



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 6

Budget Estimates 2020-2021

Report 14

May 2021

6



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Portfolio Committee No. 6 - Transport and Customer Service

Budget Estimates 2020-2021

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Chair: Abigail Boyd MLC.

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Terms of reference

1. That the Budget Estimates and related papers for the financial year 2020-2021 presenting the amounts to be appropriated from the Consolidated Fund be referred to the Portfolio Committees for inquiry and report.
2. That, further to the resolution of the House of 11 November 2020 adopting the 2021 sitting calendar, the 2020-2021 initial budget estimates hearings be scheduled as follows:

Day One: Thursday 25 February 2021

PC 6 Transport and Roads

PC 1 Special Minister of State, Public Service and Employee Relations, Aboriginal Affairs and the Arts

Day Two: Friday 26 February 2021

PC 4 Deputy Premier, Regional New South Wales, Industry and Trade

PC 5 Families, Communities and Disability Services

Day Three: Monday 1 March 2021

PC 3 Tertiary Education and Skills

PC 4 Water, Property and Housing

PC 1 The Legislature

Day Four: Tuesday 2 March 2021

PC 5 Attorney General and Prevention of Domestic Violence

PC 7 Energy and Environment

Day Five: Wednesday 3 March 2021

PC 3 Education and Early Childhood Learning

PC 4 Agriculture and Western New South Wales

Day Six: Thursday 4 March 2021

PC 2 Health and Medical Research

PC 1 Premier

Day Seven: Friday 5 March 2021

PC 5 Sport, Multiculturalism, Seniors and Veterans

PC 6 Better Regulation and Innovation

Day Eight: Monday 8 March 2021

PC 1 Treasury

PC 6 Customer Service

Day Nine: Tuesday 9 March 2021

PC 5 Counter Terrorism and Corrections

PC 7 Planning and Public Spaces

Day Ten: Wednesday 10 March 2021
PC 1 Jobs, Investment, Tourism and Western Sydney
PC 6 Regional Transport and Roads

Day Eleven: Thursday 11 March 2021
PC 7 Local Government
PC 2 Mental Health, Regional Youth and Women

Day Twelve: Friday 12 March 2021
PC 5 Police and Emergency Services
PC 1 Finance and Small Business

3. That for the purposes of the Budget Estimates inquiry 2020-2021:
- (a) each scheduled day for the initial round of hearings will begin at 9.30 am and conclude by 8.30 pm,
 - (b) the committees must hear evidence in public,
 - (c) the committees may ask for explanations from ministers, parliamentary secretaries or officers of departments, statutory bodies or corporations, relating to the items of proposed expenditure,
 - (d) witnesses, including ministers, may not make an opening statement before the committee commences questions,
 - (e) members may lodge supplementary questions with the committee clerk by 5.00 pm within two business days, following a hearing, and
 - (f) answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members.
4. That the committees present a final report to the House by 30 June 2021.

The terms of reference were referred to the committee by the Legislative Council on Wednesday 18 November 2020.¹

¹ *Minutes*, NSW Legislative Council, 18 November 2020, pp 1693-1695.

Committee details

Committee members

Ms Abigail Boyd MLC	The Greens	<i>Chair</i>
The Hon Mark Banasiak MLC	Shooters, Fishers and Farmers Party	<i>Deputy Chair</i>
The Hon Scott Farlow MLC	Liberal Party	
The Hon Sam Farraway MLC	The Nationals	
The Hon John Graham MLC	Australian Labor Party	
The Hon Shayne Mallard MLC	Liberal Party	
The Hon Daniel Mookhey MLC	Australian Labor Party	

Non-substantive members who attended the hearings

The Hon Lou Amato MLC	Liberal Party
The Hon Anthony D'Adam MLC	Australian Labor Party
Ms Cate Faehrmann MLC	The Greens
The Hon Courtney Houssos MLC	Australian Labor Party
The Hon Rose Jackson MLC	Australian Labor Party
The Hon Mark Latham MLC	Pauline Hanson's One Nation
Mr David Shoebridge MLC	The Greens
The Hon Mick Veitch MLC	Australian Labor Party

Contact details

Website	www.parliament.nsw.gov.au/budgetestimates
Email	budgetestimates@parliament.nsw.gov.au
Telephone	9230 2898

Chair's foreword

I am pleased to present this report on the Inquiry into Budget Estimates 2020-2021. This annual inquiry into the Budget Estimates ensures parliamentary oversight of the Budget, and provides an important mechanism for the accountability of the executive government to the Legislative Council.

Portfolio Committee No. 6 – Transport and Customer Service is responsible for the scrutiny of the following portfolio areas:

- Regional Transport and Roads
- Customer Service
- Transport and Roads
- Better Regulation and Innovation

The key evidence gathering mechanism of this Inquiry is through the conduct of public hearings. This report lists the key issues raised during the hearings. Transcripts, tabled documents and additional answers provided after the hearings are published on the [Inquiry's webpage](#).

On behalf of the committee, I would like to thank the ministers and their officers who assisted the committee during this important inquiry. I am grateful to my fellow committee members and the secretariat staff for their contributions to the inquiry process.



Ms Abigail Boyd MLC
Chair

Chapter 1 Introduction

The Inquiry into Budget Estimates is one of the key mechanisms for parliamentary committees to scrutinise government expenditure, performance and effectiveness. It holds ministers and government officials to account and provides a greater level of transparency to the public.

The Inquiry is conducted annually by the Legislative Council's Portfolio Committees. Each committee examines the budget estimates of its responsible portfolios, with ministers and senior public servants as the primary witnesses. The evidence taking process of the Inquiry consists of answers provided during public hearings and answers to post-hearing written questions (known as supplementary questions). There is no provision for written submissions.

Budget Estimates 2020-2021

- 1.1 The Inquiry into Budget Estimates 2020-2021 ('the Inquiry') was referred to the portfolio committees for inquiry and report on 11 November 2020 by the Legislative Council.² The budget estimates resolution establishing the Inquiry, which sets out the rules for the Inquiry, is reproduced on pages iv and v.
- 1.2 The resolution authorised the committees to conduct one round of initial hearings, from 9.30 am to 8.30 pm, to examine all portfolios for each minister.³
- 1.3 In previous estimates inquiries, three rounds of hearings (initial, supplementary and further) were conducted and portfolios under the same minister were examined for six hours duration per hearing. Given the COVID-19 pandemic, hearings were delayed this year with no provision for supplementary or further hearings.
- 1.4 The budget estimates resolution stated that the committee could seek explanations from ministers, parliamentary secretaries or officers of departments, statutory bodies or corporations, relating to the items of proposed expenditure.⁴ Each committee was free to determine the time and allocation of questions for each hearing within the parameters set by the resolution.
- 1.5 Initial hearings were held over 12 days from 25 February to 26 February 2021, 1 March to 5 March 2021, and 8 March to 12 March 2021.⁵

Hearings

- 1.6 The committee held 4 public hearings as follows:
 - Thursday 25 February 2021 – Transport and Roads
 - Friday 5 March 2021 – Better Regulation and Innovation

² *Minutes*, NSW Legislative Council, 11 November 2020, pp 1563.

