications of impairment as at 30 June 2015.

1.18 Taxation / Competitive Neutrality

The ACMA is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

• Where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
• For receivables and payables.

Competitive Neutrality

The ACMA does not provide any services on for profit basis and does not have any Competitive Neutrality obligations.

1.19 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the schedule of administered schedules and related notes.

Except where otherwise stated below, administered schedules are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the ACMA for use by the Government rather than the ACMA is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the ACMA on behalf of the Government and reported as such in the schedule of administered cash flow administered items and in the administered reconciliation schedule. Thus the Schedule of Administered Items largely reflects the Government’s transactions, through the ACMA, with parties outside the Government.

Revenue

All administered revenues are revenues relating to the course of ordinary activities performed by the ACMA on behalf of the Australian Government.

Contributions from industries in the form of taxes, industry levies and fines are recognised as revenue when:

• The economic activity giving rise to the Government’s right to the contribution has taken place; and
• The liability to contribution can be reliably measured
Loans and Receivables

Where loans and receivables are not subject to concessional treatment, they are carried at amortised cost using the effective interest method. Gains and losses due to impairment, derecognition and amortisation are recognised through profit or loss.

Subsidies

Telecommunications Industry Levy was managed by the Telecommunications Universal Management Agency (TUSMA). From 1 July 2015, the functions carried out by TUSMA will be transferred to Department of Communications. The ACMA will continue to collect levies on behalf of Department of Communications, remit them to the OPA and report them as Non taxation revenues.

1.20 Monitoring and assessment of risks

The Australian Government continues to have regard to the developments in case law, including the High Court’s most recent decision on Commonwealth expenditures in Williams v Commonwealth (2014) HCA 23, as they contribute to the larger body of law relevant to the development of Commonwealth programs. In accordance with its general practice, the Government will continue to monitor and assess and decide on any appropriate actions to respond to risks of expenditure not being consistent with constitutional or other legal requirements.
Note 2: Events After Balance Sheet Date

Departmental

No event has occurred after the balance sheet that should be disclosed in these statements.

Administered

No event has occurred after the balance date that should be disclosed in these statements.
### Note 3: Net Cash Appropriation Arrangements

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total comprehensive income/(loss) less depreciation/amortisation expenses previously funded through revenue appropriations</td>
<td>1,972</td>
<td>1,411</td>
</tr>
<tr>
<td>Plus: depreciation/amortisation expenses previously funded through revenue appropriation</td>
<td>(10,035)</td>
<td>(8,635)</td>
</tr>
<tr>
<td>Total comprehensive income (loss) - as per the Statement of Comprehensive Income</td>
<td>(8,063)</td>
<td>(7,224)</td>
</tr>
</tbody>
</table>

1From 2010-11, the Government introduced net cash appropriation arrangements, where revenue appropriations for depreciation/amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.
Australian Communications and Media Authority  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Note 4: Expenses

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

#### Note 4A: Employee Benefits

<table>
<thead>
<tr>
<th>Component</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>41,151</td>
<td>46,128</td>
</tr>
<tr>
<td>Superannuation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Defined contribution plans</td>
<td>3,302</td>
<td>3,778</td>
</tr>
<tr>
<td>Defined benefit plans</td>
<td>5,320</td>
<td>6,179</td>
</tr>
<tr>
<td>Leave and other entitlements</td>
<td>9,669</td>
<td>7,370</td>
</tr>
<tr>
<td>Separation and redundancies</td>
<td>2,341</td>
<td>1,808</td>
</tr>
<tr>
<td><strong>Total employee benefits</strong></td>
<td>61,783</td>
<td>65,263</td>
</tr>
</tbody>
</table>

#### Note 4B: Suppliers

**Goods and services supplied or rendered**

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants</td>
<td>785</td>
<td>1,012</td>
</tr>
<tr>
<td>Contractors</td>
<td>2,158</td>
<td>1,948</td>
</tr>
<tr>
<td>Outsourced services(^1)</td>
<td>5,662</td>
<td>6,265</td>
</tr>
<tr>
<td>Stationery and publications</td>
<td>269</td>
<td>382</td>
</tr>
<tr>
<td>Legal costs</td>
<td>662</td>
<td>696</td>
</tr>
<tr>
<td>Occupancy costs</td>
<td>1,896</td>
<td>2,360</td>
</tr>
<tr>
<td>I.T. and communications services</td>
<td>3,620</td>
<td>3,771</td>
</tr>
<tr>
<td>Travel costs</td>
<td>1,500</td>
<td>1,746</td>
</tr>
<tr>
<td>Other</td>
<td>2,789</td>
<td>3,305</td>
</tr>
<tr>
<td><strong>Total goods and services supplied or rendered</strong></td>
<td>19,341</td>
<td>21,485</td>
</tr>
</tbody>
</table>

**Goods supplied in connection with**

| External parties                | 417     | 703     |
| **Total goods supplied**        | 417     | 703     |

**Services rendered in connection with**

| Related entities                | 665     | 1,193   |
| External parties                | 18,259  | 19,589  |
| **Total services rendered**     | 18,924  | 20,782  |
| **Total goods and services supplied or rendered** | 19,341  | 21,485  |

**Other suppliers**

**Operating lease rentals in connection with**

| External parties                | 6,074   | 5,804   |
| Minimum lease payments          | 951     | 847     |
| **Total other suppliers**       | 7,025   | 6,651   |
| **Total supplier**              | 26,366  | 28,136  |

\(^1\) The value of outsourced services includes the services provided free of charge by ANAO and remuneration of auditors for non-audit services.
Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 4: Expenses

<table>
<thead>
<tr>
<th></th>
<th>2015 ($'000)</th>
<th>2014 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note 4C: Depreciation and Amortisation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Depreciation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buildings and leasehold improvements</td>
<td>2,370</td>
<td>1,318</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>1,038</td>
<td>2,156</td>
</tr>
<tr>
<td><strong>Total depreciation</strong></td>
<td>3,408</td>
<td>3,474</td>
</tr>
<tr>
<td><strong>Amortisation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intangibles</td>
<td>6,627</td>
<td>5,161</td>
</tr>
<tr>
<td><strong>Total amortisation</strong></td>
<td>6,627</td>
<td>5,161</td>
</tr>
<tr>
<td><strong>Total depreciation and amortisation</strong></td>
<td>10,035</td>
<td>8,635</td>
</tr>
<tr>
<td><strong>Note 4D: Write-Down and Impairment of Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Impairment on financial instruments</td>
<td>(10)</td>
<td>10</td>
</tr>
<tr>
<td>Impairment of property, plant and equipment</td>
<td>361</td>
<td>456</td>
</tr>
<tr>
<td>Impairment on intangible assets</td>
<td>1,302</td>
<td>19</td>
</tr>
<tr>
<td><strong>Total write-down and impairment of assets</strong></td>
<td>1,653</td>
<td>485</td>
</tr>
<tr>
<td><strong>Note 4E: Losses from Asset Sales</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying value of assets sold</td>
<td>-</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total losses from asset sales</strong></td>
<td>-</td>
<td>8</td>
</tr>
</tbody>
</table>
## Note 5: Income

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Own-Source Income</strong></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

### Note 5A: Sale of Goods and Rendering of Services

<table>
<thead>
<tr>
<th>Sale of goods in connection with</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related entities</td>
<td>153</td>
<td>44</td>
</tr>
<tr>
<td>External parties</td>
<td>96</td>
<td>224</td>
</tr>
<tr>
<td>Rendering of services - external parties</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total sale of goods and rendering of services</strong></td>
<td><strong>251</strong></td>
<td><strong>271</strong></td>
</tr>
</tbody>
</table>

### GAINS

### Note 5B: Other Revenue

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number allocation charges</td>
<td>1,175</td>
<td>2,182</td>
</tr>
<tr>
<td>Other</td>
<td>1,002</td>
<td>311</td>
</tr>
<tr>
<td><strong>Total other revenue</strong></td>
<td><strong>2,177</strong></td>
<td><strong>2,493</strong></td>
</tr>
</tbody>
</table>

### Note 5C: Other Gains

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remuneration of auditors¹</td>
<td>83</td>
<td>82</td>
</tr>
<tr>
<td><strong>Total other gains</strong></td>
<td><strong>83</strong></td>
<td><strong>82</strong></td>
</tr>
</tbody>
</table>

### REVENUE FROM GOVERNMENT

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriations:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departmental appropriations</td>
<td>89,233</td>
<td>92,387</td>
</tr>
<tr>
<td><strong>Total revenue from Government</strong></td>
<td><strong>89,233</strong></td>
<td><strong>92,387</strong></td>
</tr>
</tbody>
</table>

¹KPMG was engaged by the ANAO in 2014/15 to provide financial statement audit services to the ACMA. The nature of other services provided by KPMG is the provision of financial reporting tools and associated training and support to the value of $0.013m (2014: $nil). The value of these services is included with suppliers expenses at note 4B.
### Note 6: Fair Value Measurements

#### Note 6A: Fair Value Measurements, Valuation techniques and Inputs Used

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2014</th>
<th>Category</th>
<th>2015</th>
<th>2014</th>
<th>Valuation Technique</th>
<th>Inputs used</th>
<th>Range (weighted average)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-financial assets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>6,950</td>
<td>6,920</td>
<td>2</td>
<td>Market approach</td>
<td></td>
<td>Sale prices of comparable land, land size, and appreciation rate</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Buildings on freehold land</td>
<td>195</td>
<td>209</td>
<td>3</td>
<td>Depreciated replacement cost</td>
<td></td>
<td>Cost per square metre</td>
<td>$1,680-$2,000 ($1,939)</td>
<td></td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>17,414</td>
<td>19,694</td>
<td>3</td>
<td>Depreciated replacement cost</td>
<td></td>
<td>Fit-out costs per square metre</td>
<td>$1,400-$1,910 ($797)</td>
<td></td>
</tr>
<tr>
<td>Other property, plant and equipment</td>
<td>4,513</td>
<td>3,483</td>
<td>2</td>
<td>Market approach</td>
<td></td>
<td>Cost of acquiring similar assets with equivalent service</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Total non-financial assets</td>
<td>29,072</td>
<td>30,306</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total fair value measurements of assets in the statement of financial position</td>
<td>29,072</td>
<td>30,306</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Note 6: Fair Value Measurement

1. No change in valuation technique occurred during the period.
2. Significant unobservable inputs only. Not applicable for assets or liabilities in the Level 2 category.

For Leasehold improvements, the ACMA procured valuation services from Colliers International in 2013 and relied on valuation models provided by Colliers. The ACMA analyses changes in fair value measurements every 3 years. Colliers provided the ACMA with written assurance that the model developed is in compliance with AASB 13 requirements.

For Other property, plant and equipment measured at depreciated replacement cost, the ACMA procured valuation services from Pickles Valuation Services (Pickles) in 2013 and relied on valuation methods provided by Pickles.

For Land, the ACMA procured valuation services from Savills in 2015. Savills provided the ACMA with written assurance that revaluation is in compliance with AASB 13 requirements.

Recurring Level 3 fair value measurements - sensitivity of inputs

The ACMA analyses changes in fair value measurements every 3 years. Pickles provided the ACMA with written assurance that the model developed is in compliance with AASB 13 requirements. The significant unobservable inputs used in the fair value measurement of the ACMA’s leasehold improvements and buildings are costs per square metre of similar properties in the relevant city. Significant increases (decreases) of any of those inputs in isolation would result in a significantly higher (lower) fair value measurements.

Note 6B: Level 1 and Level 2 Transfers to Recurring Fair Value Measurements

There were no level transfers between level 1, 2 and 3 during the reporting period.

The entity’s policy for determining when transfers between levels are deemed to have occurred can be found in Note 1.
Australian Communications and Media Authority  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  

Note 6: Fair Value Measurement  

Note 6C: Reconciliation for recurring Level 3 fair value measurements  

Recurring Level 3 fair value measurements - reconciliation for assets  

<table>
<thead>
<tr>
<th></th>
<th>Non-financial assets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Buildings on freehold land</td>
</tr>
<tr>
<td>Opening balance</td>
<td>$000  $000</td>
</tr>
<tr>
<td>Total gains/(losses) recognised in net cost of services¹</td>
<td>(14) (13)</td>
</tr>
<tr>
<td>Purchases</td>
<td>- -</td>
</tr>
<tr>
<td>Closing balance</td>
<td>195 209</td>
</tr>
</tbody>
</table>

¹These gains/ (losses) are presented in the Statement of Comprehensive Income and are for depreciation and impairment for the reporting period.

