

SUPPLEMENTARY QUESTIONS

Question from the Hon Paul Green MLC

Subject: Disability Access of Pedestrian Crossings

QUESTION 1

Australian Paralympian, who lives independently, works, and is world champion in her field of athletics, uses Physical Disability Council of NSW to be her voice to government when issues of access are bigger than what she can manage alone, as she know we can talk directly to government, that we are aware of what laws apply. Case in point she had heard that the new George St pedestrian access project was looking to pave the pedestrian way in cobblestones - which would reduce access for wheelchair users, those with stability issues, parents with prams - she didn't know who/how to approach to address this concern, so asked PDCN to ensure that the paving undertaken was appropriate for access for her, and all NSW community. Minister can you advise how ease of access is considered when selecting paving options for Sydney City pedestrian crossing?

RESPONSE:

I am advised that cobblestones are only being used in vehicular turning bays to reduce pedestrian activity in the vehicular zone. The pedestrian area of George Street is being designed to be as accessible as possible and the paving design will be the same as the existing paving on George Street.

Questions from Dr Mehreen Faruqi MLC

Subject: Use of artificial intelligence

QUESTION 2:

What current uses of artificial intelligence does the department undertake?

Note: Please include all uses of AI including uses for resource allocation and administrative

support, big data analysis, replacement and assistance of experts and researchers, procedural

matters, or summarising diverse data – for reference this might include:

- Chatbots for customer service or advice
- Customer management systems
- Scanning legal documents to find relevant case law
- Categorising and searching documents
- Directing petitions efficiently
- Translation

- Document drafting

RESPONSE:

As outlined in the Digital Government Strategy, the NSW Government will continue to explore the use of cognitive and machine learning, and related Artificial Intelligence technologies, to simplify processes, eliminate duplication, and improve customer experience.

QUESTION 3

What planned uses does the department have for artificial intelligence?

RESPONSE

I refer to the response for question 2.

QUESTION 4

What policy guidelines, if any, guide the exploration and use of artificial intelligence by the department?

RESPONSE

I refer to the response for question 2.

QUESTION 5

What research, if any, has the department undertaken regarding the use of AI in Government services?

RESPONSE

I refer to the response for question 2.

Question from the Hon Shaoquett Moselmane MLC

Subject: Public Transport

QUESTION 6

Has the Minister or the Department of Disability Services been consulted by Transport for NSW on the concept designs for the Unanderra Station upgrades completed in July 2011? (a) If so, on what date?

(b) If not, why not?

RESPONSE:

This is a matter for the Minister for Transport.

QUESTION 7

What further involvement has the Minister or the Department for Disability Services had in regard to supporting the upgrade of Unanderra Station, including the installation of lifts since July 2011?

RESPONSE:

I have written to the Minister for Transport regarding this train station.

QUESTION 8

Has the Minister or the Department of Disability Services made any representations to the Minister for Transport and Infrastructure, and Transport for NSW supporting the installation of lifts at Unanderra Station since July 2011?

- (a) If not, why not?
- (b) If so, please list the dates of the representations?
- (c) What has been the outcome of those representations?

RESPONSE:

I have written to the Minister for Transport regarding this train station.

QUESTION 9

By what date is it a requirement that all public transport facilities comply with provisions in the Disability Discrimination Act and Disability Standards for Accessible Public Transport 2002?

RESPONSE:

This is a matter for the Minister for Transport.

QUESTION 10

Is the Department of Disability Services consulted by Transport for NSW in regard to all projects proposed under the Transport Access Program for the implications for people with a disability?

RESPONSE:

The NSW Government takes a collaborative approach with all stakeholders.

Subject: National Disability Insurance Scheme (NDIS)

QUESTION 11

Given the NDIS Annual Report 2015-2016 stated its vision is to 'Optimise the social and economic independence and full participation for PWD', when do you aim that the NSW Government become a 'disability confident' employer?

(a) What are the criteria used to measure the achievement of this status?

RESPONSE:

The NSW Government is working towards improving employment opportunities for people with disability in the public sector.

Disability confidence is measured by ensuring that each stage of the recruitment process, from advertising through to on-boarding, is accessible and inclusive for people with disability.

Subject: Reporting on Disability Reportable Incidents

QUESTION 12

The NSW Ombudsman reports that more than 1400 reportable incidents, including physical assault, sexual assault, neglect and fraud took place in government funded and non-government funded disability services between December 2014 and March 2017.

(a) When did the Minister receive the NSW Ombudsman's latest Report?

(b) What action, if any, has the Minister initiated to address the issue of reportable incidents in government funded disability services? What action, if any, has the Minister initiated to address reportable incidents in non-Government services?

(c) Is the Minister alarmed by these figures?

(d) Why are there so many incidents?

(e) What inquiries has the Minister made to discover the cause of these incidents?

(f) Has the Minister met with the Premier regarding these incidents? When?

(g) Has the Minister met with any service providers regarding these incidents? With whom and when?

(h) What actions does the Minister plan to take in order to prevent such incidents?

RESPONSE:

(a) An update of reportable incidents was made to the Ombudsman's website in June 2017. Reportable incidents are reported in the Ombudsman's Annual Report, which was forwarded to the former Minister's office in October 2016.

Information and updates are provided by the Department of Family Community Services (FACS) and the NSW Ombudsman on a range of portfolio related subjects.

(b) I am advised that since the Reportable Incidents Scheme was established in December 2014, FACS has implemented a range of strategies to ensure it meets its statutory reporting requirements and conducts a high standard of review of incidents. These strategies include:

- Establishing a Reportable Incidents Team dedicated specifically to managing client on client matters and unexplained serious injuries, in addition to the existing Professional Conduct unit which is responsible for reportable conduct matters;
- Delivering extensive briefings across the State to raise awareness around recognising, responding to, and reporting on the abuse and neglect of people with disability;
- Completing a State-wide audit of nutrition and swallowing risk checklists and mealtime management plans for all high risk choking clients;
- Completing a State-wide review of medication incidents and implementing strategies to improve awareness amongst frontline workers and managers about the importance of safe medication handling and administration. More recently, FACS has mandated visual cues such as coloured vests to be worn by staff when administering medication, with the intention of signalling the person is focused on the task, minimising distraction;
- Implementing the Continuous Improvement Review Tool (CIRT) – an interactive, web-based audit tool to monitor compliance with policy requirements related to client health, wellbeing and risk management, including incident reporting. CIRT has been implemented three times across FACS Accommodation and Respite Services since 2015. To date, 408 service outlets and the client plans for 2,738 people have been audited as part of the CIRT implementation; and
- Promoting participation in the Rights Project for People with Disability in FACS supported accommodation services, which focuses on self determination and giving people with disabilities the power to know their own rights.

FACS has undertaken a range of initiatives to implement high quality behaviour support practice. These strategies include:

- Undertaking a review of its Behaviour Support Policy so that the content reflects person-centred and empowering principles;
- Completing a sector mapping process regarding the prevalence of the use of restrictive practices across government and non-government supported accommodation providers; and
- Delivering 20 training workshops, which targeted practice improvement in connection with restricted practices, across the state to over 300 participants representing around 170 organisations.

The Reportable Incident Scheme is the NSW Ombudsman's Scheme. The NSW Ombudsman dedicates a significant amount of resources to build the capacity of service providers to prevent and effectively respond to serious incidents.

The NSW Ombudsman Disability Reportable Incidents Division works closely with service providers to influence the direct management of incidents as they unfold, enable the timely involvement of police and ensure that medical assistance and other support is provided when needed.

c) The welfare and support of people with disability is paramount across all levels of the NSW Government.