³ *Minutes*, NSW Legislative Council, 11 November 2020, pp 1563.

⁴ *Minutes*, NSW Legislative Council, 18 November 2020, pp 1681-1683.

⁵ *Minutes*, NSW Legislative Council, 11 November 2020, p 1563.

- Monday 8 March 2021 – Customer Service
- Wednesday 10 March 2021 – Regional Transport and Roads

Transcripts, questions on notice and supplementary questions

- 1.7 Transcripts of the hearings, questions taken on notice, supplementary questions and answers to these questions are available on the Budget Estimates web page at: www.parliament.nsw.gov.au/budget-estimates.

Chapter 2 Issues raised during hearings

This chapter provides a brief summary of key issues raised during the hearings.

Transport and Roads

2.1 A hearing examining the portfolio of Transport and Roads was held on Thursday 25 February 2021. The following issues were raised during the committee's examination of this portfolio:

- Acquisition of private land for the purpose of building public transport infrastructure
- Land clearing for the development of new road and rail corridors and impact on koala populations
- Taxi industry adjustment assistance package
- Safer Roads Program and Community Road Safety Fund
- Government purchase of land at Camellia for the Parramatta light rail project
- The decision to remove Mr Rodd Staples from his position of Secretary, Transport for NSW
- Reasons for the difference between the original cost estimate for the Metro West project and the final forecast cost
- The department's response to a ministerial directive to clear trees 40 metres back from the Princes Highway following the January 2020 bushfires
- The process for making grants under the Boating Now program
- Whether Transport for NSW has met biodiversity offset requirements around new road construction
- The cost of demolishing the heritage-listed Windsor Bridge
- The impact of the new M8 and M5 East on traffic in surrounding areas
- Changes to the mobile speed camera program, and revenue generated as a result
- Transport for NSW's role in establishing wildlife crossings where there is danger to koala populations
- Negotiations over the enterprise agreement for Sydney Trains staff and staff opposition to the current proposal.

Better Regulation and Innovation

2.2 A hearing examining the portfolio of Better Regulation and Innovation was held on Friday 5 March 2021. The following issues were raised during the committee's examination of this portfolio:

- Safework NSW response to serious incidents, including incidents that occurred during Northconnex construction

- Flammable cladding – progress of remediation, materials used in replacing existing cladding, cladding safety panel
- Certification and regulation of building inspectors and engineers
- Greyhound welfare – statutory review of operating licence, delay in minimum standards, feeding and injuries
- Retirement village regulations
- Dust diseases register and manufactured stone industry reforms
- Proposed changes to National Construction Code regarding disability access standards
- Government knowledge and action on housing stress and rental arrears due to COVID
- North Connex lighting installation not complying with Australian standards
- Safework NSW oversight of compliance with WH&S obligations in the food delivery industry.

Customer Service

2.3 A hearing examining the portfolio of Customer Service was held on Monday 8 March 2021. The following issues were raised during the committee's examination of this portfolio:

- Crown Casino contract
- Govt response and notification of affected citizens from major government data breaches
- Gig economy workers – Status of workers under current workers compensation laws & proposed gig economy compensation scheme
- Proposed digital wallet for poker machines
- Involvement of fraud in bushfire relief grants
- Park & pay app
- Relationship between SIRA & iCare and progress of February review of iCare.
- Remediation plan for repaying underpaid injured workers
- Possible iCare premium increases and relevant operational matters
- Progress on various inspections into iCare conducted by the State Insurance Regulatory Authority
- Claims denied by Corrective Services and iCare
- Poker machines, including the monitoring of, and preventative measures for, irregularities and illegal activities such as money laundering,
- The Responsible Gambling Fund and community benefit scheme including application process, monitoring compliance and distribution of the fund
- Potential new entrants entering the NSW workers compensation insurance market

- iCare's non-compliance with the GIPA Act
- Crown casino
- Issues related to Service NSW centres, including proposed sites for future centres, facilities, 24/7 hotline service
- Personal data collected via Service NSW COVID check-in APP
- Termination of service contracts with Unisys and Infrasis
- Working with children check
- Administration of bush fire grants scheme and related fraudulent claims
- Cybersecurity
- Efficiency dividend for the Department of Customer Service.

Regional Transport and Roads

2.4 A hearing examining the portfolio of Regional Transport and Roads was held on Wednesday 10 March 2021. The following issues were raised during the committee's examination of this portfolio:

- Block and Repair Grant Report dated January 2020
- Regional Seniors Travel Card
- Bridal Track
- Fast Rail Strategy
- Ministerial direction issued by Minister Constance re clearance zone around all NSW highways post bushfires
- Duty of care for heavy vehicle drivers – rest areas
- Penalty Notices on rest area parking
- Trial of Rest Areas
- Roadworks improvements and repairs
- Train line and public transport accessibility in rural areas
- Sue Baker-Finch report and taxis in regional communities
- Parkes By-pass – funds allocated in budget
- Fly Over in Jervis Bay – is work going to commence in 2022?
- Proportion of road fines that has gone into road safety
- Initiatives to improve road safety and lives potentially saved
- Roundabout and Intersection at Gocup Road
- Progress of McCains Bridge project

- Heavy vehicle rest areas, including maintenance and construction, consultation process, cleanliness of the areas
- The inadvertent disclosure of a report related to Canberra to Eden railway line
- Funding and program to eradicate woody weeds
- Delivery of the regional rail fleet
- School bus seatbelt tenders
- Design of the Milton-Ulladulla bypass
- Road safety related issues including budget allocation, sponsorship, evaluation of the fund and programs, and planning
- Update on regional highway upgrades
- Rollout of the changes to the mobile speed camera program.