The entity’s policy for determining when transfers between levels are deemed to have occurred can be found in Note 1.
## Australian Communications and Media Authority
### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

#### Note 7: Financial Assets

<table>
<thead>
<tr>
<th></th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note 7A: Cash and Cash Equivalents</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash on hand or on deposit</td>
<td>3,276</td>
<td>3,419</td>
</tr>
<tr>
<td>Cash held for external parties</td>
<td>99</td>
<td>77</td>
</tr>
<tr>
<td><strong>Total cash and cash equivalents</strong></td>
<td><strong>3,375</strong></td>
<td><strong>3,496</strong></td>
</tr>
</tbody>
</table>

#### Note 7B: Trade and Other Receivables

**Goods and Services:**
- Related entities: $1,130 in 2015, $13,000 in 2014
- External parties: $7,700 in 2014
- **Total receivables for goods and services:** $1,350 in 2014

**Appropriations receivables:**
- For existing outputs: $23,485,000 in 2015, $16,964,000 in 2014
- **Total appropriations receivable:** $23,485,000 in 2015, $16,964,000 in 2014

**Other receivables:**
- GST receivable from the Australian Taxation Office: $314,000 in 2015, $449,000 in 2014
- Other: $380,000 in 2015, $159,000 in 2014
- **Total other receivables:** $694,000 in 2015, $608,000 in 2014

**Total trade and other receivables (gross):** $24,180,000 in 2015, $17,607,000 in 2014

**Less impairment allowance account:**
- Goods and services: $10,000 in 2014
- **Total impairment allowance account:** $10,000 in 2014

**Total trade and other receivables (net):** $24,180,000 in 2015, $17,597,000 in 2014

**Receivables are expected to be recovered in:**
- No more than 12 months: $24,180,000 in 2015, $17,597,000 in 2014
- More than 12 months: $- in 2015, $- in 2014
- **Total trade and other receivables (net):** $24,180,000 in 2015, $17,597,000 in 2014

**Receivables are aged as follows:**
- Not overdue: $24,160,000 in 2015, $17,573,000 in 2014
- Overdue by:
  - 0 to 30 days: $20,000 in 2015, $24,000 in 2014
  - 31 to 60 days: $- in 2015, $- in 2014
  - 61 to 90 days: $- in 2015, $- in 2014
  - More than 90 days: $- in 2015, $10,000 in 2014
- **Total receivables (gross):** $24,180,000 in 2015, $17,607,000 in 2014

**The impairment allowance account is aged as follows:**
- Not overdue: $- in 2015, $- in 2014
- Overdue by:
  - 0 to 30 days: $- in 2015, $- in 2014
  - 31 to 60 days: $- in 2015, $- in 2014
  - 61 to 90 days: $- in 2015, $- in 2014
  - More than 90 days: $- in 2015, $10,000 in 2014
- **Total impairment allowance account:** $- in 2015, $10,000 in 2014
Note 7: Financial Assets

Reconciliation of the Impairment Allowance Account:

Movements in relation to 2015

<table>
<thead>
<tr>
<th></th>
<th>Goods and services $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening balance</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Amounts recovered and reversed</td>
<td>(10)</td>
<td>(10)</td>
</tr>
<tr>
<td>Closing balance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Movements in relation to 2014

<table>
<thead>
<tr>
<th></th>
<th>Goods and services $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amounts written off</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Closing balance</td>
<td>10</td>
<td>10</td>
</tr>
</tbody>
</table>
### Note 8: Non-Financial Assets

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Note 8A: Land and Buildings</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land at Fair value</td>
<td>6,950</td>
<td>6,920</td>
</tr>
<tr>
<td>Total land</td>
<td>6,950</td>
<td>6,920</td>
</tr>
<tr>
<td><strong>Buildings on freehold land</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair value</td>
<td>222</td>
<td>222</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(27)</td>
<td>(13)</td>
</tr>
<tr>
<td>Total buildings on freehold land</td>
<td>195</td>
<td>209</td>
</tr>
<tr>
<td><strong>Leasehold improvements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair value</td>
<td>20,775</td>
<td>20,698</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(3,361)</td>
<td>(1,004)</td>
</tr>
<tr>
<td>Total leasehold improvements</td>
<td>17,414</td>
<td>19,694</td>
</tr>
<tr>
<td><strong>Total land and buildings</strong></td>
<td>24,559</td>
<td>26,823</td>
</tr>
</tbody>
</table>

No indicators of impairment were found for land and buildings.

Land was revalued by independent valuers as at 30 June 2015 in accordance with revaluation policy stated at Note 1.16

### Note 8B: Property, Plant and Equipment

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Property, Plant and Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair value</td>
<td>7,403</td>
<td>5,576</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(2,890)</td>
<td>(2,093)</td>
</tr>
<tr>
<td>Total property, plant and equipment</td>
<td>4,513</td>
<td>3,483</td>
</tr>
</tbody>
</table>

No indicators of impairment were found for property, plant and equipment.

### Revaluations of non-financial assets

Revaluation increment of $30,000 for Land (2014: increment of $70,000)

Movements on the revaluation reserves are as follows:

<table>
<thead>
<tr>
<th>Asset Class</th>
<th>Increment (Decrement)</th>
<th>Increment (Decrement)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>30</td>
<td>70</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>-</td>
<td>(1,146)</td>
</tr>
<tr>
<td>Plant and equipment</td>
<td>(4)</td>
<td>(4)</td>
</tr>
<tr>
<td>Technical equipment</td>
<td>(15)</td>
<td>15</td>
</tr>
</tbody>
</table>

All increments and decrements were transferred to the asset revaluation surplus by asset class and included in the equity section. A value of $19k was transferred from the Asset revaluation reserve account to retained earnings for decommissioned and revalued assets that had revaluation reserve movements.
### Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**Note 8: Non-Financial Assets**

**Note 8C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment for 2015**

<table>
<thead>
<tr>
<th></th>
<th>Land $'000</th>
<th>Buildings $'000</th>
<th>Total land and buildings $'000</th>
<th>Other property, plant &amp; equipment $'000</th>
<th>WIP Non IT Projects $'000</th>
<th>Total Other property, plant &amp; equipment $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>As at 1 July 2014</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value</td>
<td>6,920</td>
<td>20,920</td>
<td>27,840</td>
<td>5,304</td>
<td>272</td>
<td>5,576</td>
<td>33,416</td>
</tr>
<tr>
<td>Accumulated depreciation and impairment</td>
<td>-</td>
<td>(1,017)</td>
<td>(1,017)</td>
<td>(2,093)</td>
<td>-</td>
<td>(2,093)</td>
<td>(3,110)</td>
</tr>
<tr>
<td><strong>Total as at 1 July 2014</strong></td>
<td>6,920</td>
<td>19,903</td>
<td>26,823</td>
<td>3,211</td>
<td>272</td>
<td>3,483</td>
<td>30,306</td>
</tr>
</tbody>
</table>

**Additions**

- By purchase: 76
- Revaluations and impairments recognised in other comprehensive income: 30
- Depreciation: (2,370)
- Reclassification: 1,353
- Impairments recognised in net cost of services: (361)

**Total as at 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th>Land $'000</th>
<th>Buildings $'000</th>
<th>Total land and buildings $'000</th>
<th>Other property, plant &amp; equipment $'000</th>
<th>WIP Non IT Projects $'000</th>
<th>Total Other property, plant &amp; equipment $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>As at 1 July 2014</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value</td>
<td>6,920</td>
<td>20,920</td>
<td>27,840</td>
<td>5,304</td>
<td>272</td>
<td>5,576</td>
<td>33,416</td>
</tr>
<tr>
<td>Accumulated depreciation and impairment</td>
<td>-</td>
<td>(1,017)</td>
<td>(1,017)</td>
<td>(2,093)</td>
<td>-</td>
<td>(2,093)</td>
<td>(3,110)</td>
</tr>
<tr>
<td><strong>Total as at 1 July 2014</strong></td>
<td>6,920</td>
<td>19,903</td>
<td>26,823</td>
<td>3,211</td>
<td>272</td>
<td>3,483</td>
<td>30,306</td>
</tr>
</tbody>
</table>
## Australian Communications and Media Authority
### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**Note 8: Non-Financial Assets**

**Note 8C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment for 2014**

<table>
<thead>
<tr>
<th></th>
<th>Land $’000</th>
<th>Buildings $’000</th>
<th>Total land and buildings $’000</th>
<th>Other property, plant &amp; equipment $’000</th>
<th>WIP Non IT Projects $’000</th>
<th>Other property, plant &amp; equipment $’000</th>
<th>Total $’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>As at 1 July 2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value</td>
<td>6,850</td>
<td>5,528</td>
<td>12,378</td>
<td>4,177</td>
<td>8,365</td>
<td>20,743</td>
<td></td>
</tr>
<tr>
<td>Accumulated depreciation and impairment</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total as at 1 July 2013</td>
<td>6,850</td>
<td>5,528</td>
<td>12,378</td>
<td>4,177</td>
<td>8,365</td>
<td>20,743</td>
<td></td>
</tr>
<tr>
<td>Additions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>By purchase</td>
<td>-</td>
<td>1,441</td>
<td>1,441</td>
<td>12</td>
<td>11,980</td>
<td>11,992</td>
<td>13,433</td>
</tr>
<tr>
<td>Revaluations and impairments recognised in other comprehensive income</td>
<td>70</td>
<td>-</td>
<td>70</td>
<td>-</td>
<td>-</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>-</td>
<td>(1,318)</td>
<td>(1,318)</td>
<td>(2,156)</td>
<td>(2,156)</td>
<td>(3,474)</td>
<td></td>
</tr>
<tr>
<td>Reclassification</td>
<td>-</td>
<td>14,540</td>
<td>14,540</td>
<td>1,355</td>
<td>(15,896)</td>
<td>(14,541)</td>
<td>(1)</td>
</tr>
<tr>
<td>Impairments recognised in net cost of services</td>
<td>-</td>
<td>(288)</td>
<td>(288)</td>
<td>(177)</td>
<td>(177)</td>
<td>(465)</td>
<td></td>
</tr>
<tr>
<td>Other movements</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Total as at 30 June 2015</td>
<td>6,920</td>
<td>19,903</td>
<td>26,823</td>
<td>3,211</td>
<td>272</td>
<td>3,483</td>
<td>30,306</td>
</tr>
</tbody>
</table>

Total as at 30 June 2014 represented by

<table>
<thead>
<tr>
<th></th>
<th>Land $’000</th>
<th>Buildings $’000</th>
<th>Total land and buildings $’000</th>
<th>Other property, plant &amp; equipment $’000</th>
<th>WIP Non IT Projects $’000</th>
<th>Other property, plant &amp; equipment $’000</th>
<th>Total $’000</th>
</tr>
</thead>
<tbody>
<tr>
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<td>5,304</td>
<td>272</td>
<td>5,576</td>
<td>33,416</td>
</tr>
<tr>
<td>Accumulated depreciation and impairment</td>
<td>-</td>
<td>(1,017)</td>
<td>(1,017)</td>
<td>(2,093)</td>
<td>(2,093)</td>
<td>(3,110)</td>
<td></td>
</tr>
<tr>
<td>Total as at 30 June 2014</td>
<td>6,920</td>
<td>19,903</td>
<td>26,823</td>
<td>3,211</td>
<td>272</td>
<td>3,483</td>
<td>30,306</td>
</tr>
</tbody>
</table>
### Note 8: Non-Financial Assets

**Note 8D: Intangibles**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer software internally developed</td>
<td>38,169</td>
<td>8,408</td>
</tr>
<tr>
<td>WIP IT projects</td>
<td>13,888</td>
<td>38,729</td>
</tr>
<tr>
<td>Computer software purchased</td>
<td>9,378</td>
<td>9,219</td>
</tr>
<tr>
<td>Accumulated amortisation</td>
<td>(32,820)</td>
<td>(28,186)</td>
</tr>
<tr>
<td><strong>Total intangibles</strong></td>
<td><strong>28,615</strong></td>
<td><strong>28,170</strong></td>
</tr>
</tbody>
</table>

The useful life of an intangible asset was reassessed and 5 assets were decommissioned due to discontinued use.

### Note 8E: Reconciliation of the Opening and Closing Balances of Intangibles for 2015

<table>
<thead>
<tr>
<th></th>
<th>Computer software internally developed</th>
<th>WIP IT projects</th>
<th>Computer software purchased</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>As at 1 July 2014</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value</td>
<td>38,730</td>
<td>8,407</td>
<td>9,219</td>
<td>56,356</td>
</tr>
<tr>
<td>Accumulated amortisation and impairment</td>
<td>(20,976)</td>
<td>-</td>
<td>(7,210)</td>
<td>(28,186)</td>
</tr>
<tr>
<td><strong>Net book value as at 1 July 2014</strong></td>
<td>17,754</td>
<td>8,407</td>
<td>2,009</td>
<td>28,170</td>
</tr>
</tbody>
</table>

**Additions**

- Internally developed: 9,386
- Amortisation: (1,094)
- Reclassifications: 333
- Impairments of assets: (1,012)

**Other movement - rounding:** -

**Total as at 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13,479</td>
<td>13,888</td>
</tr>
</tbody>
</table>
### Note 8E: Reconciliation of the Opening and Closing Balances of Intangibles for 2014

<table>
<thead>
<tr>
<th></th>
<th>Computer software internally developed</th>
<th>WIP IT Projects</th>
<th>Computer software purchased</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>As at 1 July 2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value</td>
<td>28,089</td>
<td>11,847</td>
<td>10,926</td>
<td>50,862</td>
</tr>
<tr>
<td>Accumulated amortisation and impairment</td>
<td>(17,865)</td>
<td>-</td>
<td>(8,410)</td>
<td>(26,275)</td>
</tr>
<tr>
<td>Net book value 1 July 2013</td>
<td>10,224</td>
<td>11,847</td>
<td>2,516</td>
<td>24,587</td>
</tr>
<tr>
<td>Additions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internally developed</td>
<td>-</td>
<td>8,763</td>
<td>-</td>
<td>8,763</td>
</tr>
<tr>
<td>Amortisation</td>
<td>(4,072)</td>
<td>-</td>
<td>(1,089)</td>
<td>(5,161)</td>
</tr>
<tr>
<td>Reclassifications</td>
<td>11,619</td>
<td>(12,203)</td>
<td>584</td>
<td>-</td>
</tr>
<tr>
<td>Impairment of assets</td>
<td>(17)</td>
<td>-</td>
<td>(2)</td>
<td>(19)</td>
</tr>
<tr>
<td>Total as at 30 June 2014</td>
<td>17,754</td>
<td>8,407</td>
<td>2,009</td>
<td>28,170</td>
</tr>
</tbody>
</table>

Net book value as of 30 June 2014 represented by:

<table>
<thead>
<tr>
<th></th>
<th>Gross book value</th>
<th>Accumulated amortisation and impairment</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>38,730</td>
<td>(20,976)</td>
<td>56,356</td>
</tr>
<tr>
<td>Gross book value</td>
<td>8,407</td>
<td>(7,210)</td>
<td>28,186</td>
</tr>
<tr>
<td>Total as at 30 June 2014</td>
<td>17,754</td>
<td>8,407</td>
<td>28,170</td>
</tr>
</tbody>
</table>
Note 8: Non-Financial Assets

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Note 8F: Other Non-Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>1,819</td>
<td>2,245</td>
</tr>
<tr>
<td>Total other non-financial assets</td>
<td>1,819</td>
<td>2,245</td>
</tr>
<tr>
<td>Other non-financial assets expected to be recovered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No more than 12 months</td>
<td>1,819</td>
<td>2,245</td>
</tr>
<tr>
<td>Total other non-financial assets</td>
<td>1,819</td>
<td>2,245</td>
</tr>
</tbody>
</table>
### Note 9: Payables

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Note 9A: Suppliers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade creditors and accruals</td>
<td>3,771</td>
<td>3,209</td>
</tr>
<tr>
<td>Operating lease rentals</td>
<td>2,325</td>
<td>1,450</td>
</tr>
<tr>
<td><strong>Total supplier payables</strong></td>
<td>6,096</td>
<td>4,659</td>
</tr>
</tbody>
</table>

Suppliers expected to be settled in:

- **No more than 12 months**
  - Trade creditors and accruals: 3,771
  - Operating lease rentals: 2,325
- **More than 12 months**
  - Total: 6,096

**Total supplier payables**: 6,096

### Suppliers in connection with

- **Related parties**
  - Suppliers in connection with related parties: -
- **External parties**
  - Suppliers in connection with external parties: 6,096

**Total supplier payables**: 6,096

Settlement is usually made within 30 days.