(d) I am advised that of the 1,408 incidents, 633 were employee to client incidents; 522 were client to client incidents; 217 were unexplained serious injuries; and 6 were contravention of an AVO. Of these allegations, 765 (54%) were notified by service providers in the NGO sector. 643 (46%) were notified by FACS directly operated supported accommodation. Of the 643 notifications made by FACS, 267 (42%) were employee to client matters, 215 (33%) were client to client matters, 160 (25%) were unexplained serious injuries, and 1 was a breach of an Apprehended Violence Order (AVO). Prior to the Reportable Incident Scheme, there was no obligation to report incidents. Employees have undertaken extensive briefings and training on recognising and responding to abuse and neglect. Employees are increasingly aware of their responsibilities in reporting incidents.

(e) I am advised that FACS has established additional mechanisms to ensure a rigorous post incident review is conducted and that final actions taken by FACS are supported by a thorough analysis of the evidence. Importantly, these post incident reviews also provide an opportunity to identify any systemic issues which may impact the health and wellbeing of people with disability.

(f) I regularly meet with representatives of government and sector stakeholders regarding a range of topics.

(g) I refer to my response to question 12(f).

(h) In addition to the response to question 12(b), on 31 May 2017, the Commonwealth Government introduced into Parliament, the *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Bill 2017* to establish the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission for full scheme NDIS.

NSW is working closely with the Commonwealth and other states and territories to implement the new quality and safeguards system.

The NSW Government recognises the importance of ensuring people with disability, their families and carers continue to access safeguard provisions while the NDIS is being implemented.

This is why this Government introduced the Disability Inclusion Act in 2014. The Act and accompanying regulation provide the transitional framework for these important safeguards until the NDIS is implemented in NSW.

This includes strengthening safeguards to limit the risk of harm to people with disability such as:

- Tightened employment screening for disability service staff employed by FACS, or organisations funded by FACS;
- The NSW Ombudsman's Disability Reportable Incidents Scheme, which is the first and only legislated scheme in Australia for the reporting and independent oversight of serious incidents involving people with disability in supported group accommodation and respite services operated or funded by FACS; and
- Compliance with the NSW Disability Service Standards or equivalent standards.

The NSW Ombudsman hosted a very successful forum in November 2016 on Addressing the abuse, neglect and exploitation of people with disability. The summaries of the forum sessions have recently been released and the Department of Family and Community Services is closely reviewing the recommendations and outcomes so that further improvements can be made within FACS with respect to the abuse and neglect of people with disabilities.

QUESTION 13

Can the Minister confirm that between December 2014 and March 2016, the Ombudsman reports that out of 363 closed cases, there have only been 20 criminal charges laid against 17 individuals for assaults and sexual offences.

(a) How does the Minister explain the disparity between the high number of allegations and the low number of charges laid?

(b) Has the Government made any enquiries regarding the low number of charges laid?

RESPONSE:

I refer to the response to question 12.

QUESTION 14

What action has the NSW Government taken to address 115 cases of client-on-client sexual offences, reported by the Ombudsman, occurring between December 2014 and March 2017?

RESPONSE:

I am advised that of the 114 allegations of client to client sexual offences that have been reported to the NSW Ombudsman, 41 notifications were submitted by FACS and the remainder were submitted by NGO accommodation providers.

I am further advised that FACS has undertaken a range of initiatives to implement high quality behaviour support practice and established additional mechanisms to

ensure a rigorous post incident review is conducted and that final actions taken by FACS are supported by a thorough analysis of the evidence. Importantly, these post incident reviews also provide an opportunity to identify any systemic issues which may impact the health and wellbeing of people with disability.

For client to client matters, outcomes have included criminal charges, more suitable accommodation, increased behavioural or health support, and better supervision. Overall, both FACS and NGO providers have improved practice in investigating and responding to incidents with the support of a range of resources and training events led by the NSW Ombudsman's Office.

QUESTION 15

Given the hundreds of cases of violence against people with disabilities, including sexual and physical abuse, revealed by the NSW Ombudsman's reporting, does the Government Support a national Royal Commission into Disability Abuse?

RESPONSE:

The NSW Government respects the decision made by the Commonwealth Government to not hold a Royal Commission into abuse and neglect of people with disability. The NSW Government takes any form of abuse or neglect against people with disability very seriously. The NDIS Quality and Safeguarding Framework is key to ensuring that people with disability receive a nationally consistent and responsive quality and safeguarding system that supports participant choice and control in the NDIS market. This includes the Commonwealth establishing new national functions for provider quality assurance and complaints handling, including investigating serious incidents and overseeing the use of restrictive practices. The Commonwealth Government released the NDIS Quality and Safeguarding Framework on 3 February 2017. NSW is working closely with the Commonwealth and other states and territories to implement the new quality and safeguards system.

Subject: NDIS Group Home Transfer

QUESTION 16

Why has the Government drafted contracts for non-Government group home service provision that allow people with disability to be evicted for any reason with only 90 days notice?

(a) Does the Minister consider this to provide adequate security of accommodation for people with disability?

RESPONSE:

The agreements that residents will need to sign with their accommodation and independent living service providers are explained in a factsheet available on the NSW NDIS website.

QUESTION 17

Will the Government guarantee that no person with disability in NSW will be left without appropriate accommodation, after 1 July 2018?

RESPONSE:

The Commonwealth *National Disability Insurance Scheme Act 2013* provides for people with disability to have access to reasonable and necessary supports. Administration of that act is through the National Disability Insurance Agency (NDIA).

This factsheet, available on the NSW NDIS website, explains the protections in place to guarantee continuity of service for residents.

QUESTION 18

Will the Government guarantee that alternative accommodation will be provided for any person with disability, who is evicted from group accommodation by a non-Government provider?

RESPONSE:

The Commonwealth *National Disability Insurance Scheme Act 2013* provides for people with disability to have access to reasonable and necessary supports. Administration of that act is through the NDIA.

In November 2016, the NDIA released a Statement of Opportunity and Intent which is available on their website.

The statement outlines the NDIA's stewardship role and explains that, in the case that people have difficulty finding a suitable provider, the NDIA will fund support coordination to assist them in locating a provider.

QUESTION 19

Under the Government's contracts, what will happen to a person with disability if a provider evicts them from group accommodation on the grounds that they are a safety risk?

- (a)** Does the Government guarantee that another provider will take the person on?
- (b)** Does the Government guarantee that another provider who takes the person on will not also evict them?
- (c)** Does the Government guarantee that it will act as a provider of last resort, if the person can find no other provider?

RESPONSE:

This factsheet, available on the NSW NDIS website, explains the safeguards for residents regarding the ending of an agreement.

I am advised that firstly, a meeting will be arranged by the service provider before any notice to end the agreement is given. The service provider will meet with the resident or their representative, the accommodation provider, an NDIS Support Coordinator or Continuity of Service Support Coordinator and other relevant support staff.

The aim of the meeting is to discuss whether the resident needs any additional supports to be able to remain at the property or whether the service provider can support the resident in a different home.

There are rare cases where, for the safety of other residents, it is necessary for one resident to move to other supported accommodation. This will be supported by the NDIA, SDA and SIL in conjunction with the resident and their representative.

The Commonwealth *National Disability Insurance Scheme Act 2013* provides for people with disability to have access to reasonable and necessary supports. Administration of that act is through the NDIA.

The NDIA outlines their approach in their Statement of Opportunity and Intent, released in November 2016, which is available on their website.

QUESTION 20

What arrangements has the Government put in place to ensure people who have challenging behaviours or complex needs have stable accommodation?

RESPONSE:

I am advised that the NSW transitional working arrangements for participants with complex and specific requirements are now in place. NSW is working with the Commonwealth and the NDIA to monitor their implementation.