Appendix 1 Witnesses at hearings

Transport and Roads – Thursday 25 February 2021

Name	Position and Organisation
Hon Andrew Constance MP	Minister for Transport and Roads
Mr Peter Regan	Acting Secretary, Transport for NSW
Mr Howard Collins	Acting Deputy Secretary, Greater Sydney, Transport for NSW
Mr Mark Hutchings	Acting Chief Operations Officer, Transport for NSW
Mr Tim Raimond	Chief Transport Planner, Transport for NSW
Ms Camilla Drover	Acting Deputy Secretary, Infrastructure and Place, Transport for NSW
Mr Steve Issa	Acting Executive Director Services, Transport for NSW
Mr Jon Lamonte	Chief Executive, Sydney Metro
Ms Suzanne Holden	Acting Chief Executive, Sydney Trains
Ms Daniela Fontana	Acting Chief Executive, State Transit Authority
Mr Philip Holliday	Chief Executive Officer, Port Authority of NSW
Mr Anthony Wing	Point to Point Transport Commissioner
Mr Anand Thomas	Acting Executive Director, Central and Southern Sydney Program Office, Transport for NSW

Better Regulation and Innovation – Friday 5 March 2021

Name	Position and Organisation
Hon Kevin Anderson MP	Minister for Better Regulation and Innovation
Ms Emma Hogan	Secretary, Department of Customer Service
Ms Rose Webb	Deputy Secretary, Department of Customer Service
Mr John Tansey	Executive Director, Policy and Strategy, Department of Customer Service
Mr David Chandler	NSW Building Commissioner, Department of Customer Service
Mr Tony Williams	Executive Director, Compliance and Dispute Resolution, Safework NSW

Name	Position and Organisation
Mr Terry O'Brien	Director, Office of Racing, Department of Customer Service
Ms Meagan McCool	Director, Chemicals, Explosives and Safety Auditing, SafeWork NSW

Customer Service – Monday 8 March 2021

Name	Position and Organisation
Hon Victor Dominello MP	Minister for Customer Service
Ms Emma Hogan	Secretary, Department of Customer Service
Ms Rose Webb	Deputy Secretary, Better Regulation Division, Department of Finance, Services and Innovation
Ms Carmel Donnelly	Chief Executive Officer, State Insurance Regulatory Authority, Department of Customer Service
Mr Greg Wells	Government Chief Information Officer, Department of Customer Service
Mr Damon Rees	Chief Executive Officer, Service NSW, Department of Customer Service
Mr Clinton Gould	Chief Financial Officer, Department of Customer Service
Mr William Murphy	Deputy Secretary, Delivery and Transformation, Department of Customer Service
Ms Elizabeth Tydd	NSW Information Commissioner
Ms Samantha Gavel	NSW Privacy Commissioner
Mr Philip Crawford	Chairperson, Independent Liquor and Gaming Authority
Ms Elizabeth Livingstone	Chief Executive Officer, Independent Pricing and Regulatory Tribunal

Regional Transport and Roads – Wednesday 10 March 2021

Name	Position and Organisation
Hon Paul Toole MP	Minister for Regional Transport and Roads
Mr Peter Regan	Acting Secretary, Transport for NSW
Ms Carol-anne Nelson	Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW

Name	Position and Organisation
Mr Pete Allaway	Chief Executive Officer, NSW Trainlink and Chief Customer Officer for Regional and Outer Metropolitan, Transport for NSW
Mr Anthony Hayes	Executive Director, Community and Place, Regional and Outer Metropolitan, Transport for NSW
Mr Bernard Carlon	Executive Director, Centres for Road Safety and Maritime Safety, Transport for NSW
Ms Barbara Wise	Executive Director, Transport and Partnerships, Regional and Outer Metropolitan Division, Transport for NSW
Ms Gillian Geraghty	Head of Regional Project Delivery, Infrastructure and Place, Transport for NSW

Appendix 2 Minutes

Minutes no. 29

Wednesday 3 February 2021

Portfolio Committee No. 6 – Transport and Customer Service

Room 1254, Parliament House, Sydney at 1.01 pm

1. Members present

Ms Boyd, *Chair* (via Webex)

Mr Banasiak, *Deputy Chair*

Mr Fang (substituting for Mr Mallard)

Mr Farlow

Mr Graham (via Webex)

Mr Mookhey

2. Previous minutes

Resolved, on the motion of Mr Banasiak: That draft minutes no. 28 be confirmed.

3. Inquiry into Budget Estimates 2020-2021 – procedural resolutions

The committee noted the Budget Estimates timetable for 2020-2021 agreed to by the House, with hearings commencing at 9.30 am and concluding by 8.30 pm, for Portfolio Committee No. 6:

Date	Portfolio
Thursday 25 February 2021	Transport and Roads (Constance)
Friday 5 March 2021	Better Regulation and Innovation (Anderson)
Monday 8 March 2021	Customer Service (Dominello)
Wednesday 10 March 2021	Regional Transport and Roads (Toole)

3.1 Allocation of question time and total hearing time

Resolved, on the motion of Mr Banasiak: That with no questions asked by government members:

- the Transport and Roads portfolios be examined from 9.30 am to 12.30 pm and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for government questions.
- the Better Regulation and Innovation portfolios be examined from 9.30 am to 12.30 pm and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for government questions.
- the Customer Service portfolio be examined from 9.30 am to 12.30 pm and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for government questions.
- the Regional Transport and Roads portfolios be examined from 9.30 am to 12.30 pm and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for government questions.

3.2 Order for examination of portfolios

Resolved, on the motion of Mr Graham: That the portfolios be examined concurrently.

3.3 Witness requests and appearance times

Resolved, on the motion of Mr Mookhey: That the committee invite the below witnesses as per last year to appear at the following times:

Regional Transport and Roads

Appearing from 9.30 am until 12.30 / 12.45 pm
Hon Paul Toole, MP Minister for Regional Transport and Roads
Appearing from 9.30 am until 5.15 pm
Mr Rodd Staples, Secretary, Transport for NSW
Mr Matthew Fuller, A/Deputy Secretary, Regional and Outer Metropolitan Division, Transport for NSW
Mr Peter Regan, Deputy Secretary, Infrastructure and Place, Transport for NSW
Mr Roy Wakelin-King, Executive Director, Regional Roads, Transport for NSW
Appearing from 2.00 pm until 5.15 pm
Mr Pete Allaway, A/Chief Executive, NSW TrainLink
Mr John Dinan, A/Executive Director, Community and Place, Regional and Outer Metropolitan Division, Transport for NSW
Ms Barbara Wise, Executive Director, Transport and Partnerships, Regional and Outer Metropolitan Division, Transport for NSW

