



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 4

# Budget Estimates 2022-2023



Report 56

December 2022

4

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Portfolio Committee No. 4 - Customer Service and Natural  
Resources

# **Budget Estimates 2022-2023**

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Budget Estimates 2022-2023

“December 2022”.

Chair: Hon. Mark Banasiak, MLC



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## Terms of reference

The Budget Estimates resolution and schedule was agreed to by the House on 22 June 2022, referring the Budget Estimates and related papers for 2022-2023 to the Portfolio Committees for inquiry and report and is reproduced, as amended on 10 August 2022, as follows<sup>1</sup>:

- (1) That the Budget Estimates and related papers for the financial year 2022-2023 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 16 November 2021 adopting the 2022 sitting calendar, the 2022- 2023 initial budget estimates hearings be scheduled as follows:

**Day One: Monday 22 August 2022**

PC 5 Attorney General  
PC 1 Treasurer, Energy

**Day Two: Tuesday 23 August 2022**

PC 3 Education and Early Learning  
PC 7 Environment and Heritage

**Day Three: Wednesday 24 August 2022**

PC 6 Metropolitan Roads, Women's Safety and the Prevention of Domestic and Sexual Violence

**Day Four: Thursday 25 August 2022**

PC 7 Local Government  
PC 3 Skills and Training, Science, Innovation and Technology

**Day Five: Friday 26 August 2022**

PC 6 Transport, Veterans, Western Sydney  
PC 1 Finance, Employee Relations

**Day Six: Monday 29 August 2022**

PC 5 Corrections  
PC 7 Planning, Homes

**Day Seven: Tuesday 30 August 2022**

PC 4 Customer Service and Digital Government  
PC 5 Families and Communities, Disability Services

**Day Eight: Wednesday 31 August 2022**

PC 6 Regional Transport and Roads  
PC 5 Deputy Premier, Regional NSW, Police

**Day Nine: Thursday 1 September 2022**

PC 1 Enterprise, Investment and Trade, Sport  
PC 5 Multiculturalism, Seniors

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<sup>1</sup> *Minutes*, NSW Legislative Council, 22 June 2022, pp 3481-3482, as amended *Minutes*, NSW Legislative Council, 10 August 2022, p 3563.

**Day Ten: Friday 2 September 2022**  
 PC 5 Emergency Services and Resilience, Flood Recovery  
 PC 4 Lands and Water, Hospitality and Racing

**Day Eleven: Monday 5 September 2022**  
 PC 4 Agriculture and Western NSW  
 PC 1 Aboriginal Affairs, Arts, Regional Youth, Tourism

**Day Twelve: Tuesday 6 September 2022**  
 PC 2 Women, Regional Health, Mental Health  
 PC 6 Infrastructure, Cities and Active Transport  
 PC 1 The Legislature

**Day Thirteen: Wednesday 7 September 2022**  
 PC 4 Small Business and Fair Trading  
 PC 2 Health  
 PC 1 Premier

- (3) That for the purposes of the 2022-2023 initial budget estimates hearings:
- (a) each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon session, if required,
  - (b) the portfolio of The Legislature be examined concurrently by Opposition, Crossbench and Government members from 9.30 am until 12.30 pm.
- (4) That, further to the resolution of the House of 16 November 2021 adopting the 2022 sitting calendar, the 2022-2023 supplementary budget estimates hearings be held over five days from 24 October to 28 October 2022.
- (5) That for the purposes of the 2022-2023 initial and supplementary budget estimates hearings:
- (a) the committees must hear evidence in public,
  - (b) 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,
  - (c) ministers be invited to appear for the morning sessions only unless requested by committees to appear also for the afternoon session,
  - (d) witnesses, including ministers, may not make an opening statement before a 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.
- (6) That the committees present a final report to the House by 23 December 2022.

On 21 September 2022, the Budget Estimates resolution and schedule, as it relates to the Corrections hearing, was varied by the House as follows<sup>2</sup>:

- (1) That this House notes that:
  - (a) on Wednesday 22 June 2022, the House adopted a schedule of initial budget estimates hearings for 2022-2023 over 13 working days from Monday 22 August to Wednesday 7 September 2022, and
  - (b) the following hearing was unable to be conducted as scheduled by Portfolio Committee No. 5 – Regional NSW and Stronger Communities due to the unavailability of the Minister:

**Day Six: Monday 29 August 2022**  
PC 5 Corrections

- (2) That in view of the inability of Portfolio Committee No. 5 – Regional NSW and Stronger Communities to conduct this hearing, the committee be authorised to undertake the hearing on a date of its choosing under the same arrangements as originally agreed to by the House on Wednesday 22 June 2022.

According to a resolution of Portfolio Committee No. 5 - Regional NSW and Stronger Communities, the Corrections hearing was rescheduled to Monday, 24 October 2022.

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<sup>2</sup> *Minutes*, NSW Legislative Council, 21 September 2022, p 3645.



## Committee details

### Committee members

<b>The Hon Mark Banasiak MLC</b>	Shooters, Fishers and Farmers Party	<i>Chair</i>
<b>The Hon Emma Hurst MLC</b>	Animal Justice Party	<i>Deputy Chair</i>
<b>The Hon Scott Barrett MLC</b>	The Nationals	
<b>The Hon Taylor Martin MLC</b>	Liberal Party	
<b>The Hon Peter Poulos MLC</b>	Liberal Party	
<b>The Hon Peter Primrose MLC</b>	Australian Labor Party	
<b>The Hon Mick Veitch MLC</b>	Australian Labor Party	

### Non-substantive members who attended the hearings

<b>Ms Abigail Boyd MLC</b>	The Greens
<b>The Hon Anthony D'Adam MLC</b>	Australian Labor Party
<b>Ms Cate Faehrmann MLC</b>	The Greens
<b>Mr Justin Field MLC</b>	Independent
<b>The Hon John Graham MLC</b>	Australian Labor Party
<b>Ms Sue Higginson MLC</b>	The Greens
<b>The Hon Courtney Houssos MLC</b>	Australian Labor Party
<b>The Hon Aileen MacDonald MLC</b>	Liberal Party
<b>The Hon Daniel Mookhey MLC</b>	Australian Labor Party
<b>The Hon Mark Pearson MLC</b>	Animal Justice Party

### Contact details

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**Secretariat**

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<b>Gareth Perkins</b>	Administration Officer
<b>Holly McDonald</b>	Working in the Legislative Council program
<b>Daisy D'Souza</b>	Working in the Legislative Council program
<b>Rhia Victorino</b>	Director

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## Chair's foreword

I am pleased to present this report on the inquiry into Budget Estimates 2022-2023. 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. 4 – Customer Service and Natural Resources is responsible for the scrutiny of the following portfolio areas:

- Agriculture, Western New South Wales
- Customer Service and Digital Government
- Lands and Water, Hospitality and Racing
- Small Business, Fair Trading.