### Note 9B: Other Payables

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Salaries and wages</strong></td>
<td>2,358</td>
<td>2,787</td>
</tr>
<tr>
<td><strong>Superannuation</strong></td>
<td>286</td>
<td>289</td>
</tr>
<tr>
<td><strong>Separations and redundancies</strong></td>
<td>1,008</td>
<td>1,586</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td><strong>Total other payables</strong></td>
<td>3,663</td>
<td>4,673</td>
</tr>
</tbody>
</table>

**Other payables expected to be settled in**

- **No more than 12 months**
  - Total: 3,663

**Total other payables**: 3,663
### Note 10: Provisions

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

#### Note 10A: Employee Provisions

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave</td>
<td>18,818</td>
<td>17,610</td>
</tr>
<tr>
<td>Total employee provisions</td>
<td>18,818</td>
<td>17,610</td>
</tr>
</tbody>
</table>

Employee provisions are expected to be settled in:

- No more than 12 months: 15,513
- More than 12 months: 3,305

Total employee provisions: 18,818

#### Note 10B: Other Provisions

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision for restoration obligations $^1$</td>
<td>2,560</td>
<td>2,479</td>
</tr>
<tr>
<td>Total other provisions</td>
<td>2,560</td>
<td>2,479</td>
</tr>
</tbody>
</table>

Other provisions expected to be settled in:

- More than 12 months: 2,560

Total other provisions: 2,560

---

#### Reconciliation of the Other Provisions Account:

<table>
<thead>
<tr>
<th></th>
<th>Provision for restoration</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>As at 1 July 2014</td>
<td>2,479</td>
<td>2,479</td>
</tr>
<tr>
<td>Additional provisions made</td>
<td>81</td>
<td>81</td>
</tr>
<tr>
<td>Amounts reversed</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Amounts used</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Unwinding of discount or change in discount rate</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total as at 30 June 2015</td>
<td>2,560</td>
<td>81</td>
</tr>
</tbody>
</table>

$^1$As indicated on the Schedule of Commitments, the ACMA currently has 5 major agreements for the leasing of premises which have provisions requiring the ACMA to restore the premises to their original condition at the conclusion of the lease (2014:5). The ACMA re-values the restoration obligation each year using the market value of the obligation at reporting date.
## Note 11: Cash flow reconciliation

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

### Reconciliation of cash and cash equivalents as per statement of financial position to cash flow statement

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents as per</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash flow statement</td>
<td>3,375</td>
<td>3,496</td>
</tr>
<tr>
<td>Statement of financial position</td>
<td>3,375</td>
<td>3,496</td>
</tr>
<tr>
<td><strong>Discrepancy</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
</tr>
</tbody>
</table>

### Reconciliation of net cost of services to net cash from/(used by) operating activities

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net (cost of)/contribution by services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(97,326)</td>
<td>(99,681)</td>
</tr>
<tr>
<td><strong>Revenue from Government</strong></td>
<td>89,233</td>
<td>92,387</td>
</tr>
</tbody>
</table>

### Adjustments for non-cash items

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Depreciation/amortisation</strong></td>
<td>10,035</td>
<td>8,635</td>
</tr>
<tr>
<td><strong>Write-down and impairment of assets</strong></td>
<td>1,663</td>
<td>485</td>
</tr>
<tr>
<td><strong>Losses from sale of assets</strong></td>
<td><strong>-</strong></td>
<td><strong>8</strong></td>
</tr>
</tbody>
</table>

### Movements in assets and liabilities

#### Assets

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(Increase)/Decrease in net receivables</strong></td>
<td>(5,923)</td>
<td>786</td>
</tr>
<tr>
<td><strong>(Increase)/Decrease in prepayments</strong></td>
<td>426</td>
<td>(708)</td>
</tr>
</tbody>
</table>

#### Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase/(Decrease) in supplier payables</strong></td>
<td>1,437</td>
<td>885</td>
</tr>
<tr>
<td><strong>Increase/(Decrease) in other payable</strong></td>
<td>(1,010)</td>
<td>672</td>
</tr>
<tr>
<td><strong>Increase/(Decrease) in employee provisions</strong></td>
<td>1,208</td>
<td>(1,488)</td>
</tr>
<tr>
<td><strong>Increase/(Decrease) in other provisions</strong></td>
<td>81</td>
<td>481</td>
</tr>
</tbody>
</table>

### Net cash from/(used by) operating activities

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>(175)</strong></td>
<td><strong>2,462</strong></td>
</tr>
</tbody>
</table>
Australian Communications and Media Authority  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 12: Contingent assets and liabilities

Quantifiable Contingencies
There is no contingent assets and liabilities reported in respect to claims for damages in 2015: $nil (2014: $nil).

Unquantifiable Contingencies
At 30 June 2015, the ACMA is involved in a number of legal proceedings, mostly of an administrative law nature, although some involved civil proceedings or prosecutions actioned by the ACMA. It is not possible to estimate the amounts of any eventual payments that may be required in relation to these claims.

Significant Remote Contingencies
The ACMA has $nil remote contingencies as at 30 June 2015 (2014: $nil).
## Note 13: Senior Management Personnel Remuneration

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Short-term employee benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salary</td>
<td>3,926,937</td>
<td>4,324,393</td>
</tr>
<tr>
<td>Performance bonuses</td>
<td>238,020</td>
<td>237,401</td>
</tr>
<tr>
<td>Other</td>
<td>445,790</td>
<td>524,523</td>
</tr>
<tr>
<td><strong>Total short-term employee benefits</strong></td>
<td>4,610,747</td>
<td>5,086,317</td>
</tr>
<tr>
<td><strong>Post-employment benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Superannuation</td>
<td>781,311</td>
<td>1,208,159</td>
</tr>
<tr>
<td><strong>Total post-employment benefits</strong></td>
<td>781,311</td>
<td>1,208,159</td>
</tr>
<tr>
<td><strong>Other long-term employee benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual leave accrued</td>
<td>235,446</td>
<td>367,080</td>
</tr>
<tr>
<td>Long-service leave</td>
<td>108,147</td>
<td>119,683</td>
</tr>
<tr>
<td><strong>Total other long-term employee benefits</strong></td>
<td>343,593</td>
<td>486,763</td>
</tr>
<tr>
<td><strong>Termination benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary Redundancy payments</td>
<td>-</td>
<td>139,382</td>
</tr>
<tr>
<td><strong>Total termination benefits</strong></td>
<td></td>
<td>139,382</td>
</tr>
<tr>
<td><strong>Total senior executive remuneration expenses</strong></td>
<td>5,735,651</td>
<td>6,920,621</td>
</tr>
</tbody>
</table>

The total number of senior management personnel that are included in the above table are 24 senior management personnel (2014: 28).
## Note 14: Financial Instruments

### Note 14A: Categories of Financial Instruments

#### Financial Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans and receivables</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>3,375</td>
<td>3,496</td>
</tr>
<tr>
<td>Trade receivables (net)</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,376</td>
<td>3,521</td>
</tr>
</tbody>
</table>

**Carrying amount of financial assets**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,376</td>
<td>3,521</td>
</tr>
</tbody>
</table>

#### Financial Liabilities

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>At amortised cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade creditors and accruals</td>
<td>3,771</td>
<td>3,209</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,771</td>
<td>3,209</td>
</tr>
</tbody>
</table>

**Carrying amount of financial liabilities**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,771</td>
<td>3,209</td>
</tr>
</tbody>
</table>

### Note 14B: Net Gains or Losses on Financial Assets

Trade receivables are short term and non-interest bearing. There is no finance income or expense from these assets.

### Note 14C: Fair Value of Financial Instruments

All financial assets and liabilities are short term trade receivables and payables the carrying amount of which are a reasonable approximation of fair value.
Note 14D: Credit Risk
The ACMA is exposed to minimal credit risk as financial assets are cash and trade receivables. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables (2015: $1,000 and 2014: $35,000). The ACMA has assessed the risk of the default on payment and has allocated $nil (2014: $10,000) to an impairment allowance account.

The ACMA manages its credit risk by restricting the provision of goods and services on credit to pre-approved credit clients only. Credit limits granted to approved clients are re-assessed at least annually to ensure that the ACMA is not exposed to unacceptable credit risk.

The ACMA holds no collateral to mitigate against credit risk.

Credit quality of financial instruments not past due or individually determined as impaired

<table>
<thead>
<tr>
<th></th>
<th>Not past due nor impaired</th>
<th>Not past due nor impaired</th>
<th>Past due or impaired</th>
<th>Past due or impaired</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td>Financial assets</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>3,375</td>
<td>3,496</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Trade receivables</td>
<td>1</td>
<td>11</td>
<td>-</td>
<td>24</td>
</tr>
<tr>
<td>Total</td>
<td>3,376</td>
<td>3,507</td>
<td>-</td>
<td>24</td>
</tr>
</tbody>
</table>

Ageing of financial assets that were past due but not impaired in 2015

<table>
<thead>
<tr>
<th></th>
<th>0 to 30 days</th>
<th>31 to 60 days</th>
<th>61 to 90 days</th>
<th>90+ days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assets</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Trade receivables</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Ageing of financial assets that were past due but not impaired in 2014

<table>
<thead>
<tr>
<th></th>
<th>0 to 30 days</th>
<th>31 to 60 days</th>
<th>61 to 90 days</th>
<th>90+ days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade receivables</td>
<td>24</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>24</td>
</tr>
<tr>
<td>Total</td>
<td>24</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>24</td>
</tr>
</tbody>
</table>
NOTE 14: Financial Instruments

Note 14E: Liquidity Risk
The ACMA’s financial liabilities are trade creditors and accruals. The exposure to liquidity risk is based on the notion that the ACMA will encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely as the ACMA is appropriated funding from the Australian Government and the ACMA manages its budget funds to ensure it has adequate funds available to meet payments as they fall due. In addition, the ACMA has policies in place to ensure timely payment is made when due and has no past experience of default.

Maturities for non-derivative financial liabilities in 2015

<table>
<thead>
<tr>
<th></th>
<th>Within 1 year</th>
<th>between 1-2 years</th>
<th>between 2-5 years</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade creditors and accruals</td>
<td>3,771</td>
<td>-</td>
<td>-</td>
<td>3,771</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,771</td>
<td>-</td>
<td>-</td>
<td>3,771</td>
</tr>
</tbody>
</table>

Maturities for non-derivative financial liabilities in 2014

<table>
<thead>
<tr>
<th></th>
<th>Within 1 year</th>
<th>between 1-2 years</th>
<th>between 2-5 years</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade creditors and accruals</td>
<td>3,209</td>
<td>-</td>
<td>-</td>
<td>3,209</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,209</td>
<td>-</td>
<td>-</td>
<td>3,209</td>
</tr>
</tbody>
</table>

Note 14F: Market Risk
The ACMA holds basic financial instruments that do not expose ACMA to certain market risks including currency risk, other price risk and interest rate risk.
### Note 15: Financial Assets Reconciliation

<table>
<thead>
<tr>
<th>Financial assets</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total financial assets as per statement of financial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>position</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriations receivable</td>
<td>23,485</td>
<td>16,964</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>694</td>
<td>608</td>
</tr>
<tr>
<td>Total non-financial instrument components</td>
<td>24,179</td>
<td>17,572</td>
</tr>
<tr>
<td>Total financial assets as per financial instruments</td>
<td>3,376</td>
<td>3,521</td>
</tr>
</tbody>
</table>

**Notes:**
- Total financial assets as per financial instruments note 14A.
### Note 16: Administered Expenses

<table>
<thead>
<tr>
<th>Note 16A: Asset Write-Downs and Impairments</th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset write-downs and impairments</td>
<td>19</td>
<td>-</td>
</tr>
<tr>
<td>Total asset write-downs and impairments</td>
<td>19</td>
<td>-</td>
</tr>
</tbody>
</table>
Note 17: Administered Income

<table>
<thead>
<tr>
<th>Own-Source Revenue</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxation Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 17A: Other Taxes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadcasting licence fees</td>
<td>185,351</td>
<td>157,188</td>
</tr>
<tr>
<td>Radio communications taxes</td>
<td>149,304</td>
<td>170,998</td>
</tr>
<tr>
<td>Telecommunication numbering charges</td>
<td>60,000</td>
<td>60,000</td>
</tr>
<tr>
<td>Industry Contributions</td>
<td>221,000</td>
<td>220,819</td>
</tr>
<tr>
<td><strong>Total other taxes</strong></td>
<td><strong>615,655</strong></td>
<td><strong>609,005</strong></td>
</tr>
<tr>
<td>Non-Taxation Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 17B: Sale of Goods and Rendering of Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods in connection with</td>
<td></td>
<td></td>
</tr>
<tr>
<td>External parties</td>
<td>2,926</td>
<td>3,469</td>
</tr>
<tr>
<td><strong>Total sale of goods and rendering of services</strong></td>
<td><strong>2,926</strong></td>
<td><strong>3,469</strong></td>
</tr>
<tr>
<td>Note 17C: Fees and Fines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Licence fees</td>
<td>42,177</td>
<td>41,740</td>
</tr>
<tr>
<td>Fines and Penalties</td>
<td>190</td>
<td>1,147</td>
</tr>
<tr>
<td><strong>Total fees and fines</strong></td>
<td><strong>42,367</strong></td>
<td><strong>42,887</strong></td>
</tr>
<tr>
<td>GAINS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 17D: Gains from Sale of Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intangibles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from sale¹</td>
<td>2,128,228</td>
<td>1,580</td>
</tr>
<tr>
<td><strong>Total gains from sale of assets</strong></td>
<td><strong>2,128,228</strong></td>
<td><strong>1,580</strong></td>
</tr>
</tbody>
</table>

¹Proceeds from sale of assets includes $1,953.77m, for digital dividend spectrum licensing commenced this financial year, $172.39m from reissue of expiring 15 year spectrum licences and $2.06m from radio apparatus and telco number auctions.