Customer Service

Appearing from 9.30 am until 12.30 / 12.45 pm
Hon Victor Dominello MP Minister for Customer Service
Appearing from 9.30 am until 5.15 pm
Ms Emma Hogan, Secretary and NSW Customer Service Commissioner, Department of Customer Service
Ms Carmel Donnelly, Chief Executive Officer, State Insurance Regulatory Authority
Mr Greg Wells, Government Chief Information Officer, Department of Customer Service
Mr Damon Rees, Chief Executive Officer, Service NSW
Appearing from 2.00 pm until 5.15 pm
Mr Clinton Gould, Chief Financial Officer, Department of Customer Service
Mr William Murphy, Deputy Secretary, Delivery and Transformation, Department of Customer Service
Ms Rose Webb, Deputy Secretary, Better Regulation Division, Department of Finance, Services and Innovation
Ms Elizabeth Tydd, NSW Information Commissioner
Ms Samantha Gavel, NSW Privacy Commissioner
Mr Philip Crawford, Chairperson, Independent Liquor and Gaming Authority
Ms Liz Livingstone, Chief Executive Officer, Independent Pricing and Regulatory Tribunal

Better Regulation and Innovation**Appearing from 9.30 am until 12.30 / 12.45 pm**

Hon Kevin Anderson, MP Minister for Better Regulation and Innovation

Appearing from 9.30 am until 5.15 pm

Ms Emma Hogan Secretary, Department of Customer Service

Ms Rose Webb Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service

Mr John Tansey, Executive Director, Regulatory Policy, Department of Customer Service

Mr Andrew Gavrielatos, SafeWork Special Services, Safework NSW

Appearing from 2.00 pm until 5.15 pm

Mr Terry O'Brien Director, Office of Racing, Department of Customer Service

Mr Peter Dunphy Executive Director, Compliance and Dispute Resolution, Department of Customer Service

Ms Megan McCool Director, Hazardous Chemical Facilities and Safety, SafeWork

Transport and Roads**Appearing from 9.30 am until 12.30 / 12.45 pm**

Hon Andrew Constance, MP Minister for Transport and Roads

Appearing from 9.30 am until 5.15 pm

Mr Rodd Staples, Secretary, Transport for NSW

Ms Elizabeth Mildwater, Deputy Secretary, Greater Sydney, Transport for NSW

Mr Howard Collins, Chief Operations Officer, Transport for NSW

Appearing from 2.00 pm until 5.15 pm

Mr Peter Regan, Deputy Secretary, Infrastructure and Place, Transport for NSW

Mr Steve Issa, A/Executive Director Services, Transport for NSW

Mr Jon Lamonte, Chief Executive, Sydney Metro

Mr Stewart Mills, Chief Executive, Sydney Trains

Mr Tony Eid, A/Chief Executive, State Transit Authority

Mr Philip Holliday, Chief Executive Officer and Director, Port Authority of NSW

Mr Anthony Wing, Point to Point Transport Commissioner

Mr Anand Thomas, Program Director, Parramatta Light Rail, Transport for NSW

Resolved, on the motion of Mr Farlow: That the committee not invite parliamentary secretaries to appear as a witness at the hearings.

4. Adjournment

The committee adjourned at 1.15 pm, until Thursday 25 February 2021, Macquarie Room, Parliament House (Transport and Roads hearing).

Emma Rogerson
Committee Clerk

Minutes no. 30

Thursday 25 February 2021

Portfolio Committee No. 6 - Transport and Customer Service

Macquarie Room, Parliament House, Sydney, at 9.17 am

1. Members presentMs Boyd, *Chair*Mr Banasiak, *Deputy Chair*

Mr Farlow
 Mr Farraway
 Mr Graham
 Mr Mallard (until 4.40 pm)
 Mr Mookhey
 Ms Faehrmann (participating from 10.21 am until 11.37 am, and from 3.32 pm until 3.53 pm)
 Mr Latham (participating via Webex)
 Mr Shoebridge (participating from 3.00 pm)
 Mr Veitch (participating from 10.21 am until 12.02 pm, and from 2.55 pm)

2. Previous minutes

Resolved, on the motion of Mr Mookhey: That draft minutes no. 29 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received

- 25 January 2021 – Letter from Hon Andrew Constance MP, Minister for Transport and Roads, to Chair, attaching a proposed witness list for Budget Estimates 2020-2021 initial hearing on 25 February 2021
- 29 January 2021 - Email from Hon Natasha Maclaren-Jones MLC, Government Whip to secretariat, advising of Government substitutions for Budget Estimates 2020-2021 initial meetings
- 9 February 2021 - Email from Hon Mark Buttigieg MLC, Opposition Whip, to secretariat, advising of Opposition substitutions and participating members for the Budget Estimates 2020-2021 initial hearings
- 11 February 2021 - Email from Ms Charlotte Inwood, Office of Minister Constance to secretariat, confirming witness attendance for the Transport and Roads hearing 25 February 2021
- 12 February 2021 - Email from Hon Natasha Maclaren-Jones MLC, Government Whip to secretariat, advising of Government substitution and participating members for Budget Estimates 2020-2021 initial hearings
- 15 February 2021 - Email from Ms Abigail Boyd MLC to secretariat, advising of Greens crossbench substitutions and participating members for Budget Estimates 2020-2021 initial hearings
- 17 February 2021 - Email from Ms Mica Magee, Office of Minister Paul Toole to secretariat, confirming witness attendance for the Regional Transport and Roads hearing on 10 March 2021
- 17 February 2021 - Email from Mr Rowan Carter, Office of Minister Anderson to secretariat, confirming witness attendance for the Better Regulation and Innovation hearing on 5 March 2021
- 17 February 2021 - Email from Mr Justin Field MLC to secretariat, advising he will be a participating member for the Customer Service hearing on 8 March 2021
- 17 February 2021 - Email from Ms Priya Pagadinnimath, Office of Minister Dominello to secretariat, confirming witness attendance for the Customer Service hearing on 8 March 2021
- 19 February 2021 - Email from Mr Rowan Carter, Office of Minister Anderson to secretariat, advising the Safework Special Services role no longer exists so is unable to attend the hearing
- 22 February 2021- Email from Ms Nella Hall, Office of Hon Mark Latham MLC to secretariat, advising Mr Latham will be a participating member for the Transport and Roads hearing on 25 February 2021 via Webex
- 22 February 2021 - Email from Ms Charlotte Inwood, Office of Minister Constance to secretariat, confirming attendance of witnesses requested by committee
- 23 February 2021 - Email from Ms Charlotte Inwood, Office of Minister Constance, confirming name and position title of Ms Camilla Drover, Acting Deputy Secretary for Infrastructure and Place.