The arrangements describe the respective roles and responsibilities of NSW and the NDIA in supporting people with complex and specific requirements during the access and planning phases of transition to the NDIS.

They also address the roles and responsibilities of the NDIA and agencies when a person is at risk of placement breakdown or in urgent need of additional support due to a significant change in their circumstances.

The development of the working arrangements has involved significant and extensive engagement across the Department, and with NSW agencies such as Justice, Health and Education.

QUESTION 21

Does the Government acknowledge the need for a provider of last resort to accommodate people with disability who cannot find suitable accommodation with a private provider?

RESPONSE:

The Commonwealth *National Disability Insurance Scheme Act 2013* provides for people with disability to have access to reasonable and necessary supports. Administration of that act is through the NDIA.

During the transition period, the NSW Government will work closely with the NDIA to ensure that processes and expertise are established to be able to actively respond to any issues that arise.

The NDIA outlines their approach in their Statement of Opportunity and Intent, released in November 2016, which is available on their website.

Subject: Reviewable Deaths**QUESTION 22**

Can the Minister confirm that during the period January 2016 to March 2017 that there were 149 deaths of people with disability in residential care as reported by the NSW Ombudsman?

- (a) Is the Minister alarmed by this figure?
- (b) Has the Minister met with any service providers regarding these incidents? With whom and when?
- (c) Has the Minister made any other inquiries regarding these incidents?

RESPONSE:

I regularly meet with representatives of government and key sector stakeholders regarding a range of topics. The welfare and support of people with disability is paramount across all levels of the NSW Government.

QUESTION 23

Given the figures and ongoing abuse of people with a disability in the NSW Ombudsman report, have you considered collaborating with other states and territories to establish a national system for reporting and investigating violence, abuse, neglect and exploitation of people with a disability in all settings?

RESPONSE:

All States and Territories have recognised that a nationally consistent approach to quality assurance and safeguards in the NDIS is required.

On 9 December 2016, the Council of Australian Governments noted that all jurisdictions have agreed to a new national NDIS Quality and Safeguarding Framework to protect NDIS participants with disability, commencing from full scheme.

The Commonwealth Government released the NDIS Quality and Safeguarding Framework on 3 February 2017. The Framework is a result of extensive consultation with key stakeholders including people with disability, carers, providers, peak bodies and the NDIA.

The Framework sets out the key parameters of the national quality and safeguards system to be implemented for full scheme NDIS.

This includes the Commonwealth establishing new national functions for provider quality assurance and complaints handling, including investigating serious incidents and overseeing the use of restrictive practices. Under the agreed NDIS Quality and Safeguarding Framework, workers that have significant contact with people with disability as a part of their work or role, will be required to obtain a worker screening clearance.

In full scheme NDIS, the Commonwealth will have lead policy responsibility for employee screening, and will work with the States and Territories. This includes determining scope, information to be considered and a decision-making framework.

States and Territories will be responsible for implementing a nationally consistent risk-based worker screening process for the NDIS.

The results of the screening process will be valid throughout Australia, regardless of the state or territory in which it was issued.

On 31 May 2017, the Commonwealth Government introduced into the Parliament, the *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Bill 2017*.

The Bill will establish an independent NDIS Quality and Safeguards Commission to protect and prevent people with disability from experiencing harm arising from poor quality or unsafe supports and services in full scheme NDIS. A strong regulatory system will help ensure that providers respond appropriately to complaints and that corrective action can be taken when necessary. It will also enable regular analysis of complaints data to identify systemic issues and drive system improvements.

The Commonwealth Government has allocated \$209 million in its 2017-18 Budget to fund the establishment and operations of the NDIS Quality and Safeguards Commission over the next four years.

NSW is working closely with the Commonwealth and other states and territories to implement the new quality and safeguarding system.

QUESTION 24

What incident reporting arrangements has the NSW Government put in place for service providers in NSW after the NDIS comes into operation?

RESPONSE:

The Commonwealth Government released the NDIS Quality and Safeguarding Framework on 3 February 2017. The Framework is a result of extensive consultation with key stakeholders including people with disability, carers, providers, peak bodies and the NDIA. It sets out the key parameters of the national quality and safeguards system to be implemented for full scheme NDIS.

This includes the Commonwealth establishing new national functions for provider quality assurance and complaints handling, including investigating serious incidents and overseeing the use of restrictive practices.

On 31 May 2017, the Commonwealth Government introduced into the Parliament, the *National Disability Insurance Scheme Amendment (Quality and Safeguards Commission and Other Measures) Bill 2017*. The Bill will establish an independent NDIS Quality and Safeguards Commission to protect and prevent people with disability from experiencing harm arising from poor quality or unsafe supports and services in full scheme NDIS.

A strong regulatory system will help ensure that providers respond appropriately to complaints and that corrective action can be taken when necessary. It will also enable regular analysis of complaints data to identify systemic issues and drive system improvements.

The Commonwealth Government has allocated \$209 million in its 2017-18 Budget to fund the establishment and operations of the Commission over the next four years.

NSW is working closely with the Commonwealth and other states and territories to implement the new quality and safeguarding system.

QUESTION 25

Given the hundreds of cases of abuse and neglect reported to the NSW Ombudsman, does the Government believe the NSW Ombudsman needs stronger powers to investigate abuse, neglect and exploitation of people with disability?

RESPONSE:

The NSW Ombudsman's Disability Reportable Incidents Scheme, which commenced on 3 December 2014, is the first and only legislated scheme in Australia for the reporting and independent oversight of serious incidents involving people with disability in supported group accommodation and centre-based respite services.

All FACS operated and funded providers of supported accommodation and centre-based respite must report serious incidents to the NSW Ombudsman.

During the transition to the NDIS in 2016-17 and 2017-18, the existing NSW quality assurance and safeguarding arrangements continue to operate while the national NDIS quality and safeguards system is being developed. This means that NDIS registered providers of supported accommodation and centre-based respite in NSW must also report serious incidents to the NSW Ombudsman.

Additionally, the NSW Government made amendments to the Community Services (Complaints, Reviews and Monitoring) Act 1993 (CRAMA) to facilitate NDIS participants' access to safeguards under the CRAMA, which commenced on 1 July 2013. Specifically, the effects of the amendments are:

- NDIS participants can make complaints about service providers to the Ombudsman NSW;
- The Ombudsman NSW can monitor and review services provided by service providers to NDIS participants;
- Official Community Visitors can visit NDIS participants living in an accommodation service if in full-time care of a service provider;
- The death of an NDIS participant who was living in residential care provided by a NDIS service provider can be reviewed by the Ombudsman NSW.

The NSW Ombudsman's expanded safeguarding oversight during transition to the NDIS is also confirmed through an agreement between Commonwealth and State Ministers.

The NSW Ombudsman has the most expansive safeguarding oversight of NDIS funded supports during transition of all jurisdictions. NSW's strengthened safeguards have informed the development of the NDIS quality and safeguarding system which will be operational in NSW from 1 July 2018.

The former Attorney General, the Hon Gabrielle Upton MP, asked the NSW Law Reform Commission (NSW LRC) to undertake a review of the *Guardianship Act 1987* (NSW) on 22 December 2015. As part of its review, the NSW LRC has released a series of public consultation papers seeking feedback on the desirability of changes to the Act including whether the *Guardianship Act 1987* (NSW) should empower the Public Guardian or a public advocate to investigate suspected cases of abuse, exploitation or neglect. The NSW LRC has yet to release its final report containing findings and recommendations.

Subject: Elder Abuse

QUESTION 26

What is the number of calls made to the Elder Abuse Helpline to date?

RESPONSE:

This is a matter for the Minister for Ageing.