Note 17E: Reversals of Previous Asset Write-Downs and Impairments

| Reversal of impairment losses | - | 42 |
| **Total reversals of previous asset write-downs and impairments** | **-** | **42** |
### Note 18: Administered Financial Assets

<table>
<thead>
<tr>
<th>Note 18A: Cash and Cash Equivalents</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Accounts</td>
<td>43</td>
<td>-</td>
</tr>
<tr>
<td>Cash on hand or on deposit</td>
<td>560</td>
<td>500</td>
</tr>
<tr>
<td><strong>Total cash and cash equivalents</strong></td>
<td>603</td>
<td>500</td>
</tr>
</tbody>
</table>

### Note 18B: Taxation Receivables

<table>
<thead>
<tr>
<th>Other taxes</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total taxation receivables (gross)</strong></td>
<td>190,232</td>
<td>167,138</td>
</tr>
<tr>
<td>Less: impairment allowance account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other taxes</td>
<td>67</td>
<td>46</td>
</tr>
<tr>
<td><strong>Total receivables (net)</strong></td>
<td>190,165</td>
<td>167,092</td>
</tr>
</tbody>
</table>

Receivables are expected to be recovered in:

<table>
<thead>
<tr>
<th>No more than 12 months</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total trade and other receivables (net)</strong></td>
<td>169,691</td>
<td>167,084</td>
</tr>
</tbody>
</table>

Taxation receivables were aged as follows:

<table>
<thead>
<tr>
<th>Not overdue</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdue by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 to 30 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>31 to 60 days</td>
<td>15,206</td>
<td>2,150</td>
</tr>
<tr>
<td>61 to 90 days</td>
<td>64</td>
<td>11</td>
</tr>
<tr>
<td>More than 90 days</td>
<td>25</td>
<td>46</td>
</tr>
<tr>
<td><strong>Total taxation receivables (gross)</strong></td>
<td>190,232</td>
<td>167,130</td>
</tr>
</tbody>
</table>

The impairment allowance account is aged as follows:

<table>
<thead>
<tr>
<th>Not overdue</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overdue by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 to 30 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>31 to 60 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>61 to 90 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>More than 90 days</td>
<td>67</td>
<td>46</td>
</tr>
<tr>
<td><strong>Total impairment allowance account</strong></td>
<td>67</td>
<td>46</td>
</tr>
</tbody>
</table>
**Note 18: Administered Financial Assets**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

**Note 18C: Receivables**

### Goods and services:
- Goods and services receivable - external parties: 433
- Total receivables for goods and services: 433

### Other receivables:
- Fees, charges and other revenues: 53,447
- Total other receivables: 53,447
- Total receivables (gross): 53,880

Less: impairment allowance account
- Other receivables: 13
- Total receivables (net): 53,867

Receivables are expected to be recovered in:
- No more than 12 months: 53,867
- Total trade and other receivables (net): 53,867

Receivables were aged as follows:
- Not overdue: 38,654
- Overdue by:
  - 0 to 30 days: 15,208
  - 31 to 60 days: 9
  - 61 to 90 days: 4
  - More than 90 days: 13
- Total receivables (gross): 53,888

The impairment allowance account is aged as follows:
- Not overdue: -
- Overdue by:
  - 0 to 30 days: -
  - 31 to 60 days: -
  - 61 to 90 days: -
  - More than 90 days: 13
- Total impairment allowance account: 13

Goods and services receivables are with entities external to the Australian Government. Credit terms granted to debtors vary dependent on legislation.
### Note 18: Administered Financial Assets

#### Reconciliation of the Impairment Allowance

<table>
<thead>
<tr>
<th></th>
<th>Taxation receivables $'000</th>
<th>Other receivables $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Movements in relation to 2015</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening balance</td>
<td>46</td>
<td>2</td>
<td>48</td>
</tr>
<tr>
<td>Amounts written off</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Increase/(Decrease) recognised in net surplus</td>
<td>21</td>
<td>11</td>
<td>32</td>
</tr>
<tr>
<td><strong>Closing balance</strong></td>
<td>67</td>
<td>13</td>
<td>80</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Taxation receivables $'000</th>
<th>Other receivables $'000</th>
<th>Total $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Movements in relation to 2014</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening balance</td>
<td>58</td>
<td>137</td>
<td>195</td>
</tr>
<tr>
<td>Amounts written off</td>
<td>(35)</td>
<td>(70)</td>
<td>(105)</td>
</tr>
<tr>
<td>Increase/(Decrease) recognised in net cost surplus</td>
<td>23</td>
<td>(65)</td>
<td>(42)</td>
</tr>
<tr>
<td><strong>Closing balance</strong></td>
<td>46</td>
<td>2</td>
<td>48</td>
</tr>
</tbody>
</table>

#### 2015 2014

<table>
<thead>
<tr>
<th></th>
<th>$'000</th>
<th>$'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note 18D: Other Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accrued Revenue</td>
<td>453</td>
<td>453</td>
</tr>
<tr>
<td>Total other financial assets</td>
<td>453</td>
<td>453</td>
</tr>
</tbody>
</table>

#### Other financial assets expected to be recovered

<table>
<thead>
<tr>
<th></th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>No more than 12 months</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>More than 12 months</td>
<td>453</td>
<td>453</td>
</tr>
<tr>
<td><strong>Total other financial assets</strong></td>
<td>453</td>
<td>453</td>
</tr>
</tbody>
</table>
### Note 19: Administered Payables

<table>
<thead>
<tr>
<th>Note 19A: Other Payables</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepayments received/unearned income</td>
<td>158,918</td>
<td>276,432</td>
</tr>
<tr>
<td>Other</td>
<td>3,303</td>
<td>1,653</td>
</tr>
<tr>
<td><strong>Total other payables</strong></td>
<td><strong>162,221</strong></td>
<td><strong>278,085</strong></td>
</tr>
</tbody>
</table>

Other payables are expected to be settled in:

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>No more than 12 months</td>
<td>162,221</td>
<td>278,085</td>
</tr>
<tr>
<td><strong>Total other payables</strong></td>
<td><strong>162,221</strong></td>
<td><strong>278,085</strong></td>
</tr>
</tbody>
</table>
## Note 20: Administered Cash Flow Reconciliation

<table>
<thead>
<tr>
<th></th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconciliation of cash and cash equivalents as per administered schedule of assets and liabilities to administered cash flow statement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents as per</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule of administered cash flows</td>
<td>603</td>
<td>500</td>
</tr>
<tr>
<td>Schedule of administered assets and liabilities</td>
<td>603</td>
<td>500</td>
</tr>
<tr>
<td>Difference</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Reconciliation of net cost of services to net cash from/(used by) operating activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net (cost of)/contribution by services</td>
<td>2,789,157</td>
<td>656,983</td>
</tr>
<tr>
<td>Adjustments for non-cash items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gain on sale of assets</td>
<td>(2,128,228)</td>
<td>(1,580)</td>
</tr>
<tr>
<td>Changes in assets/liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Increase) / decrease in net receivables</td>
<td>(38,470)</td>
<td>7,752</td>
</tr>
<tr>
<td>Increase / (decrease) in prepayments and other payables</td>
<td>(115,864)</td>
<td>215,641</td>
</tr>
<tr>
<td>Net cash from/(used by) operating activities</td>
<td>506,595</td>
<td>878,796</td>
</tr>
</tbody>
</table>
## Note 21: Administered Contingent Assets and Liabilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantifiable Assets and Liabilities</td>
<td>The ACMA has no contingent assets nor liabilities as at 30 June 2015 (2014: nil).</td>
</tr>
<tr>
<td>Unquantifiable Contingencies</td>
<td>The ACMA has no unquantifiable contingencies as at 30 June 2015 (2014: nil).</td>
</tr>
<tr>
<td>Significant Remote Contingencies</td>
<td>The ACMA has no remote contingencies as at 30 June 2015 (2014: nil).</td>
</tr>
</tbody>
</table>
### Note 22: Administered Financial Instruments

<table>
<thead>
<tr>
<th>Note 22A: Categories of Financial Instruments</th>
<th>2015 $'000</th>
<th>2014 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans and receivables</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>603</td>
<td>500</td>
</tr>
<tr>
<td>Goods and services receivables</td>
<td>433</td>
<td>-</td>
</tr>
<tr>
<td>Fees, charges and other revenue receivables</td>
<td>53,434</td>
<td>38,478</td>
</tr>
<tr>
<td>Total</td>
<td>54,470</td>
<td>38,978</td>
</tr>
<tr>
<td>Carrying amount of financial assets</td>
<td>54,470</td>
<td>38,978</td>
</tr>
</tbody>
</table>

### Note 22B: Net Income and Expense on Financial Assets

All loans and receivables are short term and non-interest bearing. There is no income or expense from these assets (2014: nil)

### Note 22C: Net Income and Expense on Financial Liabilities

All financial liabilities are short term and non-interest bearing. There is no income or expense from financial liabilities (2014: nil)

### Note 22D: Fair Value of Financial Instruments

All financial assets and liabilities are short term trade receivables and payables the carrying amounts of which are reasonable approximation of fair value.
Note 22: Administered Financial Instruments

Note 22E: Credit Risk

The ACMA is exposed to minimal credit risk as loans and receivables are cash and trade receivables. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables (2015: $53,888,000 and 2014: $38,430,000). The ACMA has assessed the risk of the default on payment and has allocated $32,000 in 2015 (2014: $48,000) to an impairment allowance account. The ACMA manages its credit risk by restricting the provision of goods and services on credit to pre-approved credit clients only. Credit limits granted to approved clients are re-assessed at least annually to ensure that the ACMA is not exposed to unacceptable credit risk. The ACMA holds no collateral to mitigate against credit risk.

Credit quality of financial instruments not past due or individually determined as impaired

<table>
<thead>
<tr>
<th></th>
<th>Not past due nor impaired</th>
<th>Past due or impaired</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td>Loans and receivables</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>603</td>
<td>500</td>
</tr>
<tr>
<td>Other receivables</td>
<td>53,862</td>
<td>50</td>
</tr>
<tr>
<td>Total</td>
<td>54,465</td>
<td>550</td>
</tr>
</tbody>
</table>

Ageing of financial assets that were past due but not impaired for 2015

<table>
<thead>
<tr>
<th></th>
<th>0 to 30 days</th>
<th>31 to 60 days</th>
<th>61 to 90 days</th>
<th>90+ days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Loans and receivables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other receivables</td>
<td>53,862</td>
<td>9</td>
<td>4</td>
<td>13</td>
<td>53,888</td>
</tr>
<tr>
<td>Total</td>
<td>53,862</td>
<td>9</td>
<td>4</td>
<td>13</td>
<td>53,888</td>
</tr>
</tbody>
</table>

Ageing of financial assets that were past due but not impaired for 2014

<table>
<thead>
<tr>
<th></th>
<th>0 to 30 days</th>
<th>31 to 60 days</th>
<th>61 to 90 days</th>
<th>90+ days</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Loans and receivables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other receivables</td>
<td>38,381</td>
<td>42</td>
<td>5</td>
<td>2</td>
<td>38,430</td>
</tr>
<tr>
<td>Total</td>
<td>38,381</td>
<td>42</td>
<td>5</td>
<td>2</td>
<td>38,430</td>
</tr>
</tbody>
</table>
## Note 22: Administered Financial Instruments

### Note 22F: Liquidity Risk

The ACMA's financial liabilities are predominately revenue in advance. The exposure to liquidity risk is based on the notion that the ACMA will encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely as the ACMA has received funds and remitted to the Central Revenue Fund (CRF) and available to be drawdown when required. In addition, the ACMA has policies in place to ensure timely payments are made when due and has no past experience of default. The ACMA has no derivative financial liabilities in either the current or prior financial year.

