

From: [Carolyn McLean](#)
To: [Richard Bullock](#)
Cc: [Morgan Vaudrey](#); [Marilyn Woolford](#)
Subject: Email from MP sent to CSC/P&M/CCD | FW: Draft letter to Mr George Christensen MP | FOR CHAIR APPROVAL/SIGNATURE [SEC=OFFICIAL]
Date: Thursday, 10 March 2022 12:21:07 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.gif](#)
[image009.jpg](#)
[image010.jpg](#)
[image011.jpg](#)
[image012.jpg](#)
[image013.jpg](#)

From: Parliamentary & Ministerial <Parliamentary.Ministerial@acma.gov.au>
Sent: Friday, 5 June 2020 1:03 PM
To: Carolyn McLean <[REDACTED]>
Cc: Parliamentary & Ministerial <Parliamentary.Ministerial@acma.gov.au>
Subject: FOR CHAIR APPROVAL/SIGNATURE: Att Chair/CEO of ACMA [Ref: CSC2020-15697]
CRM:001316010174 [SEC=OFFICIAL]

Good Afternoon Carolyn,

Could you please provide the attached response to Nerida for clearance (and signature if applicable).

The advice is to provide to Mr Christensen in response to his email regarding the recent ruling into the investigation against broadcaster Alan Jones. I have included the original request from Mr Christensen at the bottom of this email.

Due to the subject matter of Mr Christensen's email, a response letter (attached) has been drafted. If this letter is not required and the response can be provided to Mr Christensen via his original email can you please let me know.

If this does not require Chair approval/signature please let me know.

Thank you again for your assistance it is much appreciated.

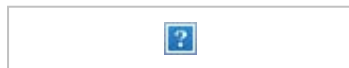
Please do not hesitate to let me know if you have any queries.

Kind regards,

Amanda Dickinson
Parliamentary and Ministerial Officer
Audit, Risk and Parliamentary
Corporate & Research Division

Australian Communications and Media Authority

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From: Donna Benson <[REDACTED]>

Sent: Thursday, 4 June 2020 12:48 PM

To: Parliamentary & Ministerial <Parliamentary.Ministerial@acma.gov.au>

Cc: DL - Rochelle Zurnamer & Assistant <[REDACTED]>; Jenny Allen <[REDACTED]>; Paul Kernebone <[REDACTED]>

Subject: FW: FW: Att Chair/CEO of ACMA [Ref: CSC2020-15697] CRM:001316010174 [SEC=OFFICIAL]

Dear Amanda,

Please find attached the GM cleared response to George Christensen, MP.

With thanks,

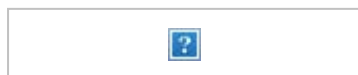
Donna Benson

Investigations and Compliance Officer
Content Investigations Section

Australian Communications and Media Authority



www.acma.gov.au



From: ACMA Customer Service Centre <info@acma.gov.au>

Sent: Tuesday, 26 May 2020 9:27 AM

To: Parliamentary & Ministerial <Parliamentary.Ministerial@acma.gov.au>

Subject: [SEC=OFFICIAL] FW: Att Chair/CEO of ACMA [Ref: CSC2020-15697] CRM:001316010174

Hello,

The Customer Service Centre (CSC) has received an electronic enquiry that requires the expertise in your section to respond to the customer.

The CSC has informed the customer that their enquiry is complex and that your section will respond to their enquiry.

The CSC has created an interaction record in CRM and pending your response to the customer enquiry this record will be closed.

Please reply to the customer's enquiry and carbon copy (cc) the CSC into your response. Your response to the CSC is important as it enables the CSC to close the customer's interaction and update the number of unresolved enquiries in the monthly end to end report. Or click on the hyperlink link below to enter the date and time the enquiry is resolved which then completes the end to end process.

Enquiry description:	Direct correspondence from an MP in relation to a broadcasting investigation - Alan Jones
Referral reason:	Line area expertise required
Email Address:	George.Christensen.MP@aph.gov.au
Interaction hyperlink:	http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7b70177A82-DE9E-EA11-80CF-DE5ABDA4AE3B%7d&pagetype=entityrecord >

If your area is not responsible for this type of enquiry please notify the CSC immediately by reply email and suggest an appropriate line area. Your response to the CSC is important as it enables the CSC to refer on the enquiry to the appropriate line area, improve the CSC's referral process and update the area responsible for an unresolved enquiry in the monthly end to end report.

For your information

You can help us improve the service we provide our customers. The CSC's goal is to answer as many enquiries as possible at the first point of contact because customer satisfaction surveys show response time has a significant impact on satisfaction level. If you consider the response to this complex enquiry was straight forward and it would be reasonable for CSC staff to provide the response on behalf of your line area, you can make this happen by providing information (Q&A/script) to the CSC. This information (Q&A/script) will be included in the CSC's resource library and used to respond to future enquiries, please ensure you have your managers support for a proposed change. Please send new information (Q&As)/scripts to Julie Lyons.

You can help us keep the information we provide our customers up to date. The [Resource Library](#) records the information (Q&As/scripts), from the line areas, that is used to answer customer enquiries and the [Internal Referral list](#) directs the handling procedure for complex enquiries to line areas. You can click on these links and review the CSC's information (Q&As/scripts) and handling. Please send updates to Julie Lyons.

Kind regards

Amanda
Enquiries Officer
Customer Service Centre
Telephone: 1300 850 115
Email: info@acma.gov.au

----- Original Message -----

From: George.Christensen.MP@aph.gov.au

Received: Mon May 25 2020 18:30:14 GMT+1000 (AUS Eastern Standard Time)

To: ACMA Customer Service Centre; Mail Delivery System; System Contact

Cc: Paul Fletcher

Subject: Att Chair/CEO of ACMA

Dear CEO/Chair of ACMA,

Please help me understand your recent ruling against broadcaster Alan Jones.

As a Member of Parliament and a Member of the Government that oversees ACMA, I need to understand the basis - legally - in which you launched action against broadcaster Alan Jones that resulted in a finding against him in relation to climate change data and comments about the New Zealand Prime Minister.

Can you please be precise in where, under law, ACMA received its remit from to 'fact check' Mr Jones on climate change data, how this 'fact check' was independently undertaken and who were the individuals who assessed the matter.

Can you also answer where, under law, ACMA received its remit from to assess the ethics around Mr Jones' opinion on the New Zealand Prime Minister, how this opinion was independently assessed and found to be wrong and who were the individuals who assessed this matter.

So I can ascertain whether or not there has been bias in your efforts regarding Mr Jones can you answer four further points:

- 1) Why did ACMA decide to adjudicate on Mr Jones' broadcasts when they were so political in nature? Did it not see the risk of (at least being accused of) political bias against Mr Jones' conservative worldview?
- 2) How does ACMA actually determine if it will proceed with a full assessment of a complaint?
- 3) Given the broadcasts by Mr Jones were political in nature, did ACMA seek a second opinion or assessment of its claims by anyone with conservative political leanings prior to making a ruling?
- 4) Has ACMA made any recent rulings against broadcasters who put forward left-wing claims or claims that backed arguments by Labor and the Greens? Please elaborate.

Please be aware, your efforts against Mr Jones have now added an effort to my parliamentary goals: to see ACMA stripped of its power to adjudicate on the opinions/facts put forward by broadcasters. It is quite a dangerous thing, in a free democracy, to have a government-run body regulating what opinions and data people can and cannot broadcast.

I know I am not the only Government MP who holds this view.

Kind regards,

George Christensen MP

Sent from my iPhone