

To whom it may concern:

1. NEPM (Federal National Environmental Protection Measure)

The problem here with this "national standard" is that it is not one. It claims to be a nationally applicable standard of dust emissions by stating "there shall be no more than five dust exceedences per year where a dust exceedance is defined as 50 ug (micrograms) of PM10 (Particle Measure 10 ug) dust in one m3 of air", but every state government ignores this "standard" and only calls it a recommendation. I can speak here for the Dep. of Env. Regulation (DER WA) and WA Health Dep., which both ignore this "standard" because I live next to a quarry and in 2008 Boral Quarries reported 37 dust exceedances in just three months, not even a year! And the TV tells me farmers around a coal mine in Qld are finding there is no legal challenge possible against excessive dust emissions from a coal mine using this "national standard", which is a waste of federal funds.

2. "Transfer Pricing"

In Woodside Petroleum I noticed an expensive loss of tax revenue in the following fashion: Samples of condensate from the gas fields were sent to many overseas laboratories for EACH one of the many partners in the Woodside Consortium. This meant the labs of Shell in The Hague, Cal Asiatic, etc. all were sent these same samples each to perform a PVT (pressure, volume, temperature) and chemical analysis of the SAME samples at considerable expense and subsequent reduction in taxable income. Those invoices all came into my hands. An email to our former federal member Ken Wyatt MP about this scam was never replied to.

3. ACCC, ACMA, ACORN, TIO, Scamwatch, Scamnet web pages

The following scams are still being performed by every telco: They sell mobile phone numbers to scammers, who will send SPAM SMSs messages to unsuspecting recipients offering prizes for quizzes, etc. and clicking on such SMSs leads to an immediate "Subscription to Premium Services" with monthly charges, which may not even be noticed in the invoice. Or just clicking on an SMS leads to charges, even without an offer of a prize. As a pensioner I lost \$20.20 to an overseas scammer associated with Telstra but mentioning an on-line complaint to the TIO (Ombudsman) caused a refund. Millions have been lost according to more than 1,000 complainants as seen on "Whirlpool", a communications web page, "Yescrowd", an Optus forum and Telstra's Forum.

All the above mentioned federal agencies do is keeping scam statistics and none of those authorities are investigating those scammers despite the fact that the industry recommendation is to support double verification via opt-in/opt-out, i.e., telling clients there is a monthly charge for subscriptions and giving clients a choice to subscribe or not and not allowing a single-click subscription. The TIO is an agency, which will get the money refunded, but will also not investigate.

None of those agencies listed in the heading inform duded clients via their web pages to ring the telco and to ask for the money back and to mention the TIO if the telco does not agree to a refund. All they do is sending an automated reply after a long on-line complaint has been lodged for the purpose of keeping scam statistics.

The TIO is overburdened by complaints about low or no NBN speeds anyway and this agency could be reduced by the simple expedient of advising customers in the ACCC, ACORN, ACMA, Scamwatch, Scamnet, etc. web pages to contact the telco and to ask for a refund and if unsuccessful, to mention an on-line complaint to the TIO.

4. Sale of gold and US Dollar speculations

According to "The Australian" several tons of gold were sold by the relevant federal agency a few years back and looking at the present gold price a huge loss has occurred with that transaction. Not only did the resulting drop in the gold price upset our gold producers, that sale also was not a wise move.

Similarly, there has been speculation by another federal agency with US Dollars vs. AUS Dollars leading to huge losses according to the papers.

Regards
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