Subject: FACS Social Media Spending

QUESTION 27

How much did the Department of Family and Community Services (Ageing, Disability and HomeCare) spend on social media in the 2016-2017 Financial year?

RESPONSE:

I am advised that where appropriate social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.

QUESTION 28

How much does the Department of Family and Community Services (Ageing, Disability and Homecare) plan to spend on social media in the 2017-2018 Financial year?

RESPONSE:

I refer to my response for question 27.

Subject: Office Administration

QUESTION 29:

How many staff are in your ministerial office?

(a) What was the average salary for staff members in your office during 2016-17?

(b) What is the estimated average salary for a ministerial staffer in your office in 2017-18 based on current appointments?

RESPONSE:

Ministers' staff numbers and salary bands are available on the Department of Premier and Cabinet (DPC) website. Refer to:
http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers

QUESTION 30:

How many blackberries/iphones/smart phones are assigned to your staff?

(a) For each phone, how much was each bill in 2016-17?

(b) How many phones have been lost or replaced due to damage in your office?

i. What is the cost of replacing those phones?

RESPONSE:

I am advised that there were 240 smart phones allocated across the Ministerial Offices in 2016-17. The total usage cost of these smart phones and other mobile devices (including iPads) was \$269,644, a 53.4% per cent reduction on the 2008-09 expenditure of \$578,691. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded DPC, Corporate and Ministerial Services.

QUESTION 31:

How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?

(a) What was the cost of providing iPads or tablets to your Ministerial Office in 2016-17?

(b) How many iPads or tablets have been replaced due to lost or damage in 2016-17?

i. What was the cost of replacing these devices?

RESPONSE:

I am advised that there were 139 iPads in use across the Ministers' IT network in 2016-17. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by DPC, Corporate and Ministerial Services.

QUESTION 32:

Has any artwork been purchased or leased for display in your ministerial office in 2016-17?

(a) What is the cost of this?

RESPONSE:

Artwork in the Minister's office includes art donated at no cost.

QUESTION 33:

Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2016-17?

(a) If so, what was the cost of these items?

RESPONSE:

Floral arrangements purchased by the Ministry are managed within the office's budgets.

QUESTION 34:

Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2016-17?

(a) If so, what was the cost of these items?

RESPONSE:

I refer to the response for question 33.

QUESTION 35:

What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2016-17?

(a) What are these services/newspapers/magazines/journals/periodicals?

i. Who is the subscriber for each of these?

RESPONSE:

My office subscribes to a modest number of publications, the cost of which is managed within the office's budget.

QUESTION 36:

What was the total amount your office spent on stationery?

RESPONSE:

Expenditure on stationery in 2016-17 across the Ministry was \$146,596. This includes the cost of printed stationery (business cards and letterheads).

QUESTION 37:

What was the total value of all gifts purchased for use by you and your office in 2016-17?

(a) What were the gifts purchased?

i. Who were they gifted to?

RESPONSE:

Gifts are presented to dignitaries during overseas missions and to dignitaries visiting NSW.

QUESTION 38:

Do you purchase bottled water or provide water coolers for your office?

(a) What is the monthly cost of this?

RESPONSE:

Office supplies are accounted for in relevant Ministerial office budgets.

QUESTION 39:

What non-standard features are fitted to your ministerial vehicle?

(a) What is the cost of each non-standard feature?

RESPONSE:

I am advised that Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2016-17 all costs associated with these vehicles were paid from the relevant office's budget.

QUESTION 40:

What was the total bill for your office in 2016-17 for:

(a) Taxi hire

(b) Limousine hire

(c) Private hire care

(d) Hire car rental

(e) Ridesharing services

RESPONSE:

Expenditure on taxis, hire cars and ride share services in 2016-17 across the Ministry was \$82,771, down from \$99,463 last year. This compares with 2009-10 expenditure of \$175,776.

QUESTION 41:

Were any planes or helicopters chartered by you or your office and paid for with public money in 2016-17?

(a) If yes, will you please detail each trip, the method of transport and the cost?

RESPONSE:

Expenditure on charter flights for the Ministry totalled \$6,921 in 2016-17, down from \$28,706 last year. This compares with expenditure in 2009-10 of \$281,567.

Subject: Hospitality

QUESTION 42:

How much did your ministerial office spend on hospitality, including catering and beverages, in 2016/17?

RESPONSE:

Expenditure on hospitality across the Ministry totalled \$32,021 in 2016-17 – which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries.

QUESTION 43:

How much did your Department/agency spend on hospitality, including catering and beverages, in 2016-17?

RESPONSE:

I am advised that costs are managed within each agency's recurrent budget.

Subject: Labour Hire Firms

QUESTION 44:

Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2016-17:

- (a) The names of the firms utilised
- (b) The total amount paid to each firm engaged
- (c) The average tenure period for an employee provided by a labour hire company
- (d) The longest tenure for an employee provided by a labour hire company
- (e) The duties conducted by employees engaged through a labour hire company
- (f) The office locations of employees engaged through a labour hire company
- (g) The highest hourly or daily rate paid to an employee provided by a labour hire company

RESPONSE:

I am advised that agencies use Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required. There are no central records maintained, with operations authorised to make such arrangements, subject to their overall labour expense cap.

Subject: Media and Public Relations

QUESTION 45:

How many media or public relations advisers are employed for each of your portfolio agencies and what is the total cost to employ these advisers?

RESPONSE:

I am advised that FACS staff numbers are included in the Annual Report.

QUESTION 46:

What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?

RESPONSE:

FACS staff numbers undertaking media or public relations activities are commensurate with need and can go down or up as required.

QUESTION 47:

What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?

RESPONSE:

I am advised that the NSW Government purchases all commercial media monitoring centrally through DPC, which delivers significant savings through aggregated procurement.

QUESTION 48:

By how much has the number of media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?

RESPONSE:

I refer to question 47.

QUESTION 49:

By how much has the expenditure on media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?

RESPONSE:

I refer to my response to question 47.

QUESTION 50:

Have you had media training or speech training?

(a) If yes, who paid for it?

(b) If paid by taxpayers, what was the amount paid in 2016-17?

RESPONSE:

No.

Subject: Facebook

QUESTION 51:

How much did your ministerial office spend on Facebook advertising or sponsored posts in 2016-17?

RESPONSE:

I am advised that no taxpayer money has been spent on Facebook advertising or sponsored posts.

QUESTION 52:

How much did your Department/agency spend on Facebook advertising or sponsored posts in 2016-17?

RESPONSE:

I refer to my response to question 27.

Subject: Overseas Trips

QUESTION 53:

Were any of your overseas trips in the last financial year paid for in part or in full by using public money?

(a) If so, did any of your relatives or friends accompany you on these trips?

RESPONSE:

Details of overseas travel including costs are published on the Department of Premier and Cabinet's website.

QUESTION 54:

Have you undertaken any official overseas travel that was privately funded?

(a) If so, what was the nature of these trips?

(b) Who paid for these trips?

RESPONSE:

I refer to my response to question 53.

Subject: Department/Agency Travel

QUESTION 55:

What was the total expenditure in 2016-17 by Departments/agencies within your portfolio on:

- (a) Taxi hire
- (b) Limousine/private car hire
- (c) Hire car rental
- (d) Ridesharing services

RESPONSE:

I am advised that all Departments' travel in 2015-16 was accordance with NSW Treasury and Finance Circular OFS-2014-07.

QUESTION 56:

Do any senior executive service employees in your Departments/agencies have a driver that is paid for by the Departments/agencies? If so, what is the number of senior executive service employees that have a driver and which senior executive service employees have a driver?

- (a) How much was spent on these drivers in 2016-17?

RESPONSE:

No.

Subject: Consulting

QUESTION 57:

How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2016-17?