Sent

- 4 February 2021 - Email from secretariat to Hon Andrew Constance MP, Minister for Transport and Roads, attaching witness invitation for the Budget Estimates 2020-2021 initial hearings
- 4 February 2021 - Email from secretariat to Hon Paul Toole MP, Minister for Regional Transport and Roads, attaching witness invitation for the Budget Estimates 2020-2021 initial hearings
- 4 February 2021 - Email from secretariat to Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, attaching witness invitation for the Budget Estimates 2020-2021 initial hearings
- 4 February 2021 - Email from secretariat to Hon Victor Dominello MP, Minister for Customer Service, attaching witness invitation for the Budget Estimates 2020-2021 initial hearings
- 19 February 2021 - Email from secretariat, to Ms Charlotte Inwood, Office of Minister Constance, requesting attendance of certain witnesses or an explanation for their absence
- 19 February 2021 - Email from secretariat, to Ms Mica Magee, Office of Minister Toole, requesting attendance of certain witnesses or an explanation for their absence
- 19 February 2021 - Email from secretariat to Mr Rowan Carter, Office of Minister Anderson, requesting attendance of certain witnesses or an explanation for their absence.

4. Inquiry into Budget Estimates 2020-2021 – initial hearings**4.1 Order for examination of portfolios**

The committee noted that it had previously resolved that the portfolios of Transport and Roads be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 12.30 pm, and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for Government questions for each of the morning and afternoon sessions.

4.2 Allocation of question time

Resolved, on the motion of Mr Mookhey: That for the Portfolio Committee No. 6 Transport and Roads hearing, the sequence of questions alternate between the opposition and crossbench and for 20 minutes each, unless the committee decides otherwise.

4.3 Public hearing: Transport and Roads

The Minister, departmental witnesses, the public and the media were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Andrew Constance MP, Minister for Transport and Roads, was admitted.

The following witnesses were sworn:

- Mr Peter Regan, A/Secretary, Transport for NSW
- Mr Howard Collins, A/Deputy Secretary, Greater Sydney, Transport for NSW.

The Chair declared the proposed expenditure for the portfolios of Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Graham tendered the following documents:

- 'Financial shark bite: the Sydney suburbs slugged hardest by tolls', *the Sydney Morning Herald*, 19 October 2020
- Road Safety Expenditures Table
- Submission to the Greater Sydney Commission, 'Draft Western District Plan', Submission ID 31660, 15 December 2017, Country Garden Australia.

Mr Mookhey tendered the following documents:

- Transport for NSW Briefing to Minister for Transport and Infrastructure, 'Parramatta Light Rail, Transit: Compulsory Acquisition of Land at Camellia', redacted version
- Transport for NSW Briefing to Minister for Transport and Infrastructure, 'Parramatta Light Rail, Transit: Compulsory Acquisition of Land at Camellia', unredacted version
- Extract from the Colliers Valuation Report into land valuation of 4 Grand Avenue, Camellia
- Transport for NSW: Internal memo on trackless trams, 3 December 2019
- Chronology of land acquisition at Camellia for Parramatta Light Rail
- Unfunded business cases for Sydney Division.

Mr Regan tendered the following documents:

- Directive on Road Access and Safety, dated 27 February 2020
- Response to Directive on Road Access and Safety, dated 31 July 2020.

The Minister withdrew at 12.30 pm.

The public hearing continued.

The following witnesses were sworn and examined:

- Mr Mark Hutchings, A/ Chief Operations Officer, Transport for NSW
- Mr Tim Raimond, Chief Transport Planner, Transport for NSW
- Ms Camilla Drover, A/ Deputy Secretary, Infrastructure and Place, Transport for NSW
- Mr Steve Issa, A/Executive Director Services, Transport for NSW
- Mr Jon Lamonte, Chief Executive, Sydney Metro
- Ms Suzanne Holden, A/Chief Executive, Sydney Trains
- Ms Daniela Fontana, A/Chief Executive, State Transit Authority
- Mr Philip Holliday, Chief Executive Officer, Port Authority of NSW
- Mr Anthony Wing, Point to Point Transport Commissioner,
- Mr Anand Thomas, A/Executive Director, Central and Southern Sydney Program Office, Transport for NSW.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.00 pm.

The public and media withdrew.

4.4 Tendered documents

Resolved, on the motion of Mr Mookhey: That the committee accept and publish the following documents tendered during the Transport and Roads hearing held on Thursday 25 February 2021:

- 'Financial shark bite: the Sydney suburbs slugged hardest by tolls', *the Sydney Morning Herald*, 19 October 2020, tendered by Mr John Graham MLC
- Road Safety Expenditures Table, tendered by Mr John Graham MLC
- Submission to the Greater Sydney Commission, 'Draft Western District Plan', Submission ID 31660, 15 December 2017, Country Garden Australia, tendered by Mr John Graham MLC
- Transport for NSW Briefing to Minister for Transport and Infrastructure, 'Parramatta Light Rail, Transit: Compulsory Acquisition of Land at Camellia', redacted version, tendered by Mr Daniel Mookhey MLC

- Transport for NSW Briefing to Minister for Transport and Infrastructure, 'Parramatta Light Rail, Transit: Compulsory Acquisition of Land at Camellia', unredacted version, tendered by Mr Daniel Mookhey MLC
- Extract from 'Colliers Valuation Report into land valuation of 4 Grand Avenue, Camellia', tendered by Mr Daniel Mookhey MLC
- Transport for NSW: 'Internal memo on trackless trams', 3 December 2019, tendered by Mr Daniel Mookhey MLC
- Chronology of land acquisition at Camellia for Parramatta Light Rail, tendered by Mr Daniel Mookhey MLC
- Unfunded business cases for Sydney Division, tendered by Mr Daniel Mookhey MLC
- Directive on Road Access and Safety, dated 27 February 2020, tendered by Mr Peter Regan, A/Secretary, Transport for NSW
- Response to Directive on Road Access and Safety, dated 31 July 2020, tendered by Mr Peter Regan, A/Secretary, Transport for NSW.