### Note 22G: Market Risk

The ACMA holds basic financial instruments that are non-interest bearing and have no exposure to market risks.
### Note 23: Administered Financial Assets Reconciliation

<table>
<thead>
<tr>
<th>Financial assets</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total financial assets per schedule of administered assets and liabilities</td>
<td>$245,088</td>
<td>$206,523</td>
</tr>
<tr>
<td>Less: non-financial instrument components</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxation receivables</td>
<td>$190,165</td>
<td>$167,092</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>$453</td>
<td>$453</td>
</tr>
<tr>
<td>Total non-financial instrument components</td>
<td>$190,618</td>
<td>$167,545</td>
</tr>
<tr>
<td>Total financial assets as per financial instruments note</td>
<td>$54,470</td>
<td>$38,978</td>
</tr>
</tbody>
</table>
### Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

#### Note 24: Appropriations

**Note 24A: Annual Appropriations (‘Recoverable GST exclusive’)**

Annual appropriations for 2015

<table>
<thead>
<tr>
<th>Appropriation Act</th>
<th>PGPA Act</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Annual Appropriation</td>
</tr>
<tr>
<td></td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Departmental</strong></td>
<td></td>
</tr>
<tr>
<td>Ordinary services</td>
<td>96,032</td>
</tr>
<tr>
<td>Appropriation Act (No.1) 2014-15 as passed</td>
<td>85,196</td>
</tr>
<tr>
<td>Appropriation Act (No.3) 2014-15 as passed</td>
<td>4,037</td>
</tr>
<tr>
<td>Appropriation Act (No.1) Capital Budget 2014-15 as passed</td>
<td>6,799</td>
</tr>
<tr>
<td>Other services</td>
<td>4,795</td>
</tr>
<tr>
<td>Act 2 Non-Operating - Equity Injection</td>
<td>4,576</td>
</tr>
<tr>
<td>Act 4 Non-Operating - Equity Injection</td>
<td>219</td>
</tr>
<tr>
<td><strong>Total departmental</strong></td>
<td><strong>100,827</strong></td>
</tr>
</tbody>
</table>

Notes:


2. The under spend of $6.52m ordinary appropriations is due to:
   - Delays of completion of a number of projects;
   - Delay in the establishment of Office of the Children’s eSafety Commissioner.
Australian Communications and Media Authority  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 24: Appropriations

Annual appropriations for 2014

<table>
<thead>
<tr>
<th></th>
<th>Appropriation Act</th>
<th>RMA Act</th>
<th>Appropriation applied in 2014 (current and prior years)</th>
<th>Variance(^2)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Annual Appropriation(^1)</td>
<td>Section 31</td>
<td>Total appropriation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Departmental</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordinary annual services</td>
<td>105,507</td>
<td>1,573</td>
<td>107,080</td>
<td>(115,229)</td>
</tr>
<tr>
<td>Appropriation Act (No.1) 2013-14 as passed</td>
<td>92,387</td>
<td>1,573</td>
<td>94,666</td>
<td>(94,666)</td>
</tr>
<tr>
<td>Appropriation Act (No.1) Capital Budget 2013-14 as passed</td>
<td>13,120</td>
<td>-</td>
<td>(20,563)</td>
<td></td>
</tr>
<tr>
<td>Other services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity</td>
<td>5,841</td>
<td>-</td>
<td>5,841</td>
<td>(1,630)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4,211</td>
</tr>
<tr>
<td>Total departmental</td>
<td>111,348</td>
<td>1,573</td>
<td>112,921</td>
<td>(116,859)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(3,938)</td>
</tr>
</tbody>
</table>

Notes:


2. The over spend of $3.94m ordinary appropriations is due to this year’s purchase of assets funded from prior year’s DCB appropriations.
### Note 24: Appropriations

#### Note 24B: Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Appropriation Act</td>
<td>PGPA Act</td>
</tr>
<tr>
<td>Departmental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordinary annual services - Departmental Capital Budget¹</td>
<td>6,799</td>
<td>6,799</td>
</tr>
</tbody>
</table>

Notes:

¹Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1, 3, 5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriation, please see Note 24 A: Annual appropriations.

²Payments made on non-financial assets include purchase of assets and expenditure on assets which have been capitalised.

³The over spend of $0.34m is due to this year’s purchase of assets funded from prior year’s DCB appropriations.
Australian Communications and Media Authority  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 24: Appropriations

<table>
<thead>
<tr>
<th>Appropriation Act</th>
<th>2013-14 Capital Budget Appropriations</th>
<th>Capital Budget Appropriations applied in 2013-14 (current and prior years)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Annual Capital Budget</td>
<td>Total Capital Budget Appropriations</td>
</tr>
<tr>
<td>Departmental</td>
<td>$000</td>
<td>$000</td>
</tr>
<tr>
<td>Ordinary annual services - Departmental Capital Budget 1</td>
<td>13,120</td>
<td>13,120</td>
</tr>
</tbody>
</table>

Notes:

1 Departmental Capital Budgets are appropriated through Appropriation Acts (No.1, 3, 5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriations, please see Note 24A: Annual appropriations.

2 Payments made on non-financial assets include purchases of assets, expenditure on assets which has been capitalised, costs incurred to make good an asset to its original condition, and the capital repayment component of finance leases.

3 The over spend of $7.44m DCB appropriations is due to this year’s purchase of assets funded from prior year’s DCB appropriations.
### Note 24: Appropriations

#### Note 24C: Unspent Annual Appropriations (‘Recoverable GST exclusive’)

<table>
<thead>
<tr>
<th>Authority</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriation Act (No.1) 2013-2014 as passed</td>
<td>$712</td>
<td>$12,390</td>
</tr>
<tr>
<td>Appropriation Act (No.1) 2014-2015 as passed</td>
<td>$13,502</td>
<td>-</td>
</tr>
<tr>
<td>Appropriation Act (No.3) 2014-2015 as passed</td>
<td>$4,037</td>
<td>-</td>
</tr>
<tr>
<td>Appropriation Act (No.1) 2014-2015 as passed - Capital Budget</td>
<td>$20</td>
<td>-</td>
</tr>
<tr>
<td>Appropriation Act (No.1) 2013-2014 as passed - Capital Budget</td>
<td>-</td>
<td>$363</td>
</tr>
<tr>
<td>Appropriation Act (No.2) 2013-2014 as passed Non-operating (Equity)</td>
<td>$585</td>
<td>$4,211</td>
</tr>
<tr>
<td>Appropriation Act (No.2) 2014-2015 as passed Non-operating (Equity)</td>
<td>$4,576</td>
<td>-</td>
</tr>
<tr>
<td>Appropriation Act (No.4) 2014-2015 as passed Non-operating (Equity)</td>
<td>$53</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$23,485</strong></td>
<td><strong>$16,964</strong></td>
</tr>
</tbody>
</table>

#### Note 24D: Special Appropriations (‘Recoverable GST exclusive’)

<table>
<thead>
<tr>
<th>Authority</th>
<th>Appropriation applied</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Public Governance, Performance and Accountability Act 2013 s77 Repayments</td>
<td>Refund</td>
<td>$4,443</td>
<td>$2,335</td>
</tr>
<tr>
<td><strong>Total special appropriations applied</strong></td>
<td></td>
<td><strong>$4,443</strong></td>
<td><strong>$2,335</strong></td>
</tr>
</tbody>
</table>
### Australian Communications and Media Authority

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 25: Special Accounts**

**Note 25A: Special Accounts (‘Recoverable GST exclusive’)***

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance brought forward from previous period</strong></td>
<td></td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Increases</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation credited to special account</td>
<td>-</td>
<td>70</td>
</tr>
<tr>
<td>Other receipts</td>
<td>43</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total increases</strong></td>
<td>43</td>
<td>70</td>
</tr>
<tr>
<td><strong>Available for payments</strong></td>
<td>43</td>
<td>70</td>
</tr>
<tr>
<td><strong>Decreases</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payments made</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>PGPA Act section 58 investments</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Payments made to suppliers</td>
<td>-</td>
<td>(70)</td>
</tr>
<tr>
<td>Balance transferred to CRF</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total decrease</strong></td>
<td>-</td>
<td>(70)</td>
</tr>
<tr>
<td><strong>Total balance carried to the next period</strong></td>
<td>43</td>
<td>-</td>
</tr>
</tbody>
</table>
### Note 26: Reporting of Outcomes

#### Note 26A: Net Cost of Outcome Delivery

<table>
<thead>
<tr>
<th>Outcome 1</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Departmental</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td>(99,837)</td>
<td>(102,527)</td>
</tr>
<tr>
<td>Own source income</td>
<td>2,511</td>
<td>2,846</td>
</tr>
<tr>
<td><strong>Administered</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Own source income</td>
<td>2,789,176</td>
<td>656,941</td>
</tr>
<tr>
<td><strong>Net contribution of outcome delivery</strong></td>
<td>2,691,850</td>
<td>557,260</td>
</tr>
</tbody>
</table>

#### Note 26B: Major Classes of Departmental Expense, Income, Assets and Liabilities by Outcome

<table>
<thead>
<tr>
<th>Outcome 1</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Benefits</td>
<td>61,783</td>
<td>65,263</td>
</tr>
<tr>
<td>Suppliers</td>
<td>26,366</td>
<td>28,136</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>10,035</td>
<td>8,635</td>
</tr>
<tr>
<td>Write-down and impairment of assets</td>
<td>1,653</td>
<td>493</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>99,837</td>
<td>102,527</td>
</tr>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue from government</td>
<td>89,233</td>
<td>92,387</td>
</tr>
<tr>
<td>Sale of goods and rendering services</td>
<td>251</td>
<td>271</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>2,177</td>
<td>2,493</td>
</tr>
<tr>
<td>Other gains</td>
<td>83</td>
<td>82</td>
</tr>
<tr>
<td><strong>Total own-source income</strong></td>
<td>91,744</td>
<td>95,233</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>3,375</td>
<td>3,496</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>24,180</td>
<td>17,597</td>
</tr>
<tr>
<td>Land and buildings</td>
<td>24,559</td>
<td>26,823</td>
</tr>
<tr>
<td>Infrastructure, plant and equipment</td>
<td>4,513</td>
<td>3,483</td>
</tr>
<tr>
<td>Intangibles</td>
<td>28,615</td>
<td>28,170</td>
</tr>
<tr>
<td>Other non-financial assets</td>
<td>1,819</td>
<td>2,245</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>87,061</td>
<td>81,814</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suppliers</td>
<td>6,096</td>
<td>4,659</td>
</tr>
<tr>
<td>Other payables</td>
<td>3,663</td>
<td>4,673</td>
</tr>
<tr>
<td>Employee provisions</td>
<td>18,816</td>
<td>17,610</td>
</tr>
<tr>
<td>Other provisions</td>
<td>2,560</td>
<td>2,479</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>31,137</td>
<td>29,421</td>
</tr>
</tbody>
</table>
**Note 26: Reporting of Outcomes**

**Note 26C: Major Classes of Administered Expenses, Income, Assets, and Liabilities by Outcome**

<table>
<thead>
<tr>
<th></th>
<th>Outcome 1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subsidies</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Write-down and impairment of assets</td>
<td>19</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19</td>
<td>-</td>
</tr>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other taxes</td>
<td>615,655</td>
<td>609,005</td>
</tr>
<tr>
<td>Sale of goods and rendering services</td>
<td>2,926</td>
<td>3,469</td>
</tr>
<tr>
<td>Fees and fines</td>
<td>42,367</td>
<td>42,887</td>
</tr>
<tr>
<td>Other non-taxation revenue</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sale of assets</td>
<td>2,128,228</td>
<td>1,580</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,789,176</td>
<td>656,941</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>603</td>
<td>500</td>
</tr>
<tr>
<td>Taxation receivables</td>
<td>190,165</td>
<td>167,092</td>
</tr>
<tr>
<td>Receivables</td>
<td>53,867</td>
<td>38,478</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>453</td>
<td>453</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>245,088</td>
<td>206,523</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other payables</td>
<td>162,221</td>
<td>278,085</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>162,221</td>
<td>278,085</td>
</tr>
<tr>
<td>Note 27: Cost Recovery</td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td>------------------------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

**Note 27A: Cost Recovery Summary**

**Amounts applied**

<table>
<thead>
<tr>
<th></th>
<th>Departmental</th>
<th>Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual appropriations</td>
<td>26,371</td>
<td>26,388</td>
</tr>
<tr>
<td>Own source revenue</td>
<td>436</td>
<td>400</td>
</tr>
<tr>
<td>Special appropriations (including special accounts)</td>
<td>300</td>
<td>300</td>
</tr>
<tr>
<td><strong>Total amounts applied</strong></td>
<td><strong>27,107</strong></td>
<td><strong>27,088</strong></td>
</tr>
</tbody>
</table>

**Expenses**

<table>
<thead>
<tr>
<th></th>
<th>Departmental</th>
<th>Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>23,291</td>
<td>23,272</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>26,907</strong></td>
<td><strong>26,788</strong></td>
</tr>
</tbody>
</table>

**Revenue**

<table>
<thead>
<tr>
<th></th>
<th>Departmental</th>
<th>Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>536</td>
<td>400</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td><strong>45,985</strong></td>
<td><strong>45,905</strong></td>
</tr>
</tbody>
</table>

**Receivables**

<table>
<thead>
<tr>
<th></th>
<th>Not overdue</th>
<th>Overdue by</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0 to 30 days</td>
</tr>
<tr>
<td>Not overdue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overdue by</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>0 to 30 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>31 to 60 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>61 to 90 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>More than 90 days</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total receivables</strong></td>
<td><strong>39,095</strong></td>
<td><strong>38,308</strong></td>
</tr>
</tbody>
</table>

**Amounts written off**

<table>
<thead>
<tr>
<th></th>
<th>Departmental</th>
<th>Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-</td>
<td>78</td>
</tr>
<tr>
<td><strong>Total amounts written off</strong></td>
<td><strong>-</strong></td>
<td><strong>78</strong></td>
</tr>
</tbody>
</table>

**Cost recovered activities:**

- Regulatory activities in accordance with the [Telecommunications (Carrier Licence Charges) Act 1997 – The charges](http://www.acma.gov.au/theACMA/About/Corporate/Accountability/cost-recovery-impact-statements-acma) for these activities are based on the cost of services provided by the ACMA, ACCC and the Department of Communications. The ACMA is responsible for invoicing and collecting the charges from the telecommunications carriers on behalf of other participating government organisations. Further information can be accessed from the ACMA’s Cost Recovery Impact Statement 2013-14 which is available at: [http://www.acma.gov.au/theACMA/About/Corporate/Accountability/cost-recovery-impact-statements-acma](http://www.acma.gov.au/theACMA/About/Corporate/Accountability/cost-recovery-impact-statements-acma)

- Investigation of complaints activities performed by the [Postal Industry Ombudsman (PIO)](http://pio.gov.au) – The ACMA is responsible for invoicing and collecting the charges on behalf of the PIO. Details are available at: [http://pio.gov.au](http://pio.gov.au)
### Note 28: Budgetary Reports and Explanations of Major Variances

The following tables provide a comparison of the original budget as presented in the 2014-15 Portfolio Budget Statements (PBS) to the 2014-15 final outcome as presented in accordance with Australian Accounting Standards for the entity. The Budget is not audited.