- (a) For what specific purposes or matters was legal advice sought?

RESPONSE:

I am advised that financial information about consultancy fees is made available in FACS annual reports.

QUESTION 58:

Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2016-17:

- (a)** Social media
 - i. And the cost of these services
- (b)** Photography
 - i. And the cost of these services
- a)** Acting training
 - ii. And the cost of these services
- (c)** Ergonomics
 - b And the cost of these services

RESPONSE:

I refer to my response for question 57.

Subject: Department/Agency Staffing

QUESTION 59:

What was the number of senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?

(a) How much was this number in 2011-12?

RESPONSE:

I am advised that Public Sector Senior Executive (PSSE) numbers are reported in the Annual Reports of each agency within the FACS Cluster.

QUESTION 60:

What was the expenditure on senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?

(a) How much was this number in 2011-12?

RESPONSE:

I am advised that Public Sector Senior Executive (PSSE) remunerations are reported in the Annual Reports of each agency within the FACS Cluster.

QUESTION 61:

What was the number of internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?

(a) How much was this number in 2011-12?

RESPONSE:

I am advised that staff numbers and their cost are managed within the agency's Labour Expense Cap, as part of the sector's Budget Controls.

QUESTION 62:

What was the expenditure on internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?

(a) How much was this number in 2011-12?

RESPONSE:

I refer to the response for question 61.

QUESTION 63:

How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2016-17?

(a) Of these redundancies, how many were:

i. Voluntary

ii. Forced

(b) What was the total cost of all redundancies?

RESPONSE:

I am advised that voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2016/17 are anticipated to be in the order of 1,222, totalling 12,999 since July 2011. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

QUESTION 64:

Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the agency with which they were formerly employed?

(a) What was the nature of these works/services?

(b) What was the total cost of these works or services?

RESPONSE:

I refer to my response for question 63.

QUESTION 65:

Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?

RESPONSE:

Staffing arrangements within a department/agency is a matter for the relevant secretary.

QUESTION 66:

How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2016-17?

(a) What were the reason/s for each dismissal?

RESPONSE:

I refer to my response to question 63.

QUESTION 67:

What was the total amount your Departments/agencies spent on stationery?

RESPONSE:

I am advised that stationery expenses are accounted for in agencies' recurrent budgets.

Subject: Smart Phone Accounts

QUESTION 68:

Do the Departments/agencies within your portfolio have an iTunes account?

(a) What was the total expenditure in 2016-17 on iTunes?

i. What applications/subscriptions/services were purchased through iTunes?

RESPONSE:

I am advised that IT costs are managed within each agency's budget and are guided by NSW Government's ICT and procurement policies and frameworks.

QUESTION 69:

Do the Departments/agencies within your portfolio have an Android account?

(a) What was the total expenditure in 2016-17 on Android?

i. What applications/subscriptions/services were purchased through Android?

RESPONSE:

I refer to my response for question 68.

Subject: Websites visited

QUESTION 70:

What were the top 20 most utilised (by data sent and received) unique domain names accessed by your Ministerial office this year?

RESPONSE:

I am advised that the configuration of the Ministers' IT network infrastructure by our third party service providers does not allow the determination of such data.

QUESTION 71:

What were the top 20 most accessed (by number of times accessed) unique domain names accessed by your Ministerial office this year?

RESPONSE:

I refer to my response for question 70.

Subject: Merchant Fees

QUESTION 72:

Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments in your Department/agency.

RESPONSE:

I am advised that all NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13.

QUESTION 73:

Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions in your Department/agency.

RESPONSE:

I refer to my response for question 72.

QUESTION 74:

What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2016-17?

RESPONSE:

I refer to my response for question 72.

Subject: Probity Auditor**QUESTION 75:**

Has your office or department used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.

RESPONSE:

I am advised that in accordance with the NSW Procurement Board's Direction (PBD-2013-05), FACS has internal mechanisms in place to ensure that probity considerations are routinely taken into account in its procurement decisions, and the use of external probity advisers and auditors is the exception rather than the rule. The Department's Annual Report includes all consultancies including those involving probity advisors valued more than \$50,000.

Question from Ms Dawn Walker MLC**Subject: NDIS and accessible Housing****QUESTION 76**

What measures are in place to ensure there is adequate accessible public and social housing to enable people with disability to live in the community?

(a) How does this interact with the NDIS?

RESPONSE:

This is a matter for the Minister for Social Housing.

QUESTION 77

What is the NSW Government doing to develop new models of accessible public and social housing, such as integrated housing or accommodation?

RESPONSE:

This is a matter for the Minister for Social Housing.

QUESTION 78

How many properties in social and public housing are disability accessible?

(a) Will the number of accessible properties be increased?

i. By how many?

ii. What is the timeframe for the increase?

(b) What funding is available to increase the overall stock of accessible public and social housing?

RESPONSE:

This is a matter for the Minister for Social Housing.

QUESTION 79

Separate to the NSW Government's public and social housing stock, how many private properties are being used for people with disability?

(a) Of these tenants with disability how many are receiving a NSW Government funded Private Rental Subsidy?

(b) What is the NSW Government's annual budget spent on Private Rental Subsidies for people with disability:

i. 2016/17?

ii. 2015/16?

iii. 2014/15?

RESPONSE:

This is a matter for the Minister for Social Housing.

**BUDGET ESTIMATES 2017-2018:
MULTICULTURALISM**

SUPPLEMENTARY QUESTIONS

Questions from the Hon Dr Merhreen Faruqi MLC

Subject: Budget Breakdown

QUESTION 80

In a media release after the 2017-18 Budget, dated Tuesday, 20 June 2017, and titled "MULTICULTURAL COMMUNITIES TO BENEFIT FROM \$23 MILLION", \$10 million is set aside to engage with communities, support refugees through the development of a dedicated Settlement Unit and celebrate cultural diversity across NSW.

(a) What exactly is defined as "celebrating cultural diversity"?

i. How much is set aside for this?

ii. Are grants included as part of this spending?

(b) How much has been set aside from this \$10 million for development of the dedicated settlement unit?

i. What will this unit do?

ii. When will this unit be developed? Do you have a timeline?

RESPONSE:

(a) As per section 12 of the *Multicultural NSW Act 2000*.

(i) \$23 million.

(ii) Yes.

(b)(i) and (ii) In the 2017-18 Budget, it was announced that Multicultural NSW (MNSW) would receive additional funding of \$2.4 million over 4 years to establish and operate a Settlement Unit. The Settlement Unit was established on 1 July 2017 and is responsible for NSW Government settlement policy and program coordination. The Unit supports the work priorities of the NSW Coordinator General for Refugee Resettlement, Professor Peter Shergold.

QUESTION 81

The media release also says over \$3 million of grants will be made available for community projects and activities celebrating cultural diversity.

What does community projects and activities mean in this context? Is it the same as the first question? Please provide examples.

RESPONSE:

The definition of community projects and activities is contained in the MNSW Grants Program booklet.

Examples of grants awarded are included in the Appendices of the MNSW Annual Report.

Questions from the Hon Shaoquett Moselmane MLC

Subject: Staffing

QUESTION 82

In '15-'16 budget estimates, the CEO of Multicultural NSW said there was a significant increase in resources in policy, government policy and research and community engagement.

How much direct community engagement is being undertaken by Multicultural NSW staff, and how much is being outsourced via the grants program to NGOs, community organisations, councils and others?

RESPONSE:

Information regarding MNSW community engagement is available via the MNSW website.

QUESTION 83

What long-term community engagement and community capacity building activities are being undertaken by Multicultural NSW staff, and how much of this is being outsourced through the grants program?

RESPONSE:

MNSW builds long-term community capacity through all programs and activities, including its grants programs.