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.



Hon Mark Banasiak MLC  
**Committee 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, including answers to questions on notice, and answers to post-hearing written questions (known as supplementary questions). There is no provision for written submissions.

### Budget Estimates 2022-2023

- 1.1 On 16 November 2021 and 22 June 2022, the Legislative Council resolved that hearings for Budget Estimates 2022-2023 be held over 13 days from 22 August to 7 September 2022, and supplementary hearings be scheduled over five days from 24 to 28 October 2022.<sup>3</sup>
- 1.2 The Budget Estimates resolution and schedule was subsequently agreed to by the House on 22 June 2022, referring the Budget Estimates and related papers for the 2022-2023 financial year to the Portfolio Committees for inquiry and report by Friday 23 December 2022.<sup>4</sup>
- 1.3 Following changes to the administration of the government, the hearing schedule was amended by the House on 10 August 2022 to reflect the changed ministerial responsibilities.<sup>5</sup>
- 1.4 On 21 September 2022, the Budget Estimates resolution and schedule was further varied by the House to facilitate the postponement of the initial hearing of Portfolio Committee No. 5 – Regional NSW and Stronger Communities into the Corrections portfolio, due to the unavailability of the Minister.<sup>6</sup>
- 1.5 The budget estimates resolution establishing the inquiry, which sets out the rules for the inquiry, is reproduced on page iv.

### Hearings

- 1.6 The committee held five public hearings as follows:
  - Tuesday 30 August 2022: Customer Service and Digital Government
  - Friday 2 September 2022: Lands and Water, Hospitality and Racing
  - Monday 5 September 2022: Agriculture, Western New South Wales

<sup>3</sup> *Minutes*, Legislative Council, 16 November 2021, p 2713; and *Minutes*, Legislative Council, 22 June 2022, pp 3481-3482.

<sup>4</sup> *Minutes*, Legislative Council, 22 June 2022, pp 3481-3482.

<sup>5</sup> *Minutes*, Legislative Council 10 August 2022, p 3563.

<sup>6</sup> *Minutes*, Legislative Council, 21 September 2022, p 3645.

- Wednesday 7 September 2022: Small Business, Fair Trading
- Friday 28 October 2022: Fair Trading (supplementary hearing).

## **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 webpage at: [www.parliament.nsw.gov.au/budgetestimates](http://www.parliament.nsw.gov.au/budgetestimates).

## Chapter 2 Issues raised during hearings

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

### Customer Service and Digital Government

2.1 A hearing examining the portfolio of Customer Service and Digital Government was held on Tuesday 30 August 2022. The following issues were raised during the committee's examination of this portfolio:

- Park 'n Pay contracts
- eConveyancing
- Digital Restart Fund
- Electronic pet registry
- Electronic greyhound registry
- Workers compensation
- Smart Places projects
- Digital licences
- Driver licence testing
- Dine and Discover vouchers
- Privacy and data collection
- Road tolling.

### Lands and Water, Hospitality and Racing

2.2 A hearing examining the portfolios of Lands and Water, Hospitality and Racing was held on Friday 2 September 2022. The following issues were raised during the committee's examination of these portfolios:

- Status of cemetery space in New South Wales
- Role of Ms Lee Shearer, administrator of OneCrown
- ASIC records in relation to Ms Shearer listed under 'Leedar Investments Pty Ltd' and links to the operation of cemeteries and crematoria in Greater Sydney
- Current status of the recommendations in the Crown Land Commissioner's report on the evaluation of the *Crown Land Management Act 2016*
- Welfare of greyhounds, including rehoming strategies, the 'Greyhounds as Pets' program, and capital grants funding allocations
- Disqualified persons under Greyhound Welfare Integrity Commission and continued participation in the industry

- Welfare of thoroughbred horses, including the use of whips in horseracing, rehoming strategies, possible mandatory reporting for deaths and injuries of animals, recommendations in the Thoroughbred Aftercare Welfare Working Group
- Recent amendments to water sharing plans as outlined in the *Water Management Act 2000*
- Updates on prosecutions from the Natural Resources Access Regulator
- Status of the Warragamba Dam raising proposal
- Review into the Yarrie Lake Trust
- Updates on the Sustainable Diversion Limit Adjustment Mechanism projects
- Dungowan Dam project, including proposed funding allocations, and related evaluation reports
- Updates on MINCO projects, including timeframes for completion, and funding allocations
- Status of Sydney Water infrastructure in the Torana Estate, Austral
- Greater Sydney Water Strategy, including rainfall independent water sources for Sydney; water management for Sydney
- Updates on Safe and Secure Water Program, including boiled-water alerts in regional New South Wales
- Incidents of drink and needle spiking in licensed venues and industry guidance to address these issues
- Licensed venues incident registers
- Creation of the NSW Independent Casino Commission and probity checks of board members
- Independent monitors for the Star and Crown Casino and reporting requirements
- Status of the Bell report
- Accessibility of gambling counselling services in regional New South Wales.

## **Agriculture, Western New South Wales**

**2.3** A hearing examining the portfolios of Agriculture, Western New South Wales was held on Monday 5 September 2022. The following issues were raised during the committee's examination of these portfolios:

- Various emerging biosecurity risks in New South Wales
- Instances of foot and mouth disease, and lumpy skin disease in New South Wales
- Management and response to the spread of various weeds in regional New South Wales following flood events
- Commercial fishing industry in New South Wales



- Amendments to cultural fishing laws in New South Wales
- Establishment and recruitment of targeted Indigenous fishing officer roles
- Use of drones in New South Wales
- Options relating to the development of a hydrogen economy
- Projects currently being undertaken as part of the Climate Change Research Strategy
- Artificial insemination of greyhounds
- Trout cod recovery program following flood events
- Efficacy and impact of shark nets
- Operation of the prawn draw in Myall Lakes
- Use of cats and dogs in medical research.

## **Small Business, Fair Trading**

**2.4** A hearing examining the portfolios of Small Business, Fair Trading was held on Wednesday 7 September 2022. The following issues were raised during the committee's examination of these portfolios:

- Events around the resignation and re-appointment of Mr David Chandler, NSW Building Commissioner
- Processes for defect rectification in property developments, particularly apartment buildings
- The process for issuing and cancelling building licenses
- Digital capability of NSW Fair Trading
- Workplace health and safety regulation in relation to stone cutting, audiometric testing and aged care homes
- Strata by laws and pet ownership
- Financial reporting requirements for associations
- Laws concerning safety of food delivery drivers.

