Cost Recovery Implementation Statement

Do Not Call Register—subscription fees effective 1 July 2019

OCTOBER 2019

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Introduction 1

Purpose of the Cost Recovery Implementation Statement 1

Background and description of activity 1

Stakeholders 2

Policy and statutory authority to recover costs 3

Government policy approval to cost recover 3

Statutory authority to impose cost recovery charges 3

Cost recovery model 4

Methodology 4

Outputs and business processes of the activity 5

Costs of the activity 6

Risk assessment 8

Stakeholder engagement 9

Financial estimates 10

Financial performance 13

Non-financial performance 15

CRIS approval and change register 16

# Introduction

## Purpose of the Cost Recovery Implementation Statement

This Cost Recovery Implementation Statement (CRIS) provides annual information on how the Australian Communications and Media Authority (ACMA) implements cost recovery for the operation of the Do Not Call Register (the register) and sets out subscription fees effective as of 1 July 2019.

The CRIS also provides monetary forecasts for the financial years 2019–20 to 2021–22. Unless otherwise stated, all figures used are GST exclusive.

**No change is being proposed to subscription fees or the methodology used in this CRIS.**

## Background and description of activity

ACMA is Australia's regulator for broadcasting, radiocommunications, telecommunications and unsolicited communications, among other functions. Under the *Do Not Call Register Act 2006* (the Act), ACMA is responsible for establishing and overseeing the operation of the DNCR, which includes administering cost-recovery arrangements and determining the subscription fees for accessing the register.

In order to opt-out of receiving certain unsolicited telemarketing calls and marketing faxes, Australian numbers can be placed on the register if they are:

* used primarily for private or domestic purposes
* used or maintained exclusively for transmitting and/or receiving faxes
* used or maintained exclusively for use by a government body

an emergency service number.

Since 31 May 2007, non-exempt telemarketing was prohibited from being made to any number listed on the register. On 30 May 2010, the Act was amended to allow fax, emergency service and government numbers to be listed. To avoid calling numbers listed on the register, telemarketers and fax marketers can check, or ‘wash’,[[1]](#footnote-2) calling lists against the numbers listed on the register.

The operation of the DNCR is outsourced. Since the inception of the register, the ACMA has entered into two contracts with external service providers to provide register services. The first was with Service Stream Solutions Pty Ltd from February 2007 to September 2015 with a contract value of $24.7 million over eight years. Following a competitive procurement round using the AusTender process, the second and current contract was awarded to Salmat Digital Pty Ltd in September 2014. Salmat took over register operations from September 2015. The value of the contract is $15.5 million over five years, with options to extend for three further years, up to a total of eight years.

In the first year of operation, the direct cost of operating the DNCR was only partially recovered from industry. Since 1 July 2008, the full direct costs of operating the register have been recovered through charging fees to organisations using the register to check or wash numbers prior to engaging in telemarketing and fax marketing activities.

## Stakeholders

The key stakeholders with an interest in the cost recovery arrangements underpinning this activity are individuals and businesses that engage in telemarketing and fax marketing activities. These range from large telemarketing organisations that engage solely in telemarketing on behalf of other organisations, to telecommunications carriers, financial and banking institutions, travel agents and small businesses that seek to increase business by telemarketing and fax marketing.

# Policy and statutory authority to recover costs

## Government policy approval to cost recover

Listed below are the key government policy decisions underpinning cost recovery arrangements for the register.

### 2006–07 Budget paper No. 2

In the 2006–07 Budget, the government provided $33.1 million over four years (and ongoing for forward years) to establish and maintain a Do Not Call Register containing numbers telemarketers must not contact, with certain exceptions. The register operations were established through a competitive tender process to appoint a service provider, with the ACMA responsible for overseeing the operations and enforcing the register legislation.

It was anticipated that approximately $15.9 million of this allocation would be recovered over four years (and ongoing over forward years) from the telemarketing industry through the payment of fees to access the register.

### Explanatory Memorandum for the Do Not Call Register Bill 2006

The [Explanatory Memorandum for the Do Not Call Register Bill 2006](https://www.legislation.gov.au/Details/C2006B00073/Explanatory%20Memorandum/Text), circulated by authority of the (then) Minister for Communications, Information Technology and the Arts, recommended the establishment of an ‘opt-out’ register and that ongoing funding for the register functions be partially cost-recovered from the telemarketing industry.