Variances are considered to be ‘major’ based on the following criteria:
- The variance between budget and actual is greater than 10%; and
- The variance between budget and actual is greater than 1% of the relevant category (Income, Expenses and Equity totals); or
- An item below this threshold but it is considered important for the reader’s understanding or is relevant to an assessment of the discharge of accountability and to an analysis of performance of an entity.

#### Note 28A: Departmental budgetary reports

### Statement of Comprehensive Income for not-for-profit Reporting Entities
for the period ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Variance²</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 $'000</td>
<td>2015 $'000</td>
<td>2015 $'000</td>
</tr>
<tr>
<td><strong>NET COST OF SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee benefits</td>
<td>61,783</td>
<td>55,915</td>
<td>5,868</td>
</tr>
<tr>
<td>Suppliers</td>
<td>26,366</td>
<td>30,181</td>
<td>(3,815)</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>10,035</td>
<td>9,136</td>
<td>899</td>
</tr>
<tr>
<td>Write-down and impairment of assets</td>
<td>1,653</td>
<td>-</td>
<td>1,653</td>
</tr>
<tr>
<td>Losses from asset sales</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>99,837</td>
<td>95,232</td>
<td>4,605</td>
</tr>
<tr>
<td>Own-Source Income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Own-source revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>251</td>
<td>900</td>
<td>(649)</td>
</tr>
<tr>
<td>Other revenue</td>
<td>2,177</td>
<td>-</td>
<td>2,177</td>
</tr>
<tr>
<td><strong>Total own-source revenue</strong></td>
<td>2,428</td>
<td>900</td>
<td>1,528</td>
</tr>
<tr>
<td>Gains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other gains</td>
<td>83</td>
<td>-</td>
<td>83</td>
</tr>
<tr>
<td><strong>Total gains</strong></td>
<td>83</td>
<td>-</td>
<td>83</td>
</tr>
<tr>
<td><strong>Total own-source income</strong></td>
<td>2,511</td>
<td>900</td>
<td>1,611</td>
</tr>
<tr>
<td><strong>Net (cost of)/contribution by services</strong></td>
<td>(97,326)</td>
<td>(94,332)</td>
<td>(2,994)</td>
</tr>
<tr>
<td>Revenue from Government</td>
<td>89,233</td>
<td>85,196</td>
<td>4,037</td>
</tr>
<tr>
<td>Surplus/(Deficit) attributable to the Australian Government</td>
<td>(8,093)</td>
<td>(9,136)</td>
<td>1,043</td>
</tr>
<tr>
<td><strong>OTHER COMPREHENSIVE INCOME</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items subject to subsequent reclassification to net cost of services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in asset revaluation surplus</td>
<td>30</td>
<td>30</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total other comprehensive income before income tax</strong></td>
<td>30</td>
<td>-</td>
<td>30</td>
</tr>
<tr>
<td>Income tax expense - other comprehensive income</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total other comprehensive income/(loss)</strong></td>
<td>30</td>
<td>-</td>
<td>30</td>
</tr>
<tr>
<td><strong>Total comprehensive income/(loss) attributable to the Australian Government</strong></td>
<td>(8,063)</td>
<td>(9,136)</td>
<td>1,073</td>
</tr>
</tbody>
</table>

¹The entity’s original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity’s 2014-15 Portfolio Budget Statements (PBS)).

²Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
### Statement of Financial Position for not-for-profit Reporting Entities

**as at 30 June 2015**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>3,375</td>
<td>1,035</td>
<td>2,340</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>24,180</td>
<td>15,928</td>
<td>8,252</td>
</tr>
<tr>
<td><strong>Total financial assets</strong></td>
<td>27,555</td>
<td>16,963</td>
<td>10,592</td>
</tr>
<tr>
<td><strong>Non-Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land and buildings</td>
<td>24,559</td>
<td>23,144</td>
<td>1,415</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>4,513</td>
<td>16,371 (11,858)</td>
<td></td>
</tr>
<tr>
<td>Intangibles</td>
<td>28,615</td>
<td>22,355</td>
<td>6,260</td>
</tr>
<tr>
<td>Other non-financial assets</td>
<td>1,819</td>
<td>1,537</td>
<td>282</td>
</tr>
<tr>
<td><strong>Total non-financial assets</strong></td>
<td>59,506</td>
<td>63,407 (3,901)</td>
<td></td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>87,061</td>
<td>80,370</td>
<td>6,691</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Payables</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suppliers</td>
<td>6,096</td>
<td>3,774</td>
<td>2,322</td>
</tr>
<tr>
<td>Other payables</td>
<td>3,663</td>
<td>10</td>
<td>3,653</td>
</tr>
<tr>
<td><strong>Total payables</strong></td>
<td>9,759</td>
<td>3,784</td>
<td>5,975</td>
</tr>
<tr>
<td><strong>Provisions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee provisions</td>
<td>18,818</td>
<td>23,089 (4,271)</td>
<td></td>
</tr>
<tr>
<td>Other provisions</td>
<td>2,560</td>
<td>1,998</td>
<td>562</td>
</tr>
<tr>
<td><strong>Total provisions</strong></td>
<td>21,378</td>
<td>25,087 (3,709)</td>
<td></td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>31,137</td>
<td>28,871</td>
<td>2,266</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>55,924</td>
<td>51,499</td>
<td>4,425</td>
</tr>
<tr>
<td><strong>EQUITY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributed equity</td>
<td>92,940</td>
<td>92,721</td>
<td>219</td>
</tr>
<tr>
<td>Reserves</td>
<td>910</td>
<td>1,948 (1,038)</td>
<td></td>
</tr>
<tr>
<td>Retained surplus/(Accumulated deficit)</td>
<td>(37,926)</td>
<td>(43,170) 5,244</td>
<td></td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td>55,924</td>
<td>51,499</td>
<td>4,425</td>
</tr>
</tbody>
</table>

1The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity’s 2014-15 Portfolio Budget Statements (PBS)).

2Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
### Statement of Changes in Equity for not-for-profit Reporting Entities

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Actual</th>
<th>Budget Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>Opening balance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance carried forward from previous period</td>
<td>(29,852)</td>
<td>(34,034)</td>
<td>(4,182)</td>
<td>899</td>
<td>1,948</td>
<td>1,049</td>
<td>81,346</td>
<td>81,346</td>
<td>-</td>
<td>52,393</td>
<td>49,260</td>
<td>(3,133)</td>
</tr>
<tr>
<td><strong>Adjusted opening balance</strong></td>
<td>(29,852)</td>
<td>(34,034)</td>
<td>(4,182)</td>
<td>899</td>
<td>1,948</td>
<td>1,049</td>
<td>81,346</td>
<td>81,346</td>
<td>-</td>
<td>52,393</td>
<td>52,393</td>
<td>(3,133)</td>
</tr>
<tr>
<td><strong>Comprehensive income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revaluation increment/(decrement) on non-financial assets</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>30</td>
<td>-</td>
<td>(30)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>30</td>
<td>-</td>
<td>(30)</td>
</tr>
<tr>
<td>Surplus/(Deficit) for the period</td>
<td>(8,093)</td>
<td>-</td>
<td>8,093</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>(8,093)</td>
<td>-</td>
<td>8,093</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total comprehensive income</strong></td>
<td>(8,093)</td>
<td>-</td>
<td>8,093</td>
<td>30</td>
<td>-</td>
<td>(30)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>(8,063)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total comprehensive income attributable to</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Government</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Contributions by owners</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity injection - Appropriations</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4,576</td>
<td>4,576</td>
<td>-</td>
<td>4,576</td>
<td>4,576</td>
<td>-</td>
</tr>
<tr>
<td>Departmental capital budget</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>7,018</td>
<td>6,799</td>
<td>219</td>
<td>7,018</td>
<td>6,799</td>
<td>219</td>
</tr>
<tr>
<td><strong>Total transactions with owners</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>11,594</td>
<td>11,375</td>
<td>219</td>
<td>11,594</td>
<td>11,594</td>
<td>219</td>
</tr>
<tr>
<td>Transfer of revaluation reserve of derecognised non-financial assets</td>
<td>19</td>
<td>-</td>
<td>(19)</td>
<td>(19)</td>
<td>-</td>
<td>19</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Closing balance attributable to</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian Government</td>
<td>(37,926)</td>
<td>(34,034)</td>
<td>3,892</td>
<td>910</td>
<td>1,948</td>
<td>1,038</td>
<td>92,940</td>
<td>92,721</td>
<td>219</td>
<td>55,924</td>
<td>63,987</td>
<td>5,149</td>
</tr>
</tbody>
</table>

1The entity’s original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity’s 2014-15 Portfolio Budget Statements (PBS)).

2Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
## Cash Flow Statement for not-for-profit Reporting Entities

*for the period ended 30 June 2015*

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget Estimate</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 $'000</td>
<td>2015 $'000</td>
<td>2015 $'000</td>
</tr>
<tr>
<td><strong>OPERATING ACTIVITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash received</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>123</td>
<td>-</td>
<td>123</td>
</tr>
<tr>
<td>Appropriations</td>
<td>83,372</td>
<td>87,146</td>
<td>(3,774)</td>
</tr>
<tr>
<td>Net GST received</td>
<td>3,367</td>
<td>2,380</td>
<td>987</td>
</tr>
<tr>
<td>Other</td>
<td>2,181</td>
<td>900</td>
<td>1,281</td>
</tr>
<tr>
<td><strong>Total cash received</strong></td>
<td>89,043</td>
<td>90,426</td>
<td>(1,383)</td>
</tr>
<tr>
<td>Cash used</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees</td>
<td>62,595</td>
<td>56,855</td>
<td>5,740</td>
</tr>
<tr>
<td>Suppliers</td>
<td>26,624</td>
<td>33,571</td>
<td>(6,947)</td>
</tr>
<tr>
<td><strong>Total cash used</strong></td>
<td>89,219</td>
<td>90,426</td>
<td>(1,207)</td>
</tr>
<tr>
<td><strong>Net cash from/(used by) operating activities</strong></td>
<td>(176)</td>
<td>-</td>
<td>(176)</td>
</tr>
</tbody>
</table>

**INVESTING ACTIVITIES**

|                      |                             |                                       |           |
| Cash used            |                             |                                       |           |
| Purchase of property, plant and equipment | 1,493                      | 8,046                                | (6,553)   |
| Purchase of intangibles | 9,386                     | 3,329                                | 6,057     |
| **Total cash used**  | 10,879                     | 11,375                               | (496)     |
| **Net cash from/(used by) investing activities** | (10,879)                   | (11,375)                             | 496       |

**FINANCING ACTIVITIES**

|                      |                             |                                       |           |
| Cash received        |                             |                                       |           |
| Contributed equity   | 10,934                     | 11,375                               | (441)     |
| **Total cash received** | 10,934                     | 11,375                               | (441)     |
| **Net cash from/(used by) financing activities** | 10,934                     | 11,375                               | (441)     |
| **Net increase/(decrease) in cash held** | (121)                      | -                                    | (121)     |
| Cash and cash equivalents at the beginning of the reporting period | 3,496                      | 1,035                                | 2,461     |
| **Cash and cash equivalents at the end of the reporting period** | 3,375                      | 1,035                                | 2,340     |

1The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

2Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
### Australian Communications and Media Authority

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 28E: Departmental budgetary reports**

<table>
<thead>
<tr>
<th>Explanations of major variances</th>
<th>Affected line items (and statement)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total employee benefits is greater than original budget by $5.86m. This variance is primarily due to:</td>
<td></td>
</tr>
<tr>
<td>- An amount of $2.34m in separation and redundancy expenses that is not in the original budget. The ACMA is provided additional funding at MYEFO for redundancies; and</td>
<td>Statement of Comprehensive Income- Employee benefits</td>
</tr>
<tr>
<td>- An increase of $1.99m in Leave and other entitlements due to the decrease in Treasury bond rate from 3.74% to 3.01% at the end of the year. Changes in Treasury bond rate used to calculate the present value of long service liability and is not factored into the original budget.</td>
<td>Statement of Cash Flows - Cash used Employees</td>
</tr>
<tr>
<td>Total suppliers expense is less than original budget by $3.81m. This variance is primarily the result of costs saving measures initiated by the ACMA’s Strategic Finance Management Committee which has led to reductions in consultants and contractors, occupancy and travel costs. Project delays and underspends have also contributed to the variance.</td>
<td></td>
</tr>
<tr>
<td>Losses from write down and impairment of assets were not anticipated in the original budget. As a result of the ACMA’s annual impairment testing of assets, a number of intangible assets were required to be written off due to discontinued use, or the remaining useful life reassessed.</td>
<td></td>
</tr>
<tr>
<td>The variance in total own source revenue is attributable to:</td>
<td></td>
</tr>
<tr>
<td>- Numbering charges revenue of $1.17m not captured in the original Departmental budget; and</td>
<td>Statement of Comprehensive Income- Own source income</td>
</tr>
<tr>
<td>- Recovery of legal costs of $0.48m for civil penalties not budgeted for.</td>
<td>Statement of Cash Flows - Cash received Other</td>
</tr>
<tr>
<td>The variance in Revenue from Government is attributable to additional funding received at MYEFO, comprising redundancies ($1.98m); funding for the Office of the Children’s eSafety Commissioner ($2.26m); less savings measures of $0.21m.</td>
<td>Statement of Comprehensive Income- Revenue from Government</td>
</tr>
<tr>
<td>The balance in total cash and cash equivalents is greater than original budget by $2.34m primarily due to $2.11m in funds drawn down for payroll payments due on the 2 July 2015.</td>
<td>Statement of Financial Position - Cash and cash equivalents</td>
</tr>
<tr>
<td>The balance in trade and other receivables is greater than original budget by $8.25m primarily due to:</td>
<td></td>
</tr>
<tr>
<td>- An increase of $4.26m in Appropriation Receivable from additional funding received at MYEFO of $1.98m for Redundancies, and $2.26m for the Office of the Children’s eSafety Commissioner; and</td>
<td>Statement of Financial Position - Trade and other receivables</td>
</tr>
<tr>
<td>- Delays to work in progress projects of $4.78m, resulting in a delay in the draw down of appropriation required for payments.</td>
<td></td>
</tr>
</tbody>
</table>
### Australian Communications and Media Authority

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

The total non financial assets is lower than the original budget. The variance is primarily due to the following not factored in the original budget:

- The revaluation of funds from Property, Plant and Equipment to internally developed software;
- The delay in the of Work in Progress projects; and
- Leasehold improvements work done in the new offices.