QUESTION 84

Please provide the cost associated with relocation to Parramatta.

RESPONSE:

The cost associated with the relocation of MNSW to Parramatta as part of the NSW Government's decade of decentralisation was included in the FACS cluster minor works capital expenditure budget in the 2016-17 year as detailed in the Infrastructure Statement 2016-17.

Subject: Translations**QUESTION 85**

Since the transfer of bookings of translations through Services NSW, have the number of translations forwarded to Multicultural NSW increased, remained the same or decreased?

RESPONSE:

I am advised two full financial years have not passed where Service NSW has accepted translations on behalf of MNSW. As such, an accurate assessment is not available.

QUESTION 86

What advertising did Multicultural NSW undertake to advise potential users of the translations service about the change in process?

RESPONSE:

I am advised MNSW communicated via EmailLink to multicultural community based organisations in NSW. Additionally, Service NSW advertised on their website and produced brochures available at Service NSW offices.

Subject: Grants Programs**QUESTION 87**

What are the different grants programs run by Multicultural NSW?

RESPONSE:

Information regarding MNSW grants programs is available via the MNSW website.

QUESTION 88

How many of these grants are about social cohesion and harmony so how do the five categories of grants differ?

RESPONSE:

A description of each grant category is available via the MNSW website.

QUESTION 89

How much is the total of the grants program worth? And what percentage of the total Multicultural NSW budget are they?

RESPONSE:

I am advised by Multicultural NSW that the total grants program in 2017-18 is \$6.5 million; comprising \$3.1 million of grants in the MNSW 2017-18 Budget and \$3.4 million of grants administered and distributed by MNSW from grants within the DPC budget.

QUESTION 90

How much full time equivalent staff time is spent on grants assessments?

RESPONSE:

I am advised one full-time Grants Administration Officer, plus oversight from the Manager of Corporate Administration.

QUESTION 91

What monitoring of grants occurs? What are the success criteria? How many have not been properly acquitted?

RESPONSE:

I am advised by MNSW that organisations awarded a grant through the MNSW NSW Grants program are required to sign an agreement with accompanying terms and conditions prior to a grant being awarded.

Under the grants agreement organisations receiving grants are required to provide independently audited financial statements to show how grants have been spent.

In addition, project reports and milestone are required which outline the key achievements throughout the life of an initiative/project. Where a grant is issued over a number of years, subsequent yearly payments will not be issued unless the project report and independently audited financial statements are provided for the preceding year.

The program overall is monitored through audits conducted by independent auditors.

All grants for 2016-17 have been properly acquitted. Where acquittals are not provided to timeframe, organisations are contacted by MNSW by telephone and in writing to ensure acquittals are complete.

Success criteria for higher value grants is based on Priority Areas which are determined each year. Priority Areas are aligned to the vision established in the MNSW Strategic Plan.

QUESTION 92

Please list organisations that have missed out on grants over the last 3 years.

RESPONSE:

I am advised the NSW Government does not have permission from organisations to disclose this information.

Subject: Ethnic Media

QUESTION 93

Does the government's Master Media contractor, Universal McCann charge the media commission or standard discount when it buys advertising on behalf of the government?

RESPONSE:

Where appropriate, the NSW Government communicates with our multicultural community through various cost effective mediums of communication.

QUESTION 94

Does the contractor retain that commission as part of its remuneration package, or does it rebate or otherwise pass that on as a discount to the government?

RESPONSE:

I refer to my response to question 93.

QUESTION 95

Is that commission or discount normally 10% of the booking when dealing with traditional media such as newspapers, radio and television stations?

RESPONSE:

I refer to my response to question 93.

QUESTION 96

Does Universal McCann's wholly owned subsidiary "Identity Communications",

charge a higher rate of commission to some community, ethnic and Aboriginal media outlets?

RESPONSE:

I refer to my response to question 93.

QUESTION 97

Does Universal McCann rebate the commission or otherwise pass on the discount in full to the government for those bookings managed or initiated by “Identity Communications” where a higher rate is charged to some community, ethnic and / or Aboriginal media outlets?

RESPONSE:

I refer to my response to question 93.

QUESTION 98

Why does the government’s master media agency use its market power to charge a higher rate of commission to the smallest and most under resourced community, ethnic, and aboriginal media in NSW?

RESPONSE:

I refer to my response to question 93.

Subject: Awards

QUESTION 99

How much money is being allocated in total to the various awards program run by Multicultural NSW?

RESPONSE:

Awards programs are funded from within the grants and subsidies budget.

QUESTION 100

How much money is allocated per Awards?

- (a) Australian Multicultural Marketing awards
- (b) Premiers Multicultural Media awards
- (c) Premier Literary Awards

- (d) Translation Prize
- (e) Multicultural NSW Prize
- (f) MNSW Early Career Translation Prize
- (g) Premier's Multicultural Community Medal
- (h) NSW Human Rights Medal
- (i) Economic Participation Medal
- (j) Regional Communities Medal
- (k) Youth Medal
- (l) Arts and Culture Medal
- (m) Lifetime Community Services Medal
- (n) Stepan Kerkyasharian AO Harmony Medal
- (o) Multicultural Honour Roll
- (p) Multicultural March
- (q) Premier's Harmony Dinner
- (r) Multicultural March
- (s) Events – Divali and Chanuka, Parramasala

RESPONSE:

I am advised:

(a)-(c) and (g)-(s) No monetary awards are given.

(d) \$15,000 on a bi-annual basis.

(e) \$20,000.

(f) \$5,000.

QUESTION 101

How are you determining community benefit for the various awards?

RESPONSE:

In line with the objectives of MNSW, awards programs are designed to promote the enrichment of all sections of the society through the benefits of cultural diversity.

QUESTION 102

What evaluation has been undertaken to determine community benefit?

RESPONSE:

I am advised that a comprehensive review is undertaken of all awards programs as part of the overall program management of awards. This includes determining community benefit.

QUESTION 103

How many full-time staff hours are being taken up managing the awards and events program?

RESPONSE:

The awards and events program is managed by the Community Engagement team within MNSW, consisting of seven full-time staff members.

QUESTION 104

Do you outsource the organising of events? If so, please name the contractors and the cost of contractors?

RESPONSE:

I am advised MNSW engages event companies for assistance in delivering MNSW events, guided by NSW Government procurement policies and frameworks. MNSW expenses are reported in its Annual Report.

Subject: Citizenship Test**QUESTION 105**

Minister you are aware of the Commonwealth Government's Citizenship test?

RESPONSE

Eligibility for Australian citizenship is a matter for the Commonwealth.

QUESTION 106

Do you agree with the proposed changes to the citizenship test?

RESPONSE

I refer to my response to question 105.

QUESTION 107

Minister why have you not stood up and condemned it?

RESPONSE

I refer to my response to question 105.

QUESTION 108

Can you tell me what is the rationale behind exempting people from the UK or Canada from sitting the Citizenship test, and not everyone else including the 6000 Iraqi and Syrian refugees your government has pledged to assist?

RESPONSE

I refer to my response to question 105.

QUESTION 109

Minister, I put it to you that this Dutton Citizenship test is discriminatory?

RESPONSE

I refer to my response to question 105.

QUESTION 110

People from all of Asia, Chinese, Vietnamese, Koreans, from all of South East Asia, Indonesia, Malaysia, Fiji, all people from all of Africa, all people from all of the Middle East, Lebanon, Syria, Iraq, Egypt, Palestine and a large section of Europe and Eastern Europe, Macedonians, Russians, Greeks, Serbians, Croatians, Italians and all people from the sub-continent, India, Pakistan, Bangladeshi, and others from the Philippines, Bengalese, and so forth are required to sit the test where as people from UK, NZ, USA, Ireland and Canada are exempt. If this is not discriminatory can you as Minister for Multiculturalism tell me what is?