### 2008–09 Budget paper No. 2

In the [2008–09 Budget](https://archive.budget.gov.au/2008-09/bp2/bp2.pdf), the government agreed that the telemarketing industry would be required to fund the full operational costs of the register by increasing annual subscription fees from 1 July 2008. Previously, the telemarketing industry was only required to fund part of the direct operating costs of the DNCR. This provided savings of $4.2 million over four years.

### 2009–10 Budget paper No. 2

In the [2009–10 Budget](https://www.aph.gov.au/binaries/budget/2009-10/content/bp2/download/bp_2.pdf), the government provided a further $4.7 million over four years (and ongoing for forward years) to extend the register and allow the registration of all Australian telephone (excluding business numbers) and fax numbers on the register. Of this amount, $3.5 million over four years (and ongoing over forward years) was to be recovered from the telemarketing and fax marketing industries.

## Statutory authority to impose cost recovery charges

The Do Not Call Register (Access Fees) Determination 2017 is made under subsection 21(1) of the Act. It sets the fees payable by access seekers to the register and how those fees are to be paid. The fees payable are consistent with the [Australian Government Cost Recovery Guidelines](https://www.finance.gov.au/resource-management/charging-framework/charging-for-regulatory-activities/).

# Cost recovery model

## Methodology

ACMA uses the direct costs of operating the register to determine the level of subscription fees required to generate revenue to recover costs. In 2009, the Australian National Audit Office assessed whether the fees were appropriately set and collected to recover the costs of the register in accordance with government policy. The audit confirmed that the methodology used was appropriate.

When reviewing the modelling, ACMA considers the current cost-recovery policy of promoting consistent, transparent and accountable charging for government activities and the proper use of public resources. For 2018–19 there has been no change in the methodology used as the model remains consistent with the [Australian Government Cost Recovery Guidelines](https://www.finance.gov.au/sites/default/files/australian-government-cost-recovery-guidelines_0.docx).

The fees payable are based on the costs of maintaining the DNCR and the service provided to those wanting to check numbers against the register. For this reason, subscription fees are set to recover all direct costs of operating the register.

In determining the subscription fees, the likely demand for subscriptions is forecast by:

* performing a trend analysis from the historical data to a defined period

establishing a simple growth rate (either positive or negative) across each subscription type for each month thereafter.

The likely demand for subscriptions and the total cost to recover from industry are then inserted into the subscription fee model. In 2006, ACMA engaged Access Economics (an independent consultancy organisation) to assist with the development of the original subscription fee model.

The model determines the amounts the subscription fees must be set at (by type) in order to generate sufficient subscription fee revenue to cover the direct operating costs of the register from industry subscribers.

Under this model, there are eight annual subscription types to choose from. The type of subscription purchased entitles the telemarketer or fax marketer to submit a specified maximum quantity of numbers—from 500 to 100 million numbers—for checking against the register during a 12-month period. Discounts of costs per wash apply for increasing numbers of wash credits. Additional subscriptions can be purchased at any time.

1. Subscription types, fees past and present, and applied discounts.

|  |  |  |  |
| --- | --- | --- | --- |
| Type | No. of washes | Fees | Discount |
| 2010–11 to 2016–17\* | 2017–18 to current | Discount of cost per wash\*\* |
| Type A | 500 | $0 | $0 | 0% |
| Type B | 20,000 | $79 | $113 | 0% |
| Type C | 100,000 | $370 | $525 | 7% |
| Type D | 1,000,000 | $3,200 | $4,540 | 20% |
| Type E | 10,000,000 | $27,000 | $38,310 | 32% |
| Type F | 20,000,000 | $45,000 | $63,850 | 43% |
| Type G | 50,000,000 | $67,500 | $95,775 | 66% |
| Type H | 100,000,000 | $90,000 | $127,700 | 77% |

\*Previous fee increases occurred on 1 January 2011 and 1 July 2017.

\*\*Discounts apply for increasing numbers of wash credits compared to a Type B subscription

As subscription purchases require upfront payment, accrued revenue (for a subscription type) is used in the modelling. The annual subscription fees are spread equally over 12 months. This approach has been adopted to reflect the typical usage profile of an annual list-washing subscription (where a subscription can be, and is, accessed over a 12-month period).