The variance of $2.32m from the original budget is primarily due to the liabilities for operating leases which were not accounted for in the budget.

The balance in other payables is greater than the original budget due to:

- Accrued wages and salaries of $2.54m, representing 9 days accrued in June and not included in the original budget; and
- Accrued separation and redundancies of $1.01m not included in the original budget.

The total employee provisions is lower than original budget by $4.27m. This variance is primarily due to:

- The reduction in the number of employees from 520 to 438 at the end of the year. A number of employees left and not replaced and were not budgeted for;
- Leave entitlement of $1.10m paid out to employees that took voluntary redundancies; and
- A number of employees that took long service leave during the year.

Total other provision is greater than original budget by $0.56m. This variance is due to adjustments to make-good provisions for accommodation leases not factored in the original budget.

The total reserves is lower than original budget by $1.04m. This variance is primarily due to transfers between reserves and accumulated deficits that were not considered in the budget. These transfers were in respect to assets written off during the previous financial year.
Note 29: Administered Budgetary Reports and Explanations of Major Variances

Administered Schedule of Comprehensive Income for not-for-profit Reporting Entities for the period ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>Actual 2015 $'000</th>
<th>Budget Estimate $'000</th>
<th>Variance 2015 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET COST OF SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPENSES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suppliers</td>
<td>-</td>
<td>350</td>
<td>(350)</td>
</tr>
<tr>
<td>Total expenses</td>
<td>-</td>
<td>350</td>
<td>(350)</td>
</tr>
<tr>
<td><strong>INCOME</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxation revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other taxes</td>
<td>615,655</td>
<td>650,927</td>
<td>(35,272)</td>
</tr>
<tr>
<td>Total taxation revenue</td>
<td>615,655</td>
<td>650,927</td>
<td>(35,272)</td>
</tr>
<tr>
<td>Non-taxation revenue</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of goods and rendering of services</td>
<td>2,926</td>
<td>5,033</td>
<td>(2,107)</td>
</tr>
<tr>
<td>Fees and fines</td>
<td>42,367</td>
<td>46,572</td>
<td>(4,205)</td>
</tr>
<tr>
<td>Other revenue</td>
<td>-</td>
<td>4,130</td>
<td>(4,130)</td>
</tr>
<tr>
<td>Total non-taxation revenue</td>
<td>45,293</td>
<td>55,735</td>
<td>(10,442)</td>
</tr>
<tr>
<td>Total revenue</td>
<td>660,948</td>
<td>706,662</td>
<td>(45,714)</td>
</tr>
<tr>
<td>Gains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of assets</td>
<td>2,128,228</td>
<td>2,135,565</td>
<td>(7,337)</td>
</tr>
<tr>
<td>Reversals of previous asset write-downs and impairments</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total gains</td>
<td>2,128,228</td>
<td>2,135,565</td>
<td>(7,337)</td>
</tr>
<tr>
<td>Total income</td>
<td>2,789,176</td>
<td>2,842,227</td>
<td>(53,051)</td>
</tr>
<tr>
<td>Net (cost of)/contribution by services</td>
<td>2,789,176</td>
<td>(2,841,877)</td>
<td>52,701</td>
</tr>
<tr>
<td>Surplus/(Deficit) after income tax on continuing operations</td>
<td>2,789,176</td>
<td>(2,841,877)</td>
<td>52,701</td>
</tr>
<tr>
<td><strong>OTHER COMPREHENSIVE INCOME</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total comprehensive income/(loss)</td>
<td>2,789,176</td>
<td>(2,841,877)</td>
<td>52,701</td>
</tr>
</tbody>
</table>

1The entity’s original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity’s 2014-15 Portfolio Budget Statements (PBS).

2Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
### Administered Schedule of Assets and Liabilities for not-for-profit Reporting Entities for the period ended 30 June 2015

<table>
<thead>
<tr>
<th></th>
<th>Actual 2015</th>
<th>Budget Estimate 2015</th>
<th>Variance 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>603</td>
<td>-</td>
<td>603</td>
</tr>
<tr>
<td>Taxation receivables</td>
<td>190,165</td>
<td>171,920</td>
<td>18,245</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>53,867</td>
<td>39,293</td>
<td>14,574</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>453</td>
<td>646</td>
<td>(193)</td>
</tr>
<tr>
<td><strong>Total financial assets</strong></td>
<td>245,088</td>
<td>211,859</td>
<td>33,229</td>
</tr>
<tr>
<td><strong>Total assets administered on behalf of Government</strong></td>
<td>245,088</td>
<td>211,859</td>
<td>33,229</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Payables</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepayments</td>
<td>158,918</td>
<td>125,802</td>
<td>33,116</td>
</tr>
<tr>
<td>Other payables</td>
<td>3,303</td>
<td>1,742</td>
<td>1,561</td>
</tr>
<tr>
<td><strong>Total payables</strong></td>
<td>162,221</td>
<td>127,544</td>
<td>34,677</td>
</tr>
<tr>
<td><strong>Total liabilities administered on behalf of government</strong></td>
<td>162,221</td>
<td>127,544</td>
<td>34,677</td>
</tr>
<tr>
<td><strong>Net assets/(liabilities)</strong></td>
<td>82,867</td>
<td>84,315</td>
<td>(1,448)</td>
</tr>
</tbody>
</table>

1 The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

2 Between the actual and original budgeted amounts for 2015, explanations of major variances are provided further below.
### Explanations of major variances

<table>
<thead>
<tr>
<th>Other taxes was lower than the original budget, and was primarily due to:</th>
<th>Affected line items (and schedule)</th>
</tr>
</thead>
</table>
| **•** A decrease of $21.69m in anticipated Radiocommunications taxes revenue as a result of fewer license renewals than in previous years, which is the basis for the original budget; and  
**•** A decrease of $12.18m in Telecommunication Industry Levy (TIL) as a result of the works on Voice Only Migration and Public Interest research no longer recovered from industry, but included in the original budget. | Schedule of Comprehensive Income- Taxation Revenue |

| Sales of goods and rendering services was less than the original budget primarily due to a decrease of $1.30m in Do Not Call Register revenue as demand for the service is significantly lower than previous years. | Schedule of Comprehensive Income- Sales of goods and rendering services |

| The variance in fees and fines revenue was primarily due to: | Schedule of Comprehensive Income - Fees and fines  
Schedule of Comprehensive Income – Other Revenue |
|---|---|
| **•** The budgeted amount of costs to be recovered under the Annual Carrier Licence Charge (ACLC) being higher than the actual costs to be recovered. This variance is partly attributable to the timing of calculating the cost recovery component of the ACLC and the preparation of the original budget ($7.54m); and  
**•** Partially offset by non-Radiocommunications taxes budget included in other revenue ($4.130m).  
**•** Non radiocommunications taxes original budget was classified as other revenue, however actual revenue was correctly recognised as fees and fines. | |

| The original budget recognised sales revenue of all digital dividend spectrum licenses in 2014/15, however some licenses do not commence until the 2015/16 financial year which is when the revenue will be recognised. | Schedule of Comprehensive Income- Sale of Assets |

| The balance of taxation receivables is greater than the original budget primarily due to invoices for Annual Numbering Charges, past the due date not considered in the original budget. | Schedule of Assets and Liabilities- Taxation receivable |

| The balance in trade and other receivables is greater than the original budget due spectrum licence renewal invoices past the due date, not included in the original budget. | Schedule of Assets and Liabilities- Trade and other receivables |
Total prepayments was greater than originally budgeted by $33.12m. This variance arose from the recognition and measurement principles adopted in the budget which differ from those applied in the financial statements regarding sale of 15 year spectrum licence renewals ($78.82m) and digital spectrum auction ($10.89m). Revenue was recognised in 2014/15 in the original budget, however these licences do not commence until 2015/16 and will not be recognised as revenue until that time.

The variance is offset by an overstated amount of $57.63m in the budget for Radiocommunications taxes prepayments.

Total other payables was greater than original budget by $1.56m primarily due to timing issues at the end of June. The ACMA has received payments and remitted to the Official Public Account (OPA) but not applied to debtors account.

