

From: COE
Sent: Thursday, 10 May 2018 9:30 PM
To: Kiermaier, Max
Subject: CM9: Submission to Committee Inquiry
Record Number: 18/004287

Dear Secretary,

Thank you for your letter of 26 April. The haveyoursay.net.au website was established to give Canberrans an opportunity to communicate their views about various issues. I believe that it has been a useful tool in facilitating community feedback.

I decided to establish a *Unit & Apartment Rates* consultation in order to make it easier for people to participate in the Committee inquiry. I believe that making a submission to committees can be daunting and requires assumed knowledge about Assembly processes that few people possess. I note that other organisations, such as Unions ACT, have established mechanisms for encouraging submissions to committee inquiries.

On 13 March, I published a consultation with specific questions for the rates inquiry. The draft was created on 7 March and the page was made publicly accessible following advice from the Clerk.

Upon entering text and clicking submit, the system was set up to automatically send the text to the Committee Secretariat email address (LACCommitteePA@parliament.act.gov.au) and info@haveyoursay.net.au. The full text of each submission was sent. Each Committee member would receive the same information I received. The web form asked for:

- Name
- Email Address
- Phone Number
- Address
- Do you own a strata residence?
- Do you live in a strata residence?
- Should the changes to the methodology for determining rates and land tax for strata residences be reversed?
- How has this change affected you?
- Do you have any other comments on this issue?

The submissions sent to the Committee office included every answer to the above questions. Below are the submissions we received. It was not my intention to withhold any information, nor withhold any submissions.

On 12 April after the Assembly rose, I undertook an audit of the submissions received on haveyoursay.net.au for the Rates Inquiry. I did this by looking at the emails received via info@haveyoursay.net.au and those published on the Committee website. When I noticed that there appeared to be a discrepancy, with the aid of a staff member, we inspected the outbound mail log (that is, the submissions that were sent by email to the Committee secretariat) and discovered that a number of submissions had bounced due to an outbound spam filter and were not sent to the Committee email address. A full reconciliation of submissions was undertaken with the Committee office in the following week.

It appears that the reason they were received by info@haveyoursay.net.au and not the Committee address is due to the 'From' address used. When setting up the consultation, three actions were set up to automatically occur:

1. An acknowledgement email was sent to the submitter using the email address the submitter wrote in their submission. The email received by the submitter was from info@haveyoursay.net.au.
2. An email was sent to the Committee office and was from the email address the submitter wrote in their submission (ie the email would appear in the inbox as coming from the submitter). A declaration that the email came via haveyoursay.net.au was included in the email followed by all the information entered into the web form.
3. An email was sent to info@haveyoursay.net.au from info@haveyoursay.net.au which included all the information entered into the web form.

On the night of 12 April, it was discovered that the outbound spam filter caught some emails in the second action above. A list of bounced emails was established then. This was discovered by reviewing the log of emails sent.

On the morning of 13 April, the consultation was closed and a message was left on the website advising so.

Upon undertaking a reconciliation with the Committee office, we established that there were a further four emails that, according to our records, did not bounce but which were apparently not received by the Committee office. We sent these emails to the office too. As part of the reconciliation, every submission was forwarded to the Committee office.

I hope that this inquiry can establish protocols for promoting committee inquiries, develop rules for web submissions, and advise the Assembly on simpler ways for the public to make submissions to inquiries. The reconciliation exercise we undertook shows the value of being able to do a reconciliation between the Committee office and the facilitator of the web form. In the absence of such a reconciliation, how do we know that all submissions for other inquiries were received? I hope that this committee can address this issue in their recommendations to guide future inquiries.

I believe that the guiding principle should be to maximise public engagement with committee activities.