The subscription fee model adopts the following key charging structure characteristics based on the full direct operating-cost recovery regime:

* The pricing structure assumes a fixed subscription fee, which allows the telemarketer or fax marketer to check (wash) a certain quantity of numbers against the Register during a 12-month period.
* Individuals or businesses that engage in telemarketing and/or fax marketing and would like to test the washing service before purchasing a subscription may take out a subscription Type A without having to pay a fee. This is a minimal cost to the register operator and allows users to ‘try before they buy’ subscriptions.
* If a telemarketer or fax marketer submits a contact list for washing and does not have sufficient remaining numbers available on its subscription, the list will be rejected, and they will have to buy a new subscription (other than Type A) before re-submitting the list to be washed.
* No GST is payable on the subscription fees.
* Estimated subscription numbers are based on actual subscription numbers since the beginning of the Register’s operation.
* Each of the subscription fees (apart from Type A) is determined using a combination of the following factors:
* the total number of wash credits for each paid subscription type
* a discounted per unit cost of washing for a user purchasing a higher-level subscription type.

The model uses a ‘goal seek’[[2]](#footnote-3) function to determine the subscription fees. There are three main inputs required:

* the estimated demand for subscriptions by type (that is, the growth rate)
* the total direct operating costs to recover in a given financial year
* an ‘economies-of-scale’ adjustment applicable to higher-level subscription types (i.e. applicable discounts—see Table 1).

Based on these three inputs, the model identifies a set of fees that, when applied to the estimated subscription demand, gives a total subscription fee revenue amount (on an accrual basis) as close as possible to the total direct operating costs the ACMA is seeking to recover in that financial year.

Based on the above charging structure, the subscription fees have been set at levels that minimise the impact on those that use telemarketing and/or fax marketing on an ad hoc basis (and so do not require regular access to the DNCR) and also cater for larger users with significant demand for list-washing services, such as specialist list re-sellers.

## Outputs and business processes of the activity

As noted, the register provides a service for those making unsolicited telemarketing calls or sending unsolicited marketing faxes to check or ‘wash’ their number lists against the register. The washed list is returned with DNCR numbers identified.

The DNCR is a secure database of registered numbers. Services that support its operation include:

* a call centre with IT support
* a customer management system
* a dedicated website
* a financial system for account management

four washing channels.

## Costs of the activity

ACMA maintains separate financial records for the register to identify the direct costs associated with its operation. The components of these costs are reflected in Table 2 below.

1. Cost components of the DNCR

|  |  |
| --- | --- |
| **Direct costs1** | **Description** |
| Contractor | Contract fees paid to service provider  |
| ACMA staff | * Direct costs of ACMA ASL responsible for the contract management of the services provider
* Project management of any changes to IT and/or register services, development and implementation of communications, development and review of register website content, management of budgets and cost recovery
* Administration of access seeker accounts, invoices, payments, refunds, enquiries, data analysis and washing
* Oversight of financial delegations and other register-related finance activities.
 |
| Consultant | The consultant costs represent subscription fee modelling services provided by ACIL Allen Consulting for the 2018–19 financial year. |
| Other | Other costs relate primarily to the payment system, banking gateway, domain names and certificates, post office box and phone line rental. |

1 More detail of these costs can be found under 7A. Financial Performance.

The contractor costs are based on services provided by Salmat Digital Pty Ltd under the current contract. In 2018–19, the staff costs were based on 1.30 average staffing level (ASL). Time is used as the primary means for allocating costs to activities performed by ACMA staff.

The relevant hourly rate for the calculation of staff costs is published in the Telecommunications (Charges) Determination 2017. The hourly rate from 1 July 2012 to 31 March 2017 was $197. The current hourly rate since 1 April 2017 is $202.

In calculating the total estimated direct cost-recoverable figures over the years, the following were excluded:

* procurement of a new register operator and transition from the former operator (totalling $1.0 million incurred across 2014–15 and 2015–16
* establishment costs for the new DNCR operator to build its register systems (totalling $3.6 million incurred across 2014–15 and 2015–16)
* ACMA’s staff costs incurred across 2014–15 and 2015–16 for procurement and transition to a new register operator and the establishment of a new register
* ACMA’s regulatory functions in monitoring and enforcing compliance with the Act—for example, the costs involved in investigating complaints or taking enforcement action
* the cost of consumer education activities related to the Register.

The cost of these activities was met through budget funding.

# Risk assessment

ACMA mitigates the risks associated with the management of the cost-recovery activities applicable to the register by:

* analysing risks
* using risk-control strategies
* reviewing processes regularly

taking action as a result of those reviews.

In accordance with the charging framework, ACMA has undertaken a [Charging Risk Assessment](https://www.finance.gov.au/resource-management/charging-framework/risk-assessment-template/), resulting in a risk rating of ‘medium’for 2019–20.