| Schedule of Assets and Liabilities- Prepayments |
| Schedule of Assets and Liabilities- Other payables |
| **3G** | Third generation mobile telecommunications  
Mobile telecommunications systems that can provide global mobile communications and support multimedia applications. |
| **3.5G/4G** | Enhancements to mobile telecommunications systems that increase the usable data rate to allow the delivery of data-intensive applications such as high-resolution video. |
| **ABA** | Australian Broadcasting Authority  
Former Commonwealth regulatory authority responsible for broadcasting. |
| **ABC** | Australian Broadcasting Corporation  
Free-to-air national broadcaster of ABC radio and television channels, as well as the internet services ABC Online, ABC Broadband and Digi internet radio. The ABC is funded by the Australian Government. |
| **ABS** | Australian Bureau of Statistics  
Australia's official statistical organisation serving government, business and the general population. |
| **ACA** | Australian Communications Authority  
Former Commonwealth regulatory authority responsible for radiocommunications and telecommunications. |
| **ACCC** | Australian Competition and Consumer Commission  
| **ACE** | Australian Communication Exchange  
Current National Relay Service provider and emergency call person for the text-based emergency call service. |
| **ACMA** | Australian Communications and Media Authority  
Commonwealth regulatory authority for broadcasting, online content, radiocommunications and telecommunications, with responsibilities under the Broadcasting Services Act 1992, the Radiocommunications Act 1992, the Telecommunications Act 1997 and related Acts. Established on 1 July 2005 following a merger of the Australian Communications Authority and the Australian Broadcasting Authority. |
| **ADSL2+** | Version of ADSL that uses double the bandwidth for downstream data transmission, effectively doubling maximum downstream data rates. |
| **AISI** | Australian Internet Security Initiative  
An initiative developed by the ACMA that provides daily reports to Australian ISPs identifying recent instances of "compromised" (infected) IP addresses on their networks. |
| **ANAO** | Australian National Audit Office  
Office responsible for financial and performance audits of Commonwealth departments and authorities. |
| **ANC** | annual numbering charge |
| **ARPANSA** | Australian Radiation Protection and Nuclear Safety Agency  
Commonwealth regulatory and research agency responsible for protecting people and the environment from the harmful effects of ionising and non-ionising radiation. |
| **Associated Newspaper Register** | A public register of newspapers "associated" with commercial radio or commercial television broadcasting licence areas. |
| **ASTRA** | Australian Subscription Television and Radio Association  
Industry body for subscription television, radio broadcasters and narrowcasters, responsible for developing and reviewing industry codes of practice, in consultation with the ACMA. |
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>bandwidth</td>
<td>In the internet industry, bandwidth refers to the capacity of a connection to carry information; in radiocommunications, it is the amount of radiofrequency spectrum used for a particular function.</td>
</tr>
<tr>
<td>broadband</td>
<td>Describes a class of internet access technologies, such as ADSL, HFC cable and Wi-Fi, offering a data rate significantly higher than narrowband services. These services are usually ‘always on’ and do not tie up a telephone line exclusively for data.</td>
</tr>
<tr>
<td>BSB</td>
<td>Broadcasting Services Bands Parts of the radiofrequency spectrum dedicated to broadcasting services.</td>
</tr>
<tr>
<td>carrier</td>
<td>The holder of a telecommunications carrier licence in force under the Telecommunications Act 1997.</td>
</tr>
<tr>
<td>CCF</td>
<td>Consumer Consultative Forum Assists the ACMA to perform its consumer-related functions.</td>
</tr>
<tr>
<td>CDMA</td>
<td>Code Division Multiple Access Digital coding technique used primarily for mobile telecommunications and satellite services, employing a bandwidth much larger than the original signal. Each signal is uniquely encoded and decoded, allowing many signals to occupy the same spectrum.</td>
</tr>
<tr>
<td>Communications Alliance</td>
<td>Australia’s peak communications industry organisation that promotes the growth of the Australian communications industry and the protection of consumer interests.</td>
</tr>
<tr>
<td>coverage area</td>
<td>Geographic area in which calls are able to be made successfully. For instance, the area between a base station and a mobile phone handset.</td>
</tr>
<tr>
<td>CPRs</td>
<td>Cabling Provider Rules Rules to support telecommunications cabling industry self-regulation.</td>
</tr>
<tr>
<td>CSER</td>
<td>Communications Security and Enforcement Roundtable A forum that deals with communications, law enforcement, regulatory and operational matters. CSER replaced the Law Enforcement Advisory Committee (LEAC).</td>
</tr>
<tr>
<td>CSG</td>
<td>Customer Service Guarantee Standard covering provision of the standard telephone service that provides for financial compensation to customers if the requirements in the standard are not met. The new CSG Standard came into effect from 30 June 2000, replacing the original 1998 standard, and was amended in 2004.</td>
</tr>
<tr>
<td>CSP</td>
<td>Carriage Service Provider Person supplying or proposing to supply services to the public using carrier networks.</td>
</tr>
<tr>
<td>CTS</td>
<td>Children’s Television Standards Standards designed to provide access for children (aged &lt;14 years) to quality television programs made specifically for them. The standards regulate timing and scheduling of children’s programs and content of adjacent programming.</td>
</tr>
<tr>
<td>DAB</td>
<td>Digital Audio Broadcasting A digital radio technology for broadcasting radio stations.</td>
</tr>
<tr>
<td>datacasting</td>
<td>A service that delivers content in the form of text, data, speech, music or other sounds, visual images, or any other form or combinations of forms, where delivery uses the BSB.</td>
</tr>
<tr>
<td>DNCR</td>
<td>Do Not Call Register An Australian Government program administered by the ACMA to allow Australian numbers to be registered to opt out of receiving most unsolicited marketing calls or faxes (with limited exemptions for public interest organisations).</td>
</tr>
<tr>
<td>DoC</td>
<td>Department of Communications Federal government department developing and delivering communications policy and programs.</td>
</tr>
<tr>
<td>ECSAC</td>
<td>Emergency Call Service Advisory Committee Formerly the Emergency Services Advisory Committee. Advises on emergency services matters.</td>
</tr>
<tr>
<td>EMC</td>
<td>Electromagnetic Compatibility Ability of an electrical or electronic device or system to function satisfactorily without causing electromagnetic interference to other devices.</td>
</tr>
<tr>
<td>EME</td>
<td>Electromagnetic Energy Energy of electric and magnetic field components of a radio wave.</td>
</tr>
<tr>
<td>ENUM</td>
<td>Electronic Numbering A protocol that translates numbers into a format that can be recognised by the internet system, and enables the linking of telephone numbers or internet addresses with communications services such as email, facsimile transmission and mobile telephony.</td>
</tr>
<tr>
<td>ESNA</td>
<td>E-Security National Agenda Established by the Australian Government to strengthen the electronic operating environment for business, home users and government agencies.</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| ESO | emergency service organisation  
Organisation providing an emergency service, such as police, ambulance or fire brigade. |
| fixed-line telephone service | A term used to describe the delivery of voice services over the PSTN network. Does not typically refer to VoIP phone services. |
| FLRN | freephone and local rate number  
Telephone numbers commencing with the digits 180 (freephone) and 13 (local rate). |
| FOI Act | Freedom of Information Act 1982  
Legislation dealing with access by the general public to information gathered and held by Commonwealth agencies. |
| Free TV Australia | Industry body responsible for developing and reviewing the Commercial Television Industry Code of Practice. |
| GHz | gigahertz  
One billion Hertz (where one Hertz is the measurement of frequency equal to one cycle of electromagnetic radiation per second). |
| GSM | global system for mobile communications  
The widely used European digital cellular network standard. |
| HDTV | high definition television  
A digital television broadcasting system with higher resolution than traditional television systems. |
| HF | high frequency  
Radiofrequency spectrum in the 3–30 MHz frequency range. |
| IAP | Internet Assistance Program |
| ICT | Information and Communication Technology |
| INHOPE | International Association of Internet Hotlines  
Deals with complaints about illegal internet content, mainly child pornography. |
| INMS | Industry Number Management Services Ltd  
Company established by carriers and carriage service providers to manage and allocate portable freephone and local-rate numbers from a pool, under delegation from the ACMA. |
| interception | The interception of telecommunications services for the purpose of law enforcement and national security. |
| IP | internet protocol  
The key member of the suite of internet protocols at the logical layer, specifying packet addressing and routing of data through the internet. |
| IPND | Integrated Public Number Database  
Database of information about customers of telecommunications services in Australia, arranged by number, for all carriers and carriage service providers. |
| IPTV | internet protocol television  
Television system whereby digital content is delivered via a network infrastructure, often in conjunction with video-on-demand and other non-television services such as VoIP and other internet services. |
| ISP | internet service provider  
Service provider offering internet access. |
| ITU | International Telecommunication Union  
United Nations agency that coordinates international telecommunications matters. |
| ITU-R | ITU—Radiocommunication Sector  
ITU body dealing with international radiocommunications matters. |
| kbit/s | kilobits per second  
Data communication rate of one thousand bits per second. |
| kHz | kilohertz  
One thousand Hertz (see also GHz). |
| LAP | licence area plan  
A legislative instrument setting out the licence area and the technical specifications for existing and proposed services. |
| LEAC | Law Enforcement Advisory Committee  
Committee that advises on communications law enforcement matters. LEAC was replaced by CSER in 2008–09. |
<p>| LIPD | low interference potential devices |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>low-impact facilities</td>
<td>Communications facilities that are considered to have a low impact on their environment. They include underground cabling, small radiocommunications antennas and dishes, in-building subscriber connections and public payphones. The Telecommunications Act 1997 provides carriers with immunity from state and territory planning laws for the installation of 'low-impact' facilities.</td>
</tr>
<tr>
<td>LPON</td>
<td>low power open narrowcasting Radiocommunications class licence type authorising radio services operating at very low power outputs in the frequency range 87.5–88.0 MHz.</td>
</tr>
<tr>
<td>MHz</td>
<td>Megahertz One million Hertz (see also GHz).</td>
</tr>
<tr>
<td>the minister</td>
<td>Minister for Communications Minister responsible for the ACMA and its governing legislation.</td>
</tr>
<tr>
<td>MMS</td>
<td>multimedia messaging service Mobile telecommunications data transmission service for sending messages with a combination of text, sound, image and video to MMS-capable handsets.</td>
</tr>
<tr>
<td>MNP</td>
<td>mobile number portability Portability for mobile phone numbers. See number portability.</td>
</tr>
<tr>
<td>NAC</td>
<td>Numbering Advisory Committee Committee established to advise on numbering matters.</td>
</tr>
<tr>
<td>narrowband</td>
<td>A class of telecommunications services such as dial-up internet access that offer data rates of 64 kbit/s or lower.</td>
</tr>
<tr>
<td>NATA</td>
<td>National Association of Testing Authorities Australia’s national laboratory accreditation authority that recognises and promotes facilities competent in specific types of testing, measurement, inspection and calibration.</td>
</tr>
<tr>
<td>nbn</td>
<td>national broadband network</td>
</tr>
<tr>
<td>NGN</td>
<td>next generation network General term for developments in network architecture using various access and core technologies covering wired, wireless and mobile communications. A primary characteristic is the decoupling of services and networks, allowing these to be offered separately and to evolve independently.</td>
</tr>
<tr>
<td>NRF</td>
<td>Network Reliability Framework Requirement on Telstra from January 2003 to provide regular reports to the ACMA on the reliability of its fixed-line services, and to remediate the network in areas with particularly poor performance.</td>
</tr>
<tr>
<td>NRS</td>
<td>National Relay Service Translation service between voice and non-voice telephone users providing access to the standard telephone service for people with communication impairment. Relays voice, modem or telephone typewriter communications.</td>
</tr>
<tr>
<td>number portability</td>
<td>Arrangements allowing customers to transfer from one telecommunications service provider to another without changing their number.</td>
</tr>
<tr>
<td>payphone</td>
<td>Public telephone where calls may be paid for with coins, phone cards, credit cards or reverse charge facilities.</td>
</tr>
<tr>
<td>portability</td>
<td>See number portability.</td>
</tr>
<tr>
<td>pre-selection</td>
<td>Offers customers choice and supports competition by enabling competing operators to use the networks of other carriers to access their customers.</td>
</tr>
<tr>
<td>priority assistance</td>
<td>Service for people with a diagnosed life-threatening medical condition entitling them to faster connection and fault repair of their fixed-line telephone service.</td>
</tr>
<tr>
<td>RCC</td>
<td>Radiocommunications Consultative Committee Formed to facilitate consultation between the ACMA and industry on major domestic and international radiocommunications issues.</td>
</tr>
<tr>
<td>RCMG</td>
<td>Register of Controlled Media Groups Lists the media groups in each licence area, the media operations that form part of a group and the controllers of those operations.</td>
</tr>
<tr>
<td>SBS</td>
<td>Special Broadcasting Service Free-to-air national radio and television broadcasting service providing multilingual and multicultural programs that inform, educate and entertain all Australians and, in doing so, reflect Australia’s multicultural society. The SBS Online service also provides additional multilingual content through the internet.</td>
</tr>
<tr>
<td>SDTV</td>
<td>standard definition television</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>SID</td>
<td>Spam Intelligence Database</td>
</tr>
<tr>
<td>SMP</td>
<td>Standard Marketing Plan</td>
</tr>
<tr>
<td>SMS</td>
<td>Short Message Service</td>
</tr>
<tr>
<td>spam</td>
<td>Spam</td>
</tr>
<tr>
<td>smartnumbers</td>
<td>Specified freephone (1800) or local-rate (13 or 1300) numbers allocated by auction that are considered desirable because they can be translated to a phoneword or have a memorable pattern.</td>
</tr>
<tr>
<td>subscription</td>
<td>Service providing access, for a fee, to television channels transmitted using cable, satellite or terrestrial microwave.</td>
</tr>
<tr>
<td>TAG</td>
<td>Technical Advisory Group</td>
</tr>
<tr>
<td>TCBL</td>
<td>Temporary Community Broadcasting Licence</td>
</tr>
<tr>
<td>three-way control</td>
<td>An unacceptable three-way control situation exists in relation to the licence area of a commercial radio broadcasting licence (the first radio licence area) if a person is in a position to exercise control of a commercial television broadcasting licence, where more than 50 per cent of the licence area population of the first radio licence area is attributable to the licence area of the commercial television broadcasting licence; and a commercial radio broadcasting licence, where the licence area of the commercial radio broadcasting licence is, or is the same as, the first radio licence area; and a newspaper that is associated with the first radio licence area.</td>
</tr>
<tr>
<td>TIO</td>
<td>Telecommunications Industry Ombudsman</td>
</tr>
<tr>
<td>trigger event</td>
<td>A trigger event relates to commercial regional radio licences and includes a transfer of a licence; or formation of a new registrable media group which includes a regional commercial radio broadcasting licence; or change of controller of a registrable media group which includes a regional commercial radio broadcasting licence.</td>
</tr>
<tr>
<td>TS</td>
<td>Technical Standard</td>
</tr>
<tr>
<td>TSAG</td>
<td>Telecommunications Standardization Advisory Group</td>
</tr>
<tr>
<td>TTY</td>
<td>Teletypewriter</td>
</tr>
<tr>
<td>TWG</td>
<td>Technical Working Group</td>
</tr>
<tr>
<td>UHF</td>
<td>Ultra High Frequency</td>
</tr>
<tr>
<td>USO</td>
<td>Universal Service Obligation</td>
</tr>
<tr>
<td>VHF</td>
<td>Very High Frequency</td>
</tr>
<tr>
<td>VoIP</td>
<td>Voice over Internet Protocol</td>
</tr>
<tr>
<td>WAS</td>
<td>Wireless Access Services</td>
</tr>
<tr>
<td>WiMAX</td>
<td>Worldwide Interoperability for Microwave Access</td>
</tr>
<tr>
<td>WRC</td>
<td>World Radiocommunication Conference</td>
</tr>
</tbody>
</table>

*Spam Intelligence Database*
Designed and built in-house, SID is the ACMA’s high-performance spam analysis system, capable of processing hundreds of thousands of spam email messages per day. SID analyses all components of an email and stores the data in such a way that it can be easily searched, categorised and linked to data from other emails with similar characteristics.

*Standard Marketing Plan*
Approved plan by the universal service provider of how it will meet the USO.

*Short Message Service*
Mobile telecommunications data transmission service that allows users to send short text messages to each other using the mobile handset keypad.

*Spam*
Unsolicited commercial electronic messages sent to email, mobile phone and instant messaging accounts.

*Smartnumbers*
Specified freephone (1800) or local-rate (13 or 1300) numbers allocated by auction that are considered desirable because they can be translated to a phoneword or have a memorable pattern.

*Subscription Television*
Service providing access, for a fee, to television channels transmitted using cable, satellite or terrestrial microwave.

*Technical Advisory Group*
Provides policy advice and recommendations to the ACMA about strategic directions in the technical regulation of communications in Australia.

*Temporary Community Broadcasting Licence*

*Three-way Control*
An unacceptable three-way control situation exists in relation to the licence area of a commercial radio broadcasting licence (the first radio licence area) if a person is in a position to exercise control of a commercial television broadcasting licence, where more than 50 per cent of the licence area population of the first radio licence area is attributable to the licence area of the commercial television broadcasting licence; and a commercial radio broadcasting licence, where the licence area of the commercial radio broadcasting licence is, or is the same as, the first radio licence area; and a newspaper that is associated with the first radio licence area.

*Telecommunications Industry Ombudsman*
Industry-funded independent dispute resolution service for consumers who are unable to resolve individual complaints with their carriers and carriage service providers.

*Trigger Event*
A trigger event relates to commercial regional radio licences and includes a transfer of a licence; or formation of a new registrable media group which includes a regional commercial radio broadcasting licence; or change of controller of a registrable media group which includes a regional commercial radio broadcasting licence.

*Technical Standard*
Standard for communications customer equipment or networks.

*Telecommunications Standardization Advisory Group*

*Teletypewriter*
Telephone typewriter where the caller types the communication after the call is connected, enabling people with a communication impairment to use the standard telephone service.

*Technical Working Group*

*Ultra High Frequency*
Part of the radiofrequency spectrum between 300 and 3,000 MHz.

*Universal Service Obligation*
Obligation under the Telecommunications Act 1997 to ensure that standard telephone, payphone and prescribed carriage services are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.

*Very High Frequency*
Portion of the radiofrequency spectrum between 30 and 300 MHz.

*Voice over Internet Protocol*
A protocol for transmitting voice over packet-switched data networks. Also called IP telephony.

*Wireless Access Services*
The wireless connection of business and households to the internet and the phone system.

*Worldwide Interoperability for Microwave Access*
Industry group organised to advance the IEEE 802.16 standards for broadband wireless access networks for multimedia applications with a wireless connection.

*World Radiocommunication Conference*
ITU conference held every three or four years to review and amend international radio regulations.
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