## **Fair Trading – Supplementary hearing**

**2.5** A supplementary hearing examining the portfolio of Fair Trading was held on Friday 28 October 2022. The following issues were raised during the committee's examination of this portfolio:

- SafeWork NSW risk-based preventative framework and compliance approach
- Post-hearing responses for the initial hearing held on Wednesday 7 September 2022
- Examination of specific incidents and activities
- People Matter, NSW Public Sector Employee Survey results
- SafeWork NSW performance, staffing, processes, and management
- Reviews of SafeWork NSW
- SafeWork NSW Investigation Decision Making Panel.

## Appendix 1 Witnesses at hearings

Date	Name	Position and Organisation
<b>Tuesday 30 August 2022</b> <b>Jubilee Room</b> <b>Parliament House, Sydney</b>	Hon Victor Dominello MP	Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading
	Ms Emma Hogan	Secretary, Department of Customer Service
	Mr Adam Dent	Chief Executive Officer, State Insurance Regulatory Authority, Department of Customer Service
	Mr Greg Wells	Digital.NSW, Department of Customer Service
	Mr Damon Rees	Chief Executive Officer, Service NSW, Department of Customer Service
	Ms Mandy Young	Chief Operating Officer, Department of Customer Service
	Mr William Murphy	Deputy Secretary, Delivery and Transformation, Department of Customer Service
	Ms Elizabeth Tydd	NSW Information Commissioner
	Ms Liz Livingstone	Chief Executive Officer, Independent Pricing and Regulatory Tribunal
Ms Danusia Cameron	NSW Registrar General, NSW Department of Customer Service	

Date	Name	Position and Organisation
<b>Friday 2 September 2022</b> <b>Jubilee Room</b> <b>Parliament House, Sydney</b>	Hon Kevin Anderson MP	Minister for Lands and Water, and Minister for Hospitality and Racing
	Dr Jim Bentley	CEO NSW Water Sector, Department of Planning & Environment
	Mr Leon Walker	Deputy Secretary, Homes, Property and Development, Department of Planning & Environment
	Mr Steve Griffin	CEO, Greyhound Welfare Integrity Commission
	Ms Melanie Hawyres	Deputy Secretary, Department of Planning & Environment
	Ms Ingrid Emery	Executive Director, Project Interfaces and Program Management, Water Infrastructure NSW, Department of Planning & Environment
	Mr Grant Barnes	Chief Regulatory Officer, Natural Resources Access Regulator
	Mr Andrew George	CEO, Water NSW
	Mr Roch Cheroux	Managing Director, Sydney Water
	Mr Darren Cleary	Managing Director, Hunter Water
	Ms Jen Hickey	CEO, Cemeteries and Crematoria NSW
	Mr Phillip Crawford	Chairman, Independent Liquor and Gaming Authority
Mr Anthony Keon	CEO, Hospitality and Racing	

Date	Name	Position and Organisation
<b>Monday 5 September 2022</b> <b>Macquarie Room Parliament House, Sydney</b>	Hon Dugald Saunders MP	Minister for Agriculture, and Minister for Western New South Wales
	Ms Rebecca Fox	Acting Secretary, Regional NSW
	Mr Jonothan Wheaton	Executive Director, Regional Development, Regional NSW
	Mr Anshul Chaudhary	Chief Executive Officer, Forestry Corporation of NSW
	Mr Steve Orr	Chief Executive Officer, Local Land Services
	Mr Adam Tyndall	Director, Policy & Reform, Local Land Services
	Mr Rob Kelly	Executive Director, Regional Operations, Local Land Services
	Ms Jacqueline Tracey <i>(by videoconference)</i>	Executive Director, Policy, Strategy and Reform, Local Land Services
	Mr Scott Hansen	Director General, Primary Industries, Primary Industries
	Ms Kate Lorimer-Ward	Deputy Director General, Agriculture, NSW Department of Primary Industries
	Mr Sean O'Connell	Chief Executive of the NSW Rural Assistance Authority, Primary Industries
	Dr John Tracey	Deputy Director General, Biosecurity & Food Safety, Primary Industries
	Mr Sean Sloane	Deputy Director General, Fisheries, Primary Industries
	Mr David McPherson	Deputy Director General, Forestry & Land Reform, Primary Industries
	Ms Suzanne Robinson	Director, Animal Welfare, Primary Industries

Date	Name	Position and Organisation
	Dr Kim Filmer	Chief Animal Welfare Officer, Primary Industries
	Mr Daryl Quinlivan	NSW Agriculture Commissioner, Primary Industries
<b>Wednesday 7 September 2022 Room 814/815 Parliament House, Sydney</b>	Hon Victor Dominello MP	Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading
	Ms Emma Hogan	Secretary, Department of Customer Service
	Mr Chris Lamont	Small Business Commissioner, Small Business Commission
	Ms Natasha Mann	Fair Trading Commissioner; Deputy Secretary, Better Regulation, Department of Customer Service
	Mr David Chandler	Building Commissioner, Department of Customer Service
	Mr John Tansey	Executive Director, Policy & Strategy, Department of Customer Service
	Mr Matthew Press	Executive Director, Compliance & Dispute Resolution, Safe Work, Fair Trading, Department of Customer Service
	Ms Meagan McCool	Director, Construction Services Group, Metropolitan, SafeWork NSW, Department of Customer Service
	Mr John Minns	Property Services Commissioner (as appointed from 12 September 2022)

Date	Name	Position and Organisation
<b>Friday 28 October 2022</b> <b>Macquarie Room</b> <b>Parliament House, Sydney</b>	Ms Natasha Mann	Deputy Secretary, Better Regulation, Department of Customer Service, Head of SafeWork NSW, NSW Fair Trading Commissioner
	Mr John Tansey	Executive Director, Policy and Strategy, Department of Customer Service, Better Regulation Division
	Mr Matthew Press	Executive Director, Compliance & Dispute Resolution, Department of Customer Service, Better Regulation Division
	Ms Meagan McCool	Director, Construction Services Group, Metropolitan, Department of Customer Service, Better Regulation Division
	Mr James (Jim) Kelly	Director Health & Safe Design, Department of Customer Service, Better Regulation Division





## Appendix 2 Minutes

### Minutes no. 73

Wednesday 20 July 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Room 1254, Parliament House, Sydney, at 9:30 am

#### 1. Members present

Mr Banasiak, *Chair* (from 1.00 pm onwards, via videoconference)

Ms Hurst, *Deputy Chair* (acting as Chair until 1.00 pm)

Mr Barrett

Mr D'Adam (substituting for Mr Veitch from 1.00 pm)

Mr Martin (until 1.00 pm)

Mr Poulos

Mr Primrose

Mr Rath (substituting for Mr Martin from 1.00 pm)

#### 2. Apologies

Mr Veitch

#### 3. Inquiry into the commencement of the Fisheries Management Amendment Act 2009

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Due to videoconference issues experienced by the Chair when joining at 1pm, the Deputy Chair, Ms Hurst, continued to act as Chair for the remainder of the meeting.