1. Risk ratings

| Assessment component | Implementation risk | Risk rating |
| --- | --- | --- |
| What is the proposed change in annual cost recovery revenue for the activity? | Decrease by 9% | Medium |
| What is the total proposed annual cost recovery revenue for the activity? | Less than $10m | Low |
| What does the policy proposal or change in the cost recovered activity involve? | No change | Low |
| What type of cost recovery charges will be used? | Fees | Medium |
| What legislative requirements are necessary for imposition of cost recovery charges? | No change | Low |
| Does the proposal involve working with other Commonwealth, state/territory or local government entities? | No | Low |
| **Overall rating** |  | **Medium** |

### Forecasting

Estimating future revenue and demand over the longer term is considered a key risk. The ACMA uses its data to forecast expected demand for the register from telemarketers and fax marketers. To date, this has been done by independent consultants engaged by the ACMA who have also assisted with the review and periodic updating of the subscription fee model. The ACMA will continue to monitor demand.

# Stakeholder engagement

While no change is being proposed to the subscription model or fees in 2019–20, the ACMA sought the views of industry users of the Do Not Call Register on this CRIS via a targeted consultation process.

In addition to targeted stakeholder consultation on this CRIS, the ACMA is currently also undertaking work as part of the Communications and the Arts 2019 Portfolio Charging Review (PCR). Under the Australian Government Charging Framework, portfolios are required to undertake a PCR at least every five years. The PCR provides the opportunity to review existing cost recovery activities and bring forward potential cost recovery opportunities that have been identified. If any proposed changes are recommended to the DNCR, as part of the PCR a separate consultation process would be undertaken. Any proposed changes will not impact the 2019–20 fees currently set by the Do Not Call Register (Access Fees) Determination 2017.

# Financial estimates

Financial estimates for the financial year 2018–19 and forecasts over the next three years are reflected below.

The forecast annual growth rate in Table 4 below—updated in and applied from November 2018 to 2020–22—uses the 2017–18 actuals as the base demand value.

Any over or under-recovery of costs from previous periods are also considered when determining the subscription fees. Revenue is accounted for on a 12-month accrual basis. For example, if 20 subscriptions were purchased in July for a total revenue of $120,000, each month in the following 12 months would be credited with $10,000. This allows for revenue to be spread over 12 months and moderates the immediate impact of actual revenue on any cumulative under or over recovery.

1. Historical growth and forecast growth rate

|  |  |  |
| --- | --- | --- |
| Subscription type | Historical growth(May 2007 to Sep 2018) | Forecast annual growth rate to be applied from 2018–19 |
| Type A (500 washes) | -28% | 0%\* |
| Type B (20,000 washes) | -26% | -20% |
| Type C (100,000 washes) | -15% | -20% |
| Type D (1,000,000 washes) | 0% | 0% |
| Type E (10,000,000 washes) | -56% | -25% |
| Type F (20,000,000 washes) | -100% | 0%\*\* |
| Type G (50,000,000 washes) | -100% | 0%\*\* |
| Type H (100,000,000 washes) | 33% | 0% |

\*0 per cent growth rate applied as no charges are currently applied for Type A subscriptions.

\*\* Implicit assumption was that there will be no further Type F or Type G subscriptions
Source: ACIL Allen Consulting (forecast updated in October 2018)

Table 5 below shows that the demand for subscriptions in 2018 fell for most paid subscription types when compared with previous periods. The estimates for 2019–20 onwards have been forecast by applying simple growth rates based on subscription purchases from May 2007 to end of September 2018, as disclosed in Table 4 above.

The growth rates for future periods have been forecast by ACIL Allen based on the long-term decline in the number of type B, C and E subscriptions purchased between 2015 and 30 June 2019 (see Table 5 below). Only one G subscription and no F subscriptions have been purchased since April 2017, leading to the assumption that growth rates for these subscription types are unlikely to increase again in the future. The higher discount for type H subscriptions, and the ability of businesses to ‘roll over’ any unused wash credits to the following year is the likely reason for fewer purchases of F and G type subscriptions.