5. Additional witnesses

Resolved, on the motion of Mr Mookhey: That the following additional witnesses be invited to the Regional Transport and Roads hearing on Wednesday 10 March 2021:

- Mr Bernard Carlon, Executive Director, Centres for Road Safety & Maritime Safety, Transport for NSW
- Ms Carol Anne Nelson, Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW.

6. Adjournment

The committee adjourned at 5.06 pm, until 9.15 am, Friday 5 March 2021, Jubilee Room, Budget Estimates hearing — Better Regulation and Innovation.

Alex Stedman and Stephen Frappell
Committee Clerks

Minutes no. 31

Friday 5 March 2021

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.15 am

1. Members present

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Mr Amato (substituting for Mr Farraway, until 3.00 pm, and from 4.00 pm)

Mr Farlow (from 9.15 am until 12.30 pm, and from 3.05 pm)

Mr Graham

Mr Mallard (until 4.00 pm)

Mr Mookhey

Mrs Houssos (participating)

Mr Shoebridge (participating from 9.15 am until 12.30 pm, and from 2.15 pm until 3.30 pm)

2. Correspondence

The committee noted the following items of correspondence:

Received

- 23 February 2021 - Email from Ms Mica Magee, Office of Minister Toole to secretariat, providing explanation for the non-attendance of certain witnesses
- 24 February 2021 - Email from Ms Kaelee Aboud, Office of Hon Natasha Maclaren-Jones MLC, Government Whip to secretariat, providing updated list of substitutions for Budget Estimates 2020-2021 initial hearings
- 25 February 2021 - Email from Ms Cara Punch, Office of Hon Mark Buttigieg MLC, Opposition Whip to secretariat, advising Hon Mick Veitch MLC will be a participating member for the Transport and Roads hearing on 8 March 2021
- 2 March 2021 - Email from Ms Mica Magee, Office of Minister Toole to secretariat, confirming attendance of Mr Bernard Carlon at the Regional Transport and Roads hearing on 10 March 2021
- 2 March 2021 - Letter from Hon Natasha Maclaren-Jones MLC, Government Whip to secretariat, advising Hon Lou Amato MLC will substitute for Hon Sam Farraway MLC for the Better Regulation and Innovation hearing on 5 March 2021.

Sent

- 23 February 2021 - Email from secretariat to Ms Charlotte Inwood, Office of Minister Constance, requesting appearance of Mr Tim Raimond, Chief Transport Planner, Transport for NSW.

3. Election of Acting Deputy Chair

Resolved, on the motion of Mr Mookhey: That, in the absence of the Deputy Chair, Mr Graham be elected as Acting Deputy Chair for the duration of the hearing on 8 March 2021.

4. Inquiry into Budget Estimates 2020-2021 – initial hearings

4.1 Order for examination of portfolios

The committee noted that it had previously resolved that the portfolios of Better Regulation and Innovation be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 12.30 pm, and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for Government questions for each of the morning and afternoon sessions.

4.2 Public hearing: Better Regulation and Innovation

Minister, departmental witnesses, the public and the media were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Kevin Anderson MP, Minister for Better Regulation and Innovation was admitted.

The following witnesses were sworn:

- Ms Emma Hogan, Secretary, Department of Customer Service
- Ms Rose Webb, Deputy Secretary and Commissioner of Fair Trading, Department of Customer Service
- Mr John Tansey, Executive Director, Policy and Strategy, Department of Customer Service
- Mr David Chandler, NSW Building Commissioner, Department of Customer Service
- Mr Tony Williams, Executive Director, Compliance and Dispute Resolution, Safework NSW

The Chair declared the proposed expenditure for the portfolios of Better Regulation and Innovation open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Mookhey tendered the following documents:

- Correspondence from Mr Darren Greenfield, State Secretary, CFMEU Construction to the Honourable Kevin Anderson, Minister for Better Regulation and Innovation, dated 9 November 2020
- Correspondence from Ms Valerie Griswold, Executive Director Investigations and Enforcement, Department of Customer Service, to Mr Darren Greenfield, State Secretary, CFMEU, dated 1 December 2020.
- Table listing details of workplace incidents and SafeWork responses.
- SafeWork NSW Incident Information Release titled “Marine Salvage Fatality”, dated 27 January 2021.

Mr Shoebridge tendered the following document:

- Correspondence from the Hon Kevin Anderson, Minister for Better Regulation and Innovation to Mr David Shoebridge MLC, Chair, Public Accountability Committee, dated 3 March 2021.

Mrs Houssos tendered the following document:

- Emails between NSW Fair Trading, Department of Customer Service and Electrical Trades Union, NSW & ACT regarding emergency lighting installation on the Northconnex Project.

The Minister withdrew at 12.30 pm.

The public hearing continued.

The following witnesses were sworn and examined:

- Ms Megan McCool, Director, Chemicals, Explosives and Safety Auditing, Safework NSW
- Mr Terry O’Brien, Director, Office of Racing.

Mr Chandler tendered the following document:

- Remediate Delivery structure

Mr Shoebridge tendered the following document:

- Document from Fairview, Proposal for change on the National Construction Code series, subject: bonded laminates.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.01 pm.

The public and media withdrew.

4.3 Tendered documents

Resolved, on the motion of Mr Banasiak: That the committee accept and publish the following documents tendered during the Better Regulation and Innovation hearing held on Friday 5 March 2021:

- Correspondence from Mr Darren Greenfield, State Secretary, CFMEU Construction to the Honourable Kevin Anderson, Minister for Better Regulation and Innovation, dated 9 November 2020 tendered by Mr Daniel Mookhey MLC
- Correspondence from Ms Valerie Griswold, Executive Director Investigations and Enforcement, Department of Customer Service, to Mr Darren Greenfield, State Secretary, CFMEU, dated 1 December 2020 tendered by Mr Daniel Mookhey MLC
- Table listing details of workplace incidents and SafeWork responses, tendered by Mr Daniel Mookhey MLC

- SafeWork NSW Incident Information Release titled “Marine Salvage Fatality”, dated 27 January 2021, tendered by Mr Daniel Mookhey MLC
- Correspondence from the Hon Kevin Anderson, Minister for Better Regulation and Innovation to Mr David Shoebridge MLC, Chair, Public Accountability Committee, dated 3 March 2021, tendered by Mr David Shoebridge MLC
- Document Remediate Delivery structure tendered by Mr David Chandler, NSW Building Commissioner, Department of Customer Service
- Document from Fairview, Proposal for change on the National Construction Code series, subject: bonded laminates, tendered by Mr David Shoebridge MLC.