#### 4. Inquiry into Budget Estimates 2022-2023 – procedural resolutions

Mr Rath and Mr D'Adam joined the meeting.

The committee noted that the Budget Estimates timetable for 2022-2023 was agreed to by the House, with hearings commencing at 9.30 am and concluding by 5.15 pm. Below is a table of Portfolio Committee No. 4 hearings:

Date	Portfolio
Tuesday 30 August 2022	Customer Service and Digital Government
Friday 2 September 2022	Lands and Water, Hospitality and Racing
Monday 5 September 2022	Agriculture and Western NSW
Wednesday 7 September 2022	Small Business and Fair Trading

#### 4.1 Allocation of question time and total hearing time

The committee noted that under the Budget Estimates 2022-2023 resolution each portfolio, except The Legislature, will be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon session, if required.

#### 4.2 Witness requests

Resolved, on the motion of Mr Primrose: That for the portfolio of Customer Service and Digital Government the committee invite the following witnesses:

- Hon Victor Dominello MP, Minister for Customer Service and Digital Government
- Ms Emma Hogan, Secretary, Department of Customer Service
- Mr Adam Dent, Chief Executive Officer, State Insurance Regulatory Authority, Department of Customer Service
- Mr Greg Wells, Deputy Secretary, Digital.NSW, Department of Customer Service
- Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service
- Ms Mandy Young, Chief Operating Officer, Department of Customer Service
- Mr William Murphy, Deputy Secretary, Customer, Delivery and Transformation
- Ms Elizabeth Tydd, NSW Information Commissioner
- Ms Samantha Gavel, NSW Privacy Commissioner
- Ms Liz Livingstone, Chief Executive Officer, Independent Pricing and Regulatory Tribunal

Resolved, on the motion of Mr Primrose: That for the portfolio of Lands and Water, Hospitality and Racing the committee invite the following witnesses:

- Hon Kevin Anderson MP, Minister for Lands and Water, Hospitality and Racing
- Dr Jim Bentley, CEO NSW Water Sector, Department of Planning & Environment
- Mr Michael Wright, Deputy Secretary, Department of Planning & Environment
- Mr Steve Griffin, CEO, Greyhound Welfare Integrity Commission
- Mr Terry O'Brien, Director, Office of Racing
- Ms Natasha Mann, Fair Trading Commissioner/Deputy Secretary, Department of Customer Service
- Ms Melanie Hawyes, Deputy Secretary, Department of Planning & Environment
- Mr John Tansey, Executive Director, Policy and Strategy, Better Regulation Division, Department of Customer Service
- Ms Amanda Jones, CEO Water Infrastructure, Department of Planning & Environment
- Mr Grant Barnes, Chief Regulatory Officer, Natural Resources Access Regulator
- Mr Andrew George, CEO, Water NSW
- Mr Roch Cheroux, Managing Director, Sydney Water
- Mr Darren Cleary, Managing Director, Hunter Water
- Ms Jen Hickey, CEO, Cemeteries and Crematoria NSW
- Mr Phillip Crawford, Chairman, Independent Liquor and Gaming Authority
- Natural Resources Commission

Resolved, on the motion of Mr Primrose: That for the portfolio of Agriculture and Western NSW the committee invite the following witnesses:

- Hon Dugald Saunders MP, Minister for Agriculture and Western New South Wales
- Mr Gary Barnes, Secretary, Regional NSW
- Ms Kate Lorimer-Ward, Deputy Director General, Agriculture, NSW Department of Primary Industries (DPI) and Chief Executive of the NSW Rural Assistance Authority
- Mr Scott Hansen, Director General, Primary Industries, Primary Industries
- Mr Anshul Chaudhary, CEO, Forestry Corporation, Forestry Corporation
- Mr Steve Orr, CEO, Local Land Services, Local Land Services
- Mr Adam Tyndall, Director, Policy & Reform, Local Land Services

- Dr John Tracey, Deputy Director General, Biosecurity & Food Safety, Primary Industries
- Mr Sean Sloane, Deputy Director General, Fisheries, Primary Industries
- Mr Peter Turnell, Fisheries, Primary Industries
- Mr Daryl Quinlivan, NSW Agriculture Commissioner, Primary Industries
- Dr Kim Filmer, Chief Animal Welfare Officer, Primary Industries
- Mr David McPherson, Deputy Director General, Forestry & Land Reform, Primary Industries
- Mr Rob Kelly, Executive Director, Regional Operations, Local Land Services
- Mr Jonathan Wheaton, Executive Director, Regional Development, Regional NSW
- Ms Suzanne Robinson, Acting Director, Animal Welfare, NSW DPI
- Natural Resources Commission

Resolved, on the motion of Mr Primrose: That for the portfolio of Small Business and Fair Trading the committee invite the following witnesses:

- Hon Eleni Petinos MP, Minister for Small Business and Fair Trading
- Ms Vanessa Carmody-Smith, Director, Construct NSW
- Acting Property Services Commissioner (as appointed from August 2022)
- Emma Hogan, Secretary, Department of Customer Service
- Chris Lamont, Small Business Commissioner, Small Business Commission
- Hon Lou Amato MLC, Parliamentary Secretary - Small Business
- Natasha Mann, Fair Trading Commissioner; Deputy Secretary, Better Regulation, Department of Customer Service
- John Tansey, Executive Director, Policy & Strategy, Department of Customer Service
- David Chandler, Building Commissioner, Department of Customer Service
- Tony Williams, Executive Director, Compliance and Dispute Resolution, Department of Customer Service
- Meagan McCool, Director, Construction Services Group, Metropolitan, SafeWork NSW, Department of Customer Service (DCS)
- Michael Gadiel, Executive Director, Economic Strategy, NSW Treasury

The committee noted that where a witness no longer occupies a position, invitations will be made based on the position.

Resolved, on the motion of Mr Primrose: That the committee submit any further witness requests to the secretariat by 5.00 pm, Friday 22 July 2022.

Resolved, on the motion of Mr Primrose: That the committee invite the Hon Lou Amato MLC, Parliamentary Secretary - Small Business to appear as a witness at the hearings.

#### **4.3 Witness appearance time**

The committee noted that under the Budget Estimates 2022-2023 resolution ministers are invited to appear for the morning sessions only, 9.30 am to 12.45 pm, unless requested by the committee to appear also for the afternoon session.