RESPONSE

I refer to my response to question 105.

QUESTION 111

Can you tell me how will the Commonwealth Citizenship test affect the 6000 refugees who have settled in NSW?

RESPONSE

I refer to my response to question 105.

QUESTION 112

Do you think that they can pass the test that is said to be equivalent to an IELTS score of 6 tests and meet the higher English proficiency standards and gain citizenship?

RESPONSE

I refer to my response to question 105.

QUESTION 113

Don't you think that this Level 6 English Citizenship test will have a net negative effect on majority of the Multicultural NSW that you as Minister are responsible for?

RESPONSE

I refer to my response to question 105.

QUESTION 114

Minister, don't you think this English test is simply a barrier for new migrants and one that creates an underclass of people in NSW?

RESPONSE

I refer to my response to question 105.

QUESTION 115

Is it not pandering, appeasing or playing to the tune of the ultra-right and the Pauline Hanson's of this world?

RESPONSE

I refer to my response to question 105.

QUESTION 116

Have you ever looked at an IELTS test?

RESPONSE

I refer to my response to question 105.

QUESTION 117

Referring to the Operating Statement in the Budget Papers, under Grants and Subsidies there is a cut of \$2,740,000. Almost a 50% cut. What grants and to whom did you cut why have you slashed?

RESPONSE:

I am advised by MNSW that there is no reduction in overall Grants and Subsidies administered and distributed by MNSW in 2017-18. The Agency will directly administer \$6.5 million in grants for community projects, activities and partnerships.

\$3.1 million of this is appropriated in MNSW's budget and the Agency will administer and distribute an additional \$3.4 million of community initiatives that are funded from within the DPC grants and subsidies budget.

QUESTION 118

I note from budget Paper 3 for 2017-18 that Multicultural NSW's total expenses are budgeted to be less by over \$2.1 million. What services will have to be cut or reduced to account for this difference in expenditure?

RESPONSE:

As per the answer to Question 117, I am advised that \$3.4 million of grants and subsidies expenses in 2017-18 will be administered and distributed by MNSW from funds within the DPC grants and subsidies budget.

In addition, \$1.5 million was provided in the 2017-18 for the establishment of a Settlement Unit and to meet the increased demand for concessional interpreter and translation services provided by the Agency in the NSW Court system.

QUESTION 119

Minister is the privatisation or the outsourcing of the interpreter services still on the table?

RESPONSE:

MNSW is currently transforming the way it delivers its language services to continue to provide quality, cost effective interpreting and translating services.

Subject: Islamophobia in Australia Report

QUESTION 120

Minister, are you aware of the Islamophobia in Australia report released in this Parliament in July 2017?

RESPONSE:

Yes.

QUESTION 121

It surveyed 243 incidents involving physical and verbal and online attacks and it found 67.7% of victims were female and nearly three quarters of the abusers were male.

RESPONSE

This is a matter for the Minister for Police.

QUESTION 122

Minister, what actions have you taken to prevent women of religious or ethnic backgrounds being attacked?

RESPONSE

This is a matter for the Minister for Police.

QUESTION 123

Have you met with the minister for Police and or the new NSW Police Commissioner to address this issue?

RESPONSE:

I meet regularly with my Cabinet colleagues to discuss matters of community concern. Additionally, MNSW is a member of the Police Commissioner's Multicultural Advisory Council where a range of community issues are addressed.

QUESTION 124

Can you tell me what action will be taken? If not, why not?

RESPONSE:

MNSW has a range of programs, activities and social media campaigns. These include the Community in Partnership Taking Action (COMPACT) program, the Premier's Fund for Social Cohesion and the Community Cohesion Ambassadors Program.

QUESTION 125

Minister, are you aware of a survey conducted by the Western Sydney and

Charles Sturt Universities, surveying almost 600 Sydney Muslims that found almost 60% had experienced racism.

RESPONSE:

Yes.

QUESTION 126

What action have you taken to assist the Sydney Muslim community that is experiencing discrimination (Vilification) at three times the rate of other Australians?

RESPONSE:

As Minister for Multiculturalism, my role is to help build and maintain a cohesive and harmonious multicultural society that enriches the lives of all people in our state.

MNSW has a range of programs and activities that promote social cohesion and community harmony.

The COMPACT program is an alliance of community partners who are all committed to safeguarding social cohesion against fear, hate and division.

The Premier's Fund for Social Cohesion is a grants program that supports community led events and activities that bring together people from diverse cultural backgrounds to celebrate cultural diversity.

The Community Cohesion Ambassadors Program aims at empowering a team of community influences and role models to stand united as champions for community harmony and deliver a strong, public message against hate, fear and division.

Additionally, MNSW administers a grants program that provides funds to organisations with the intention of promoting social cohesion and community harmony.

In regards to racial vilification in NSW, racial vilification provisions come within the *Anti-Discrimination Act 1977*, which is administered by the NSW Anti-Discrimination Board.

QUESTION 127

Does the budget have specific allocations to address this very issue?

RESPONSE:

I refer to my response to question 126.

QUESTION 128

Minister, are you aware that NSW Discrimination law, for instance, the ADA does

not protect Muslims against vilification and abuse?

RESPONSE:

In NSW, racial vilification provisions come within the *Anti-Discrimination Act 1977*, which is administered by the NSW Anti-Discrimination Board.

In November 2016, the NSW Government requested Dr Stepan Kerkyasharian AO undertake targeted consultation with the community on section 20D of the Act.

I am advised the Government is considering the report of the Legislative Council Standing Committee on Law and Justice entitled 'Racial vilification law in New South Wales'. I am advised that consultation continues with respect to Dr Kerkyasharian's report with members of the community to ensure that any reform strikes the right balance between preserving freedom of speech and protecting people from threats of violence.

QUESTION 129

Are you aware that the ADA does not protect a Muslim citizen because religion is not a ground under which the Act provides protection, hence leaving over 300,000 – 400,000 Muslims vulnerable and without legal protection?

RESPONSE:

I refer to my response for question 128

Subject: Administration

QUESTION 130:

How many staff are in your ministerial office?

(a) What was the average salary for staff members in your office during 2016-17?

(b) What is the estimated average salary for a ministerial staffer in your office in 2017-18 based on current appointments?

RESPONSE:

I refer to my response for question 29.

QUESTION 131:

How many blackberries/iphones/smart phones are assigned to your staff?

(a) For each phone, how much was each bill in 2016-17?

(b) How many phones have been lost or replaced due to damage in your office?

i. What is the cost of replacing those phones?

RESPONSE:

I refer to my response for question 30.

QUESTION 132:

How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?

(a) What was the cost of providing iPads or tablets to your Ministerial Office in 2016-17?

(b) How many iPads or tablets have been replaced due to lost or damage in 2016-17?

i. What was the cost of replacing these devices?

RESPONSE:

I refer to my response for question 31.

QUESTION 133:

Has any artwork been purchased or leased for display in your ministerial office in 2016-17?

(a) What is the cost of this?

RESPONSE:

I refer to my response for question 32.

QUESTION 134:

Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2016-17?

(b) If so, what was the cost of these items?

RESPONSE:

I refer to my response for question 33.

QUESTION 135:

Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2016-17?

(b) If so, what was the cost of these items?

RESPONSE:

I refer to my response for question 33.

QUESTION 136:

What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2016-17?

(a) What are these services/newspapers/magazines/journals/periodicals?

i. Who is the subscriber for each of these?

RESPONSE:

I refer to my response to question 35.

QUESTION 137:

What was the total amount your office spent on stationery?