5. Adjournment

The committee adjourned at 5.02 pm, until 9.15 am, Monday 8 March 2021, Jubilee Room, Budget Estimates hearing — Customer Service.

Monica Loftus and Peta Leemen
Committee Clerks

Minutes no. 32

Monday 8 March 2021

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.16 am

1. Members present

Mr Graham, *Acting Deputy Chair*

Mr D'Adam (substituting for Mr Mookhey)

Mr Farlow

Mr Farraway (until 4.00 pm)

Mr Mallard (until 12.30 pm, and from 2.54 pm)

Ms Faehrmann (participating from 10.28 am until 11.28 am, and from 2.27 pm until 3.19 pm)

Mr Mookhey (participating from 9.58 am)

Mr Shoebridge (participating from 9.30 am until 10.15 am, and from 11.52 am until 4.29 pm)

2. Apologies

Mr Banasiak

3. Correspondence

The committee noted the following items of correspondence:

Received

- 4 March 2021 - Email from Ms Senada Bjelic, Office of Hon Mark Banasiak MLC to secretariat, advising Mr Banasiak will be an apology for PC 6 Customer Service hearing on 8 March 2021.

4. Inquiry into Budget Estimates 2020-2021 – initial hearings

4.1 Election of Acting Acting Deputy Chair

The committee noted that it had previously elected Mr Graham to act as Deputy Chair for the hearing on 8 March 2021.

Resolved, on the motion of Mr Farlow: That, in the absence of the Acting Deputy Chair, Mr D'Adam be elected as Acting Acting Deputy Chair for the duration of the hearing on 8 March 2021, at any time when the Acting Deputy Chair is not present.

4.2 Order for examination of portfolios

The committee noted that it had previously resolved that the portfolio of Customer Service be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 12.30 pm, and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for Government questions for each of the morning and afternoon sessions.

4.3 Public hearing: Customer Service

Minister, departmental witnesses, the public and the media were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Victor Dominello MP, Minister for Customer Service, was admitted.

The Chair also reminded the following witnesses that they did not need to be sworn, as they had been sworn at another Budget Estimates hearing for the same committee:

- Ms Emma Hogan, Secretary, Department of Customer Service
- Ms Rose Webb, Deputy Secretary, Better Regulation Division, Department of Finance, Services and Innovation.

The following witnesses were sworn:

- Ms Carmel Donnelly, Chief Executive Officer, State Insurance Regulatory Authority, Department of Customer Service
- Mr Greg Wells, Government Chief Information Officer, Department of Customer Service
- Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service.

The Chair declared the proposed expenditure for the portfolio of Customer Service open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Shoebridge tendered the following document:

- Table of indicative proposed workers compensation for the Gig economy.

The Minister withdrew at 12.30 pm.

The public hearing continued.

The following witnesses were sworn and examined:

- Mr Clinton Gould, Chief Financial Officer, Department of Customer Service
- Mr William Murphy, Deputy Secretary, Delivery and Transformation, Department of Customer Service
- Ms Elizabeth Tydd, NSW Information Commissioner
- Ms Samantha Gavel, NSW Privacy Commissioner, Mr Philip Crawford
- Mr Philip Crawford, Chairperson, Independent Liquor and Gaming Authority
- Ms Liz Livingstone, Chief Executive Officer, Independent Pricing and Regulatory Tribunal.

Mr Rees tabled the following documents:

- Template letter from Service NSW to customers regarding data privacy incident
- Service NSW Fact Sheet entitled 'Data privacy incident – more information and next steps for individuals'
- Service NSW Fact Sheet entitled 'Further support and submitting a complaint'.

Ms Tydd, Mr Crawford and Ms Livingstone withdrew at 4.04 pm.

Ms Donnelly withdrew at 4.34 pm.

Ms Gavel withdrew at 4.42 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.56 pm.

The public and media withdrew.

5. Tendered documents

Resolved, on the motion of Mr Farlow: That the committee defer consideration of the following document tendered during the Customer Service hearing held on Monday 8 March 2021:

- Table of indicative proposed workers compensation for the Gig economy, tendered by Mr David Shoebridge MLC.

Resolved, on the motion of Mr Farlow: That the committee accept the following documents tendered during the Customer Service hearing held on Monday 8 March 2021:

- Template, tendered by Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service.
- Service NSW Fact Sheet entitled 'Data privacy incident – more information and next steps for individuals', tendered by Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service.
- Service NSW Fact Sheet entitled 'Further support and submitting a complaint', tendered by Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service.

6. Adjournment

The committee adjourned at 4.59 pm, until 9.15 am, Wednesday 10 March 2021, Jubilee Room, Budget Estimates hearing — Regional Transports and Roads.

Monica Loftus and Shu-Fang Wei
Committee Clerks

Minutes no. 33

Wednesday 10 March 2021

Portfolio Committee No. 6 - Transport and Customer Service

Jubilee Room, Parliament House, Sydney, at 9.15 am

1. Members present

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Mr Farlow

Mr Farraway (from 3.02 pm)

Mr Graham (until 10.40 am, and from 11.23 am until 11.37 am, then from 12.30 pm)

Mr Mallard (until 3.59 pm)

Ms Jackson (substituting for Mr Graham from 10.44 am until 11.24 am)

Mr Veitch (substituting for Mr Mookhey)

Mr Mookhey (from 2.20 pm until 3.28 pm)

2. Inquiry into Budget Estimates 2020-2021 – initial hearings

2.1 Order for examination of portfolios

The committee noted that it had previously resolved that the portfolios of Regional Transport and Roads be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 12.30 pm, and from 2.00 pm to 5.00 pm, with an additional 15 minutes reserved for Government questions for each of the morning and afternoon sessions.

2.2 Public hearing: Regional Transport and Roads

Minister, departmental witnesses, the public and the media were admitted.

The Chair made an opening statement regarding the broadcasting of proceedings and other matters. The Chair noted that members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Paul Toole MP, Minister for Regional Transport and Roads, was admitted.

The Chair also reminded Mr Peter Regan, A/ Secretary, Transport for NSW that he did not need to be sworn, as he had been sworn at another Budget Estimates hearing for the same committee.

The following witnesses were sworn:

- Ms Carol-Anne Nelson, Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW
- Mr Pete Allaway, Chief Executive Officer, NSW Trainlink and Chief Customer Officer for Regional and Outer Metropolitan, Transport for NSW
- Mr Anthony Hayes, Executive Director, Community and Place, Regional and Outer Metropolitan, Transport for NSW
- Mr Bernard Carlon, Executive Director, Centre for Road Safety and Centre Maritime Safety, Transport for NSW
- Ms Barbara Wise, Executive Director, Transport and Partnerships, Regional and Outer Metropolitan Division, Transport for NSW
- Ms Gillian Geraghty, Head of Regional Project Delivery, Infrastructure and Place, Transport for NSW.