#### **4.4 Recording of hearing**

Resolved, on the motion of Mr Primrose: That all Budget Estimates 2022-2023 hearings be recorded and that these recordings be placed on the inquiry webpage as soon as practicable after the hearing.

### **5. Correspondence**

The committee noted the following items of correspondence:

**Received:**

- 20 June 2022 – Correspondence from Ms Sarah Fairfull, Director, Aboriginal Fishing and Marine and Coastal Environments, NSW Department of Primary Industries, to secretariat, enclosing additional information for the inquiry into the commencement of the Fisheries Management Amendment Act 2009, including three factsheets and a copy of the Birpai Barray (Hastings) Aboriginal Cultural Fishing Local Management Plan.

Resolved, on the motion of Mr Poulos: That the committee publish the supplementary information provided by the NSW Department of Primary Industries on 20 June 2022, including all of the attachments.

**6. Inquiry into the commencement of the Fisheries Management Amendment Act 2009**

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**7. Next meeting**

28 July 2022, site visit/roundtable meeting in Narooma, for the inquiry into the commencement of the *Fisheries Management Amendment Act 2009*.

Tina Higgins / Rhia Victorino

**Committee Clerk**

**Minutes no. 76**

Tuesday 30 August 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Jubilee Room, Parliament House, Sydney, at 9.15 am

**1. Members present**

Mr Banasiak, *Chair*

Ms Hurst, *Deputy Chair* (until 12.45 pm, from 2.19 pm until 3.30 pm, and from 4.20 pm)

Mr Barrett (via videoconference)

Ms Boyd (participating from 11.15 am until 11.56 am)

Mr Graham (participating until 10.25 am, and from 3.44 pm until 4.14 pm)

Mr Mookhey (participating from 2.00 pm until 2.44 pm)

Mr Poulos

Mr Primrose

Mr Veitch

**2. Apologies**

Mr Martin

**3. Previous minutes**

Resolved, on the motion of Ms Hurst: That draft minutes no. 72 be confirmed.

**4. Correspondence**

The committee noted the following items of correspondence:

**Received:**

- 28 July 2022 – Email from Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government confirming witnesses attending for a Budget Estimates 2022-2023 hearing on 30 August 2022
- 5 August 2022 – Email from Ms Sarah Bird, Office of the Minister for Agriculture and Minister for Western NSW confirming witnesses attending a Budget Estimates 2022-2023 hearing on 5 September 2022

- 15 August 2022 – Email from Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat returning witness list for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 16 August 2022 – Email from Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat returning an amended witness list for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 16 August 2022 – Email from Mr Rowan Carter, Office of Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, to Budget Estimates secretariat returning witness list for a Budget Estimates 2022-2023 hearing on 2 September 2022
- 17 August 2022 – Email from Ms Sarah Bird, Office of the Minister for Agriculture and Minister for Western NSW, to Budget Estimates secretariat regarding witnesses attending a Budget Estimates 2022-2023 hearing on 5 September 2022
- 19 August 2022 – Letter from the Hon Victor Dominello, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to the Chair providing explanation regarding the returned witness list for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 25 August 2022 – Email from Office of Hon Kevin Anderson MP, Minister for Lands and Water, Minister for Hospitality and Racing, to Budget Estimates secretariat regarding returned witness list for a Budget Estimates 2022-2023 hearing on 2 September 2022
- 26 August 2022 – Letter from the Hon Victor Dominello, Minister for Customer Service and Digital Government, Minister for Small Business, Minister for Fair Trading, to Chair providing reasons for witness unavailability for a Budget Estimates 2022-2023 hearing on 7 August 2022
- 29 August 2022 – Email from Leané Van Essen, Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat regarding the unavailability of the Privacy Commissioner to attend a Budget Estimates 2022-2023 hearing on 30 August 2022.

***Sent:***

- 27 July 2022 – Email from Budget Estimates secretariat, to Hon Victor Dominello MP, Minister for Customer Service and Digital Government, issuing witness invitation requests for a hearing on 30 August 2022
- 27 July 2022 – Email from Budget Estimates secretariat, to Hon Kevin Anderson MP, Minister for Lands and Water, Minister for Hospitality and Racing, issuing witness invitation requests for a hearing on 2 September 2022
- 27 July 2022 – Email from Budget Estimates secretariat, to Hon Dugald Saunders MP, Minister for Agriculture, Minister for Western New South Wales, issuing witness invitation requests for a hearing on 5 September 2022
- 27 July 2022 – Email from Budget Estimates secretariat, to Hon Eleni Petinos MP, Minister for Small Business, Minister for Fair Trading, issuing witness invitation requests for a hearing on 7 September 2022
- 10 August 2022 – Email from Budget Estimates secretariat, to Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government, Small Business, and Fair Trading regarding amended Budget Estimates 2022-2023 hearing schedule and noting room change for a hearing on 30 August 2022
- 11 August 2022 – Email from Budget Estimates secretariat, to Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, regarding amended Budget Estimates 2022-2023 hearing schedule and issuing witness invitation requests for a hearing on 7 September 2022
- 16 August 2022 – Email from Budget Estimates secretariat to Ms Leané Van Essen, Office of Hon Victor Dominello MLC, Minister for Customer Service and Digital Government, Small Business, and

Fair Trading, requesting an explanation for the omission of the Property Services Commissioner position as a witness for Budget Estimates 2022-2023 hearing on 7 September 2022

- 23 August 2022 – Email from Budget Estimates secretariat to Office of Hon Kevin Anderson MP, Minister for Lands and Water, Minister for Hospitality and Racing, regarding returned witness list for a Budget Estimates 2022-2023 hearing on 2 September 2022.

## **5. Inquiry into Budget Estimates 2022-2023 – initial hearings**

### **5.1 Returned witness lists**

Resolved, on the motion of Mr Veitch: That the committee reiterates the witness invitations to Ms Natasha Mann and Mr John Tansey for the Budget Estimates Lands and Water, Hospitality and Racing hearing, as previously requested by the committee.

Resolved, on the motion of Mr Veitch: That the committee reiterates witness invitations for the Budget Estimates Small Business, Fair Trading hearing to the Minister for Small Business and Minister for Fair Trading, insisting on the attendance of all witnesses for the full duration of the hearing and indicating that it intends to invite any witnesses who continue to be unavailable for the hearing on Wednesday, 7 September 2022, to a supplementary hearing.

### **5.2 Additional witness request: Customer Service and Digital Government**

Resolved, on the motion of Mr Veitch: That the committee invite Ms Danusia Cameron, NSW Registrar General, NSW Department of Customer Service to attend the Customer Service and Digital Government hearing from 2.00 pm.

### **5.3 Order for examination of portfolios**

The committee noted the resolution of the House of 10 August 2022 amending the Budget Estimates 2022-2023 terms of reference.