Kind regards,

Alistair Coe

Name	Email Address	Date received	Date sent to committee
[REDACTED]	[REDACTED]	21/03/2018 13:41:52	21/03/2018 13:41:52
[REDACTED]	[REDACTED]	23/03/2018 10:04:51	23/03/2018 10:04:51
[REDACTED]	[REDACTED]	27/03/2018 21:21:07	27/03/2018 21:21:07
[REDACTED]	[REDACTED]	28/03/2018 16:35:35	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	22/03/2018 13:47:50	22/03/2018 13:47:50
[REDACTED]	[REDACTED]	28/03/2018 13:45:39	28/03/2018 13:45:39
[REDACTED]	[REDACTED]	22/03/2018 10:01:44	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	22/03/2018 14:25:36	22/03/2018 14:25:36
[REDACTED]	[REDACTED]	19/03/2018 19:06:01	19/03/2018 19:06:01
[REDACTED]	[REDACTED]	22/03/2018 13:24:13	22/03/2018 13:24:13
[REDACTED]	[REDACTED]	23/03/2018 14:45:31	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	12/04/2018 19:36:41	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	24/03/2018 12:29:37	24/03/2018 12:29:37
[REDACTED]	[REDACTED]	23/03/2018 14:25:22	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	12/04/2018 14:36:33	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	21/03/2018 20:52:27	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	22/03/2018 18:03:00	22/03/2018 18:03:00
[REDACTED]	[REDACTED]	12/04/2018 11:18:11	12/04/2018 11:18:11
[REDACTED]	[REDACTED]	12/04/2018 10:19:42	12/04/2018 10:19:42
[REDACTED]	[REDACTED]	12/04/2018 18:12:24	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	21/03/2018 14:11:20	21/03/2018 14:11:20
[REDACTED]	[REDACTED]	21/03/2018 22:17:01	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	22/03/2018 19:47:40	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	19/03/2018 17:43:54	19/03/2018 17:43:54
[REDACTED]	[REDACTED]	21/03/2018 15:33:01	21/03/2018 15:33:01

[REDACTED]	[REDACTED]	18/03/2018 15:02:35	18/03/2018 15:02:35
[REDACTED]	[REDACTED]	21/03/2018 19:30:53	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	15/03/2018 15:20:14	15/03/2018 15:20:14
[REDACTED]	[REDACTED]	23/03/2018 08:44:28	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	21/03/2018 10:59:41	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	12/04/2018 18:15:43	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	21/03/2018 18:46:32	21/03/2018 18:46:32
[REDACTED]	[REDACTED]	23/03/2018 14:36:34	23/03/2018 14:36:34
[REDACTED]	[REDACTED]	19/03/2018 18:00:55	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	26/03/2018 20:16:33	26/03/2018 20:16:33
[REDACTED]	[REDACTED]	28/03/2018 20:38:15	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	21/03/2018 20:28:44	21/03/2018 20:28:44
[REDACTED]	[REDACTED]	22/03/2018 13:11:55	22/03/2018 13:11:55
[REDACTED]	[REDACTED]	12/04/2018 06:52:53	12/04/2018 06:52:53
[REDACTED]	[REDACTED]	11/04/2018 21:52:22	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	23/03/2018 10:23:37	18/04/2018 12:21:03
[REDACTED]	[REDACTED]	23/03/2018 11:33:06	18/04/2018 12:21:03



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON PRIVILEGES 2018

Mr Alistair Coe MLA
Member for Kurrajong
Legislative Assembly for the Australian Capital Territory
Civic Square, London Circuit
CANBERRA ACT 2601

Dear Mr ~~Coe~~

Alistair

As you are aware, on Thursday, 12 April 2018 the Legislative Assembly established a Select Committee on Privileges to investigate actions of certain Members in relation to an inquiry of the Standing Committee on Public Accounts (PAC) relating to the methodology for determining rates and land tax for apartments. The Committee has also been asked to examine the actions of third-party websites in generating submissions to parliamentary inquiries.

To assist the Committee in conducting its inquiry the Committee requests you lodge a submission addressing the Committee's terms of reference (copy attached). The Committee is particularly interested in:

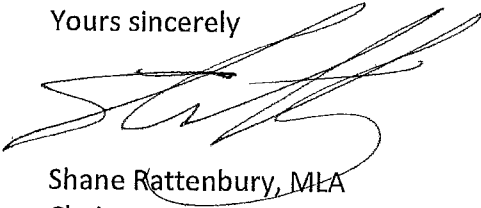
- how the website operated from which submissions to the PAC were forwarded (ie, was it automatic or was there human intervention);
- whether any information about the submissions was retained;
- how many, and on what dates, were submissions received;
- how many, and on what dates, were submissions passed on to the PAC;
- were all submissions forwarded to the PAC; if not, why not; and
- any other relevant matters that relate to the Committee's inquiry.

Submissions addressing the Committee's terms of reference and the other questions posed should be lodged with the Secretary of the Committee Max Kiermaier, details below, by Thursday, 10 May 2018.

Secretary
Select Committee on Privileges 2018
ACT Legislative Assembly
GPO Box 1020
CANBERRA ACT 2601

Email: max.kiermaier@parliament.act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Shane Rattenbury', written over a faint circular stamp or watermark.

Shane Rattenbury, MLA
Chair

26 April 2018