The Chair declared the proposed expenditure for the portfolios of Regional Transport and Roads open for examination.

The Minister and departmental witnesses were examined by the committee.

The Minister withdrew at 12.30 pm.

Mr Graham tendered the following document:

- Table of annual funding for financial years from 2013/14 to 2018/19.

Mr Regan tendered the following document:

- Letter from Mr Jim Betts, Secretary, Department of Planning, Industry and Environment to Mr Rod Staples, former Secretary, Transport NSW, relating to removal of trees along state highways.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.02 pm.

The public and media withdrew.

2.3 Tendered documents

Resolved, on the motion of Mr Graham: That the committee accept and keep confidential of the following document during the Customer Service hearing held on Monday 8 March 2021:

- Table of indicative proposed workers compensation for the Gig economy, tendered by Mr David Shoebridge MLC.

Resolved, on the motion of Mr Graham: That the committee accept and publish the following documents tendered during the Regional Transport and Roads hearing held on Wednesday 10 March 2021:

- Table of annual funding for financial years from 2013/14 to 2018/19, tendered by Mr John Graham MLC
- Letter from Mr Jim Betts, Secretary, Department of Planning, Industry and Environment to Mr Rod Staples, former Secretary, Transport NSW, relating to removal of trees along state highways, tendered by Mr Peter Regan, A/ Secretary, Transport for NSW.

3. Adjournment

The committee adjourned at 5.04 pm, *sine die*.

Susan Want and Shu-Fang Wei

Committee Clerks

Minutes no. 34

Wednesday 31 March 2021

Portfolio Committee No. 6

Room 1254, Parliament House, Sydney at 11.03 am

1. Members present

Ms Boyd, *Chair*

Mr Farlow

Mr Farraway (via Webex from 11.06 am)

Mr Graham (via Webex until 11.18 am)

Mr Mallard (via Webex)

Mr Mookhey

2. Apologies

Mr Banasiak, *Deputy Chair*

3. Previous minutes

Resolved, on the motion of Mr Mookhey: That draft minutes nos. 30, 31, 32 and 33 be confirmed.

4. ***

5. ***

6. ***

7. ***

8. Adjournment

The committee adjourned at 11.24 am, until *Sine die*.

Emma Rogerson

Committee Clerk

Draft minutes no. 35

Thursday 13 May 2021

Portfolio Committee No. 6 – Transport and Customer Service

Members' Lounge, Parliament House, 2.16 pm

1. Members present

Ms Boyd, *Chair*

Mr Banasiak, *Deputy Chair*

Mr Farlow

Mr Graham

Mr Mallard

Mr Mookhey

2. Apologies

Mr Farraway (substantive member for inquiry into Budget Estimates 2020-2021)

Mr Latham (participating for inquiry into acquisition of lands for major transport projects)

Mr Martin (substituting for Mr Farraway for the duration of the inquiry into acquisition of lands for major transport projects)

3. Previous minutes

Resolved, on the motion of Mr Mookhey: That draft minutes no. 34 be confirmed.

4. ***

5. ***

6. Inquiry into Budget Estimates 2020-2021

6.1 Correspondence

The committee noted the following items of correspondence relating to the inquiry into Budget Estimates 2020-2021:

Received

- 23 March 2021 – Letter from Ms Camilla Drover, Deputy Secretary Infrastructure and Place, Transport for NSW to secretariat, clarifying evidence given during the hearing on 25 February 2021
- 25 March 2021 – Letter from Mr Damon Rees, Chief Executive Officer, Service NSW to secretariat, clarifying evidence given during the hearing on 8 March 2021
- 6 April 2021 – Letter from Ms Carol-anne Nelson, Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW to secretariat, clarifying evidence given during the hearing on 10 March 2021

Sent

- 2 March 2021 – Email from the secretariat to Hon Andrew Constance MP, Minister for Transport and Roads, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 10 March 2021 – Email from the secretariat to Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 11 March 2021 – Email from the secretariat to Hon Victor Dominello MP, Minister for Customer Service, attaching transcript of evidence with questions on notice highlighted and supplementary questions
- 15 March 2021 – Email from the secretariat to Hon Paul Toole MP, Minister for Regional Transport and Roads, attaching transcript of evidence with questions on notice highlighted and supplementary questions

6.2 Answers to questions on notice and supplementary questions

The committee noted that the following answers to questions on notice and supplementary questions were published by the committee clerk under the authorisation of the resolution establishing the Inquiry:

- answers to questions on notice from Ms Elizabeth Tydd, Information Commissioner, Information and Privacy Commission NSW, received 22 March 2021
- and supplementary questions from the Hon Andrew Constance MP, Minister for Transport and Roads, received 23 March 2021
- answers to supplementary questions from Ms Samantha Gavel, Privacy Commissioner, Information and Privacy Commission NSW, received 29 March 2021
- answers to questions on notice and supplementary questions from the Hon Kevin Anderson MP, Minister for Better Regulation and Innovation, received 31 March 2021
- answers to questions on notice and supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service, received 1 April 2021
- answers to questions on notice and supplementary questions from the Hon Paul Toole MP, Minister for Regional Transport and Roads, received 6 April 2021.

6.3 Consideration of Chair's draft report

The Chair submitted her draft report entitled *Budget Estimates 2020-2021*, which, having been previously circulated, was taken as being read.

Resolved, on the motion of Mr Mookhey: That:

- a) The draft report be the report of the committee and that the committee present the report to the House;
- b) The transcripts of evidence, tabled documents, answers to questions on notice and supplementary questions, and correspondence relating to the inquiry be tabled in the House with the report;
- c) Upon tabling, all unpublished transcripts of evidence, tabled documents, answers to questions on notice and supplementary questions, and correspondence relating to the inquiry, be published by the committee, except for those documents kept confidential by resolution of the committee;
- d) The committee secretariat correct any typographical, grammatical and formatting errors prior to tabling
- e) That the report be tabled on 18 May 2021.

7. ***

8. Adjournment

The committee adjourned at 2.27 pm, until Wednesday 19 May 2021, 1.50 pm, Orchard Hills (Site visit).

Emma Rogerson
Committee Clerk