The committee noted that under the Budget Estimates 2022-2023 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon sessions, if required.

### **5.4 Public hearing: Customer Service and Digital Government**

Departmental witnesses, the public and the media were admitted.

The Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, was 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 following witnesses were sworn:

- Ms Emma Hogan, Secretary, Department of Customer Service
- Mr Adam Dent, Chief Executive Officer, State Insurance Regulatory Authority, Department of Customer Service
- Mr Greg Wells, Deputy Secretary, Digital.NSW, Department of Customer Service
- Mr Damon Rees, Chief Executive Officer, Service NSW, Department of Customer Service
- Ms Mandy Young, Chief Operating Officer, Department of Customer Service
- Mr William Murphy, Deputy Secretary, Delivery and Transformation, Department of Customer Service
- Ms Elizabeth Tydd, NSW Information Commissioner,
- Ms Liz Livingstone, Chief Executive Officer, Independent Pricing and Regulatory Tribunal.

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

The Minister and departmental witnesses were examined by the committee.

Mr Graham tendered the following documents:

- Tender bundle, Park 'n Pay.

The Minister withdrew at 12.46 pm.

The following witness was admitted and sworn at 2.00 pm:

- Ms Danusia Cameron, NSW Registrar General, NSW Department of Customer Service.

Ms Liz Livingston withdrew at 3.17 pm.

Ms Danusia Cameron and Ms Elizabeth Tydd withdrew at 3.45 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.19 pm.

### **5.5 Tendered documents**

Resolved, on the motion of Mr Veitch: That the committee accept and publish the following documents tendered during the Customer Service and Digital Government hearing held on Tuesday 30 August 2022:

- Tender bundle, Park 'n Pay, tendered by Hon John Graham MLC.

### **5.6 Supplementary hearings**

The committee noted that, under the Budget Estimates resolution, supplementary hearings are scheduled for the week 24 October to 28 October 2022.

Resolved, on the motion of Mr Veitch: That the committee defer its decision on whether to hold supplementary hearings for the portfolio of Customer Service and Digital Government, until after the return of answers to supplementary questions.

### **5.7 Correspondence**

The committee noted the following items of correspondence:

#### ***Received:***

- 30 August 2022 – Email from the Office of the Minister for Agriculture and Minister for Western NSW to Budget Estimates secretariat regarding witness unavailability for a Budget Estimates hearing on 5 September 2022
- 30 August 2022 – Email from the Office of Hon Kevin Anderson MP, Minister for Lands and Water, Minister for Hospitality and Racing to Budget Estimates secretariat regarding witness unavailability for a Budget Estimates hearing on 2 September 2022.

### **5.8 Returned witness lists**

Resolved, on the motion of Mr Veitch: That the committee accepts the unavailability of Ms Mann and Mr Tansey for the Budget Estimates Lands and Water, Hospitality and Racing hearing, and instead issues invitations for the witnesses to attend the Budget Estimates Small Business and Fair Trading hearing.

Resolved, on the motion of Mr Veitch: That the committee:

- accepts the unavailability of Mr Peter Turnell
- seeks further clarification regarding the position of Deputy Director General, Agriculture, NSW Department of Primary Industries (DPI) and if this position is not held by Ms Kate Lorimer-Ward the committee accepts that she will not attend, otherwise the committee insists on her attendance.

## 6. Adjournment

The committee adjourned at 4.28 pm, until 9.15 am, Friday 2 September 2022, Jubilee Room, Budget Estimates 2022-2023 hearing – Lands and Water, Hospitality and Racing.

Kate Mihaljek  
**Committee Clerk**

## Minutes no. 77

Friday 2 September 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Jubilee Room, Parliament House, Sydney, at 9.15 am

### 1. Members present

Mr Banasiak, *Chair*

Ms Hurst, *Deputy Chair*

Ms Boyd (participating until 12.25 pm, and from 2.20 pm until 3.10 pm)

Ms Faehrmann (participating from 10.36 am until 11.00 am, and from 12.30 pm until 12.36 pm)

Mr Field (participating)

Mrs Houssos (substituting for Mr Primrose)

Mr Martin

Mr Pearson (participating from 11.41 am until 12.30 pm)

Mr Poulos (from 9.25 am)

Mr Veitch

### 2. Apologies

Mr Barrett

### 3. Correspondence

The committee noted the following items of correspondence:

#### **Received:**

- 31 August 2022 – Email from Sarah Bird, Office of Hon Dugald Saunders, Minister for Agriculture, and Minister for Western New South Wales, to Budget Estimates secretariat regarding witnesses for a Budget Estimates 2022-2023 hearing on 5 September 2022
- 1 September 2022 – Email from Sarah Bird, Office of Hon Dugald Saunders, Minister for Agriculture, and Minister for Western New South Wales, to Budget Estimates secretariat regarding witnesses for a Budget Estimates 2022-2023 hearing on 5 September 2022
- 1 September 2022 – Letter from the Secretary, Department of Customer Service, to Chair regarding witness appearances for the Budget Estimates Small Business, Fair Trading hearing on 7 September 2022
- 1 September 2022 – Email from Leané Van Essen, Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat with updated witness list for a Budget Estimates 2022-2023 hearing on 7 September 2022.

#### **Sent:**

- 29 August 2022 – Email from Budget Estimates secretariat to Ms Sarah Bird, Office of Hon Dugald Saunders MP, Minister for Agriculture and Minister for Western NSW, regarding committee's response to a returned witness list for a Budget Estimates 2022-2023 hearing on 5 September 2022



- 30 August 2022 – Email from Budget Estimates secretariat to Rowan Carter, Office of Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, reiterating witness invitations for Ms Natasha Mann and Mr John Tansey for a Budget Estimates 2022-2023 hearing on 2 September 2022
- 30 August 2022 – Email from Budget Estimates secretariat to Leane Van Essen, Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Small Business, Fair Trading regarding witness attendance and availability for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 30 August 2022 – Email from Budget Estimates secretariat to Rowan Carter, Office of Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, confirming the witness list for a Budget Estimates 2022-2023 hearing on 2 September 2022
- 30 August 2022 – Email from Budget Estimates secretariat to Leane Van Essen, Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Small Business, Fair Trading issuing additional witness invitations for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 30 August 2022 – Email from Budget Estimates secretariat to Ms Sarah Bird, Office of Hon Dugald Saunders MP, Minister for Agriculture and Minister for Western NSW, regarding the returned witness list for a Budget Estimates 2022-2023 hearing on 5 September 2022
- 31 August 2022 – Email from Budget Estimates secretariat to Ms Sarah Bird, Office of Hon Dugald Saunders MP, Minister for Agriculture and Minister for Western NSW, regarding witness attendance for a Budget Estimates 2022-2023 hearing on 5 September 2022
- 1 September 2022 – Email from Budget Estimates secretariat to Ms Sarah Bird, Office of Hon Dugald Saunders MP, Minister for Agriculture and Minister for Western NSW, confirming the witness list for a Budget Estimates 2022-2023 hearing on 5 September 2022.