RESPONSE:

I refer to my response to question 36.

QUESTION 138:

What was the total value of all gifts purchased for use by you and your office in 2016-17?

(a) What were the gifts purchased?

i. Who were they gifted to?

RESPONSE:

I refer to my response to question 37.

QUESTION 139:

Do you purchase bottled water or provide water coolers for your office?

(b) What is the monthly cost of this?

RESPONSE:

I refer to my response for question 38.

QUESTION 140:

What non-standard features are fitted to your ministerial vehicle?

(b) What is the cost of each non-standard feature?

RESPONSE:

I refer to my response for question 39.

QUESTION 141:

What was the total bill for your office in 2016-17 for:

(a) Taxi hire

(b) Limousine hire

(c) Private hire care

(d) Hire car rental

(e) Ridesharing services

RESPONSE:

I refer to my response for question 40.

QUESTION 142:

Were any planes or helicopters chartered by you or your office and paid for with public money in 2016-17?

(b) If yes, will you please detail each trip, the method of transport and the cost?

RESPONSE:

I refer to my response to question 41.

Subject: Hospitality

QUESTION 143:

How much did your ministerial office spend on hospitality, including catering and beverages, in 2016/17?

RESPONSE:

I refer to my response to question 42.

QUESTION 144:

How much did your Department/agency spend on hospitality, including catering and beverages, in 2016-17?

RESPONSE:

I am advised that costs are managed within each agency's recurrent budget.

Subject: Labour Hire Firms

QUESTION 145:

Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2016-17:

- (a) The names of the firms utilised
- (b) The total amount paid to each firm engaged
- (c) The average tenure period for an employee provided by a labour hire company
- (d) The longest tenure for an employee provided by a labour hire company
- (e) The duties conducted by employees engaged through a labour hire company
- (f) The office locations of employees engaged through a labour hire company
- (g) The highest hourly or daily rate paid to an employee provided by a labour hire company

RESPONSE:

I am advised that agencies use Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required.

Subject: Media and Public Relations

QUESTION 146:

How many media or public relations advisers are employed for each of your portfolio agencies and what is the total cost to employ these advisers?

RESPONSE:

I am advised that MNSW staff numbers are included in the Annual Report.

QUESTION 147:

What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?

RESPONSE:

MNSW staff numbers undertaking media or public relations activities are commensurate with need and can go down or up as required.

QUESTION 148:

What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?

RESPONSE:

I refer to my response for question 47.

QUESTION 149:

By how much has the number of media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?

RESPONSE:

I refer to my response for question 47.

QUESTION 150:

By how much has the expenditure on media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?

RESPONSE:

I refer to my response for question 47.

QUESTION 151:

Have you had media training or speech training?

(a) If yes, who paid for it?

(b) If paid by taxpayers, what was the amount paid in 2016-17?

RESPONSE:

I refer to my response for question 50.

Subject: Facebook

QUESTION 152:

How much did your ministerial office spend on Facebook advertising or sponsored posts in 2016-17?

RESPONSE:

I refer to my response to question 51.

QUESTION 153:

How much did your Department/agency spend on Facebook advertising or sponsored posts in 2016-17?

RESPONSE:

I am advised that where appropriate social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.

Subject: Overseas Trips

QUESTION 154:

Were any of your overseas trips in the last financial year paid for in part or in full by using public money?

(b) If so, did any of your relatives or friends accompany you on these trips?

RESPONSE:

I refer to my response to question 53.

QUESTION 155:

Have you undertaken any official overseas travel that was privately funded?

(a) If so, what was the nature of these trips?

(b) Who paid for these trips?

RESPONSE:

I refer to my response to question 53.

Subject: Department/Agency Travel

QUESTION 156:

What was the total expenditure in 2016-17 by Departments/agencies within your portfolio on:

(a) Taxi hire

(b) Limousine/private car hire

(c) Hire car rental

(d) Ridesharing services

RESPONSE:

I am advised that MNSW's travel in 2016/17 was in accordance with NSW Treasury and Finance Circular OFS 2014-07.

QUESTION 157:

Do any senior executive service employees in your Departments/agencies have a driver that is paid for by the Departments/agencies? If so, what is the number of senior executive service employees that have a driver and which senior executive service employees have a driver?

(b) How much was spent on these drivers in 2016-17?

RESPONSE:

No.

Subject: Consulting

QUESTION 158:

How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2016-17?

(b) For what specific purposes or matters was legal advice sought?

RESPONSE:

I am advised that financial statements, including expenditure on consultants, are available in the MNSW annual report.

QUESTION 159:

Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2016-17:

(a) Social media

i. And the cost of these services

(b) Photography

i. And the cost of these services

a) Acting training

ii. And the cost of these services

(c) Ergonomics

i. And the cost of these services

RESPONSE:

I refer to my response to question 158.

Subject: Department/Agency Staffing

QUESTION 160:

What was the number of senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?

(b) How much was this number in 2011-12?

RESPONSE:

I refer to my response to question 59.

QUESTION 161:

What was the expenditure on senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?

(b) How much was this number in 2011-12?

RESPONSE:

I refer to question 60.

QUESTION 162:

What was the number of internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?

(b) How much was this number in 2011-12?

RESPONSE:

Staff numbers and their cost are managed within the MNSW Labour Expense Cap, as part of the sector's Budget Controls.

QUESTION 163:

What was the expenditure on internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?

(c) How much was this number in 2011-12?

RESPONSE:

I refer to my response to question 162.

QUESTION 164:

How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2016-17?

(a) Of these redundancies, how many were:

i. Voluntary

ii. Forced

(d) What was the total cost of all redundancies?

RESPONSE:

I refer to my response to question 63.

QUESTION 165:

Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the agency with which they were formerly employed?

(a) What was the nature of these works/services?

(b) What was the total cost of these works or services?

RESPONSE:

I refer to my response to question 63.

QUESTION 166:

Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?

RESPONSE:

I refer to the response to question 65.

QUESTION 167:

How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2016-17?

(b) What were the reason/s for each dismissal?

RESPONSE:

I refer to question 63.

QUESTION 168:

What was the total amount your Departments/agencies spent on stationery?

RESPONSE:

I am advised that stationery expenses are accounted for in MNSW's recurrent budget.

Subject: Smart Phone Accounts

QUESTION 169:

Do the Departments/agencies within your portfolio have an iTunes account?

(b) What was the total expenditure in 2016-17 on iTunes?

ii. What applications/subscriptions/services were purchased through iTunes?

RESPONSE:

I am advised that IT costs are managed within each agency's budget and are guided by NSW Government's ICT and procurement policies and frameworks.

QUESTION 170:

Do the Departments/agencies within your portfolio have an Android account?

(a) What was the total expenditure in 2016-17 on Android?

i. What applications/subscriptions/services were purchased through Android?

RESPONSE:

I refer to the response for question 169.

Subject: Websites Visited

QUESTION 171:

What were the top 20 most utilised (by data sent and received) unique domain names accessed by your Ministerial office this year?

RESPONSE:

I refer to the response for question 70.

QUESTION 172:

What were the top 20 most accessed (by number of times accessed) unique domain names accessed by your Ministerial office this year?

RESPONSE:

I refer to the response for question 70.

Subject: Merchant Fees

QUESTION 173:

Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments in your Department/agency.

RESPONSE:

I refer to the response for question 72.

QUESTION 174:

Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions in your Department/agency.

RESPONSE:

I refer to the response for question 72.

QUESTION 175:

What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2016-17?

RESPONSE:

I refer to the response for question 72.

Subject: Probity Auditor

QUESTION 176:

Has your office or department used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.

RESPONSE:

MNSW's Annual Report includes all consultancies including those involving probity advisors valued more than \$50,000.