1. Estimated subscription demand for the periods 2018–19 to 2021–22

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Type | No. of washes | 2018–19 (estimate) | 2018–19 (actual) | 2019–20 (estimate) | 2020–21(estimate) | 2021–22 (estimate) |
| Type A | 500 | 459 | 507 | 459 | 459 | 459 |
| Type B | 20,000 | 633 | 667 | 507 | 406 | 326 |
| Type C | 100,000 | 706 | 630 | 565 | 543 | 363 |
| Type D | 1,000,000 | 248 | 246 | 248 | 248 | 248 |
| Type E | 10,000,000 | 3 | 5 | 2 | 2 | 1 |
| Type F | 20,000,000 | - | – | – | – | - |
| Type G | 50,000,000 | - | 1 | – | – | - |
| Type H | 100,000,000 | 4 | 2 | 4 | 4 | 4 |
| **Total** | 2,053 | 2,058 | 1,784 | 1,571 | 1,401 |
| **Total less Type A** | 1,594 | 1,551 | 1,325 | 1,112 | 942 |

The level of subscription demand and wash volumes has fluctuated but overall has been declining over time. This trend is expected to continue over the forward estimates with implications for the sustainability of cost-recovery mechanisms. In 2018–19, however, the cost recovery for the register has remained in cumulative over-recovery (currently $0.34m). Consequently, no change to subscription fees is proposed at this time.

Expense and revenue estimates for DNCR operations for the financial year 2019–20 and two forward years are provided in Table 6.

1. Expenses and Revenue estimates

|  |  |  |  |
| --- | --- | --- | --- |
|   | 2019–20 estimate ($m) | 2020–21 estimate ($m) | 2021–22 estimate ($m) |
| Opening cumulative balance | 0.34 | 0.17 | -0.03 |
| Expenses = X | 2.18 | 2.22 | 2.27 |
| Revenue = Y | 2.01 | 2.03 | 1.95 |
| Balance = Y - X | -0.17 | -0.19 | -0.33 |
| **Closing cumulative balance** | 0.17 | -0.03 | -0.35 |

Over the forward years, although the average annual future increase in total expenses is expected to be around 2 per cent, in line with CPI increase, the revenue is expected to continue declining at an average of 4 per cent a year, due to significant drop in demand as disclosed in Table 5. In 2019–20, demand for subscriptions is expected to continue declining for most paid subscription types.

### Impact on cumulative balance

The cumulative over-recovery of the register increased by $0.08 million in 2017–18 and currently totals $0.34m. Current modelling suggests that if demand for subscriptions continues to decline in forward years, the DNCR may be under-recovered by $0.35 million at the end of 2021–22.[[3]](#footnote-4)

ACMA continues to closely monitor revenue trends each month to manage potential under or over-recoveries.

# Financial performance

Historical actual financial results for DNCR are discussed below.

1. Historical demand from 2015–16 to 2017–18

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Type | No. of washes | 2015–16 (actual) | 2016–17 (actual) | 2017–18 (actual) |
| Type A | 500 | 413 | 2,409\* | 1,168\* |
| Type B | 20,000 | 997 | 1,029 | 850 |
| Type C | 100,000 | 1,203 | 1,117 | 779 |
| Type D | 1,000,000 | 286 | 261 | 231 |
| Type E | 10,000,000 | 8 | 9 | 4 |
| Type F | 20,000,000 | 1 | 1 | – |
| Type G | 50,000,000 | 2 | 2 | – |
| Type H | 100,000,000 | 3 | 2 | 4 |
| **Total** | 2,913 | 4,830 | 3,036 |
| **Total less Type A** | 2,500 | 2,421 | 1,868 |

An ACMA-conducted industry survey and consultations in 2016–17 identified several aspects of the register that have an impact on demand, including:

* the quantity of numbers on the Register—11.84 million numbers as at 30 June 2019
* permanent registration

reduced number churn—that is, numbers on the Register were unlikely to have been removed after the enactment of permanent registration in 2015.

Table 8 shows the actual direct costs of operating the DNCR, compared to the associated accrued subscription fee revenue since the commencement of the register.

1. Historical expenses and revenue

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 2007–14 ($m) | 2014–15 ($m) | 2015–16 ($m) | 2016–17 ($m) | 2017–18 ($m) | 2018–19 ($m) |
| Expenses = X | 18.21 | 2.54 | 2.34 | 2.32 | 2.10 | 2.14 |
| Revenue = Y | 18.85 | 2.73 | 2.23 | 2.01 | 1.95 | 2.22 |
| Balance = Y - X | 0.64 | 0.18 | –0.11 | –0.31 | –0.15 | 0.08 |
| **Cumulative balance** | **0.64** | **0.82** | **0.71** | **0.40** | **0.25** | **0.34** |

**Revenue**

The reduction in revenue trends prior to 2018–19 reflect several influences, such as:

* movement from telemarketing to other forms of marketing
* increased use of consent-based calls that are not required to be washed

high labour costs in call centres

mobile phones replacing fixed-line phones. There is no public directory of mobile phones, which makes it difficult for telemarketers to generate calling lists

increased costs of washing numbers against the DNCR from July 2017.