#### 4. Inquiry into Budget Estimates 2022-2023 – initial hearings

##### 4.1 Returned witness list: Small Business, Fair Trading

Resolved, on the motion of Mr Veitch: That in response to the returned witness lists by the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, and the Secretary, Department of Customer Service, regarding the Budget Estimates Small Business, Fair Trading hearing on Wednesday 7 September 2022, the committee:

- accepts unavailability of Ms Vanessa Carmody-Smith, Director, Construct NSW, Mr Tony Williams, Executive Director, Compliance and Dispute Resolution, Department of Customer Service and Mr Michael Gadiel, Executive Director, Economic Strategy, NSW Treasury
- agrees to the attendance of Mr John Minns, Property Services Commissioner, as appointed from 12 September 2022, from 2.00 pm for the afternoon session only
- insists on the attendance of Ms Meagan McCool, Director Construction Services Group, Metropolitan, SafeWork NSW, Department of Customer Service, for the full duration of the hearing, as requested by the committee.

##### 4.2 Order for examination of portfolios

The committee noted that under the Budget Estimates 2022-2023 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon sessions, if required.

##### 4.3 Public hearing: Lands and Water, Hospitality and Racing

Departmental witnesses, the public and the media were admitted.

The Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, was 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 following witnesses were sworn:

- Dr Jim Bentley, CEO NSW Water Sector, Department of Planning & Environment
- Mr Leon Walker, Deputy Secretary, Homes, Property and Development, Department of Planning & Environment
- Mr Steve Griffin, CEO, Greyhound Welfare Integrity Commission
- Ms Melanie Hawyes, Deputy Secretary, Department of Planning & Environment
- Ms Ingrid Emery, Executive Director, Project Interfaces and Program Management, Water Infrastructure NSW, Department of Planning & Environment
- Mr Grant Barnes, Chief Regulatory Officer, Natural Resources Access Regulator
- Mr Andrew George, CEO, Water NSW
- Mr Roch Cheroux, Managing Director, Sydney Water
- Mr Darren Cleary, Managing Director, Hunter Water
- Ms Jen Hickey, CEO, Cemeteries and Crematoria NSW
- Mr Phillip Crawford, Chairman, Independent Liquor and Gaming Authority
- Mr Anthony Keon, CEO, Hospitality and Racing.

The Chair declared the proposed expenditure for the portfolios of Lands and Water, Hospitality and Racing open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Veitch tendered the following documents:

- Extract from Australian Securities & Investments Commission (ASIC) database for the business name 'Sydney Cemeteries and Crematoria', dated 26 August 2022.
- ASIC's Current & Historical Company Extract for 'Lee Shearer Pty Ltd', dated 26 August 2022.
- ASIC's Current & Historical Company Extract for 'Leedar Investments Pty Ltd', dated 23 August 2022.
- Australian Business Register, ABN Lookup for 'Leedar Investments Pty Ltd', dated 26 August 2022.

Mrs Houssos tendered the following documents:

- Extract from Australian Securities & Investments Commission (ASIC) database for the business name 'Sydney Cemeteries and Crematoria', dated 2 September 2022.
- Extract from ASIC database for the business name Greater Sydney Cemeteries and Crematoria', dated 2 September 2022.
- Australian Business Register, ABN Lookup, 'Current details for ABN 65 959 157 751' dated 2 September 2022.

The Minister withdrew at 12.45 pm.

Mr Darren Cleary and Ms Jen Hickey withdrew at 3.30 pm.

Mr Roch Cheroux and Mr Phillip Crawford withdrew at 3.59 pm.

Mr Grant Barnes withdrew at 4.23 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.47 pm.

#### 4.4 Tended documents

Resolved, on the motion of Mr Veitch: That the committee accept and publish the following documents tendered during the Lands and Water, Hospitality and Racing hearing held on Friday 2 September 2022:

- Extract from Australian Securities & Investments Commission (ASIC) database for the business name 'Sydney Cemeteries and Crematoria', dated 26 August 2022, tendered by Mr Veitch
- ASIC's Current & Historical Company Extract for 'Lee Shearer Pty Ltd', dated 26 August 2022, tendered by Mr Veitch
- ASIC's Current & Historical Company Extract for 'Leedar Investments Pty Ltd', dated 23 August 2022, tendered by Mr Veitch
- Australian Business Register, ABN Lookup for 'Leedar Investments Pty Ltd', dated 26 August 2022, tendered by Mr Veitch
- Extract from Australian Securities & Investments Commission (ASIC) database for the business name 'Sydney Cemeteries and Crematoria', dated 2 September 2022, tendered by Mrs Houssos
- Extract from ASIC database for the business name Greater Sydney Cemeteries and Crematoria', dated 2 September 2022, tendered by Mrs Houssos
- Australian Business Register, ABN Lookup, 'Current details for ABN 65 959 157 751' dated 2 September 2022, tendered by Mrs Houssos.

#### 4.5 Supplementary hearings

The committee noted that, under the Budget Estimates resolution, supplementary hearings are scheduled for the week 24 October to 28 October 2022.

Resolved, on the motion of Mr Veitch: That the committee defer its decision on whether to hold supplementary hearings for the portfolios of Lands and Water, Hospitality and Racing, until after the return of answers to supplementary questions.

#### 5. Adjournment

The committee adjourned at 4.49 pm, until 9.15 am, Monday 5 September 2022, Macquarie Room, Budget Estimates 2022-2023 hearing – Agriculture, Western New South Wales.

Frances Arguelles  
Committee Clerk

#### Minutes no. 78

Monday 5 September 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Macquarie Room, Parliament House, Sydney, at 9.14 am

#### 1. Members present

Mr Banasiak, *Chair*

Ms Hurst, *Deputy Chair* (until 4.59 pm)

Mr Barrett (until 4.40 pm)

Ms Boyd (participating from 9.56 am until 2.50 pm)

Ms Faehrmann (participating from 12.07 pm until 12.45 pm)

Mr Field (participating until 2.50 pm)

Ms Higginson (participating)

Mr Martin

Mr Primrose

Mr Veitch

#### 2. Apologies

Mr Poulos

### 3. Correspondence

The committee noted the following item of correspondence:

**Sent:**

- 2 September 2022 – Email from Budget Estimates secretariat to Leané Van Essen, Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, regarding the returned witness list for a Budget Estimates 2022-2023 hearing on 7 September 2022.