However, in 2018–19 revenue increased from the previous year due to demand for subscription types B, D and G. The numbers vary at times due to campaigns that are run by the telemarketing industry.

**Expenses**

Table 9 below summarises the actual direct costs associated with operating the register between 2015–16 and 2018–19, as well as estimated costs for 2019–20.

1. Direct operating costs of the register

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Direct costs | Actual 2015–16($m) | Actual 2016–17 ($m) | Actual 2017–18 ($m) | Actual 2018–19 ($m) | Estimate2019–20($m) |
| Contractors | 1.75 | 1.70 | 1.69 | 1.73 | 1.77† |
| Staff | 0.55 | 0.58 | 0.37 | 0.38 | 0.38 |
| Consultants | 0.01 | 0.02 | 0.01 | 0.01 | 0.01 |
| Other | 0.03 | 0.02 | 0.03 | 0.02 | 0.02 |
| **Total** | 2.34 | 2.32 | 2.10 | 2.14 | 2.18 |

\* Figures for 2018–19 are based on actuals to 30 June 2019.

† Contract costs increase in line with any increase in the annual consumer price index (CPI) figure.

### Calculation of costs

The contractor costs for 2018–19 of $1.73 million have increased in line with CPI.

In 2018–19, staff costs were based on 1.30 average staffing level (ASL) and were consistent with 2017–18 costs which were based on 1.29 ASL. The hourly rate applied in 2018–19 was $202.

The ASL associated with contract management, administrative, financial and communication functions is required year-on-year as these are ongoing DNCR tasks. Staff costs have decreased by approximately 34 per cent since 2016–17 as register operations have matured and have required less staff oversight. For example, in 2016–17, more time was required for post-transition activities, including post-deployment system changes and process development.

The consultant costs represent subscription fee modelling services provided by ACIL Allen Consulting for the 2018–19 financial year and have remained constant. There have been no fluctuations to other costs which relate primarily to the payment system, banking gateway, domain names and certificates, post office box and phone line rental.

# Non-financial performance

ACMA’s non-financial performance is available through published annual reports, Portfolio Budget Statements, the Regulatory Performance Framework and the [*Corporate plan 2019–20*.](https://www.acma.gov.au/Home/theACMA/Library/Corporate-library/Corporate-publications/acma-corporate-plan)

A range of performance indicators were used in 2018–19 to measure ACMA’s performance in regulating unsolicited communications. These include:

* Register services being available for at least 99 per cent of the scheduled hours
* unsolicited communications investigations being completed within eight months or sooner
* relevant investigation outcomes being published on the ACMA’s website.

# CRIS approval and change register

Certification

I certify that this CRIS complies with the Australian Government Cost Recovery Guidelines.

Nerida O’Loughlin PSM

Chair and Agency Head

1. Change register

| Date of CRIS change | Description of CRIS change | Approver | Basis for change |
| --- | --- | --- | --- |
| 13 December 2019 | Certification of the CRISVersion 5.0 | ACMA Chair and Agency Head | Annual CRIS update |
| 9 July 2018 | Certification of the CRISVersion 4.0 | Acting ACMA Chair and Agency Head | Annual CRIS update |
| 26 June 2017 | Approval to the CRISVersion 3.0 | The Minister for Communications | Annual CRIS update |
| 15 May 2017 | Certification of the CRISVersion 3.0 | ACMA Chairman | Annual CRIS update |
| 18 August 2016 | Certification of the CRISVersion 2.0 | ACMA Chairman | Annual CRIS update |
| 30 July 2014 | Agreement to the CRISVersion 1.0 | The Minister for Communications | Annual CRIS update |
| 27 June 2014 | Certification of the CRISVersion 1.0 | ACMA CEO | Annual CRIS update |

1. ‘Washing’ is a term used to describe the process where access seekers upload and check numbers against the register within the secure environment of the DNCR. Access seekers submit a list of numbers to the register and the washed list is returned with registered numbers identified for privacy reasons. [↑](#footnote-ref-2)
2. Goal seek is a Microsoft Excel feature that allows a user to find the result by adjusting the input value—that is, the direct costs to be recovered. [↑](#footnote-ref-3)
3. The contract with the register operator concludes in September 2020. The contract provides options for extension until September 2023. [↑](#footnote-ref-4)