### 4. Inquiry into Budget Estimates 2022-2023 – initial hearings

#### 4.1 Supplementary hearings

The committee noted that, under the Budget Estimates resolution, supplementary hearings are scheduled for the week 24 October to 28 October 2022.

Resolved, on the motion of Mr Veitch: That the committee defer its decision on whether to hold supplementary hearings for the portfolios of Agriculture, Western New South Wales, until after the return of answers to supplementary questions.

#### 4.2 Order for examination of portfolios

The committee noted that under the Budget Estimates 2022-2023 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon sessions, if required.

#### 4.3 Public hearing: Agriculture, Western New South Wales

Departmental witnesses, the public and the media were admitted.

The Hon Dugald Saunders MP, Minister for Agriculture, and Minister for Western New South Wales, was 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 following witnesses were sworn:

- Ms Rebecca Fox, Acting Secretary, Acting Secretary
- Mr Jonathan Wheaton, Executive Director, Regional Development, Regional NSW
- Mr Anshul Chaudhary, CEO, Forestry Corporation, Forestry Corporation
- Mr Steve Orr, CEO, Local Land Services, Local Land Services
- Mr Adam Tyndall, Director, Policy & Reform, Local Land Services
- Mr Rob Kelly, Executive Director, Regional Operations, Local Land Services
- Ms Jacqueline Tracey, Executive Director, Policy, Strategy and Reform, Local Land Services (by videoconference)
- Mr Scott Hansen, Director General, Primary Industries, Primary Industries
- Ms Kate Lorimer-Ward, Deputy Director General, Agriculture, NSW Department of Primary Industries
- Mr Sean O'Connell, Chief Executive of the NSW Rural Assistance Authority, Primary Industries
- Dr John Tracey, Deputy Director General, Biosecurity & Food Safety, Primary Industries
- Mr Sean Sloan, Deputy Director General, Fisheries, Primary Industries
- Mr David McPherson, Deputy Director General, Forestry & Land Reform, Primary Industries
- Ms Suzanne Robinson, Director, Animal Welfare, Primary Industries
- Dr Kim Filmer, Chief Animal Welfare Officer, Primary Industries
- Mr Daryl Quinlivan, NSW Agriculture Commissioner, Primary Industries.

The Chair declared the proposed expenditure for the portfolios of Agriculture, Western New South Wales open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Banasiak tendered the following documents:

- Select Committee on Recreational Fishing, Uncorrected transcript, public hearing, held on 29 April 2010
- Select Committee on Recreational Fishing, Submission no 94, Mr Jim Harnwell, dated 3 March 2010
- Australian Traveller article entitled 'The ultimate holiday guide to Jervis Bay', Mr Jim Harnwell, dated 6 October 2020
- Fishing World article entitled 'JBMP Zoning Review – not a bad result', Mr Jim Harnwell, dated 3 February 2011
- Fishing World article entitled 'Jervis Bay MP Rezoning: Room for improvement', Mr Jim Harnwell, dated 22 April 2010
- Fishing World article entitled 'Ireland Fishing Diaries', Mr Jim Harnwell, dated 10 April 2014
- Fishing World online petition entitled 'Save FISHING in Jervis Bay'
- Fishraiders news entitled 'More proposed Marine Park Expansions', dated 12 August 2010
- Article entitled 'The best by fish: An independent scientific audit of Marine Parks', dated 26 February 2012
- The Recreational Fishing Alliance of NSW, "Promoting Sustainable Fishing", News Bulletin 49, article entitled "Anglers Unite Over NSW Marine Park Reviews", dated 13 August 2010.

Ms Higginson tendered the following document:

- Document by Dailan Pugh, North East Forest Alliance Inc entitled "Converting Native Forests to Plantations", dated September 2022.

The Minister withdrew at 1.00 pm.

Mr Quinlivan withdrew at 2.10 pm.

Mr O'Connell withdrew at 2.21 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.17 pm.

#### 4.4 Tendered documents

Resolved, on the motion of Mr Veitch: That the committee accept and publish the following documents tendered during the Agriculture, Western New South Wales hearing held on Monday 5 September 2022:

- Select Committee on Recreational Fishing, Uncorrected transcript, public hearing, held on 29 April 2010, tendered by Mr Banasiak
- Select Committee on Recreational Fishing, Submission no 94, Mr Jim Harnwell, dated 3 March 2010, tendered by Mr Banasiak
- Australian Traveller article entitled 'The ultimate holiday guide to Jervis Bay', Mr Jim Harnwell, dated 6 October 2020, tendered by Mr Banasiak
- Fishing World article entitled 'JBMP Zoning Review – not a bad result', Mr Jim Harnwell, dated 3 February 2011, tendered by Mr Banasiak
- Fishing World article entitled 'Jervis Bay MP Rezoning: Room for improvement', Mr Jim Harnwell, dated 22 April 2010, tendered by Mr Banasiak
- Fishing World article entitled 'Ireland Fishing Diaries', Mr Jim Harnwell, dated 10 April 2014, tendered by Mr Banasiak
- Fishing World online petition entitled 'Save FISHING in Jervis Bay', tendered by Mr Banasiak
- Fishraiders news entitled 'More proposed Marine Park Expansions', dated 12 August 2010, tendered by Mr Banasiak

- Article entitled 'The best by fish: An independent scientific audit of Marine Parks', dated 26 February 2012, tendered by Mr Banasiak
- The Recreational Fishing Alliance of NSW, "Promoting Sustainable Fishing", News Bulletin 49, article entitled "Anglers Unite Over NSW Marine Park Reviews", dated 13 August 2010, tendered by Mr Banasiak.

Resolved, on the motion of Ms Higginson: That the committee defer consideration of the following document tendered during the Agriculture, Western New South Wales hearing held on Monday 5 September 2022:

- Document by Dailan Pugh, North East Forest Alliance Inc entitled "Converting Native Forests to Plantations" dated September 2022, tendered by Ms Higginson.

## 5. Adjournment

The committee adjourned at 5.19 pm, until 9.15 am, Wednesday 7 September 2022, Room 814/815, Budget Estimates 2022-2023 hearing – Small Business, Fair Trading.

Madeleine Dowd  
**Committee Clerk**

## Minutes no. 79

Wednesday 7 September 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources  
Room 814/815, Parliament House, Sydney, at 9.30 am

### 1. Members present

Mr Banasiak, *Chair*

Ms Hurst, *Deputy Chair* (from 11.26 am until 12.17 pm)

Ms Boyd (participating from 2.04 pm until 2.55 pm)

Mr D'Adam (substituting for Mr Primrose)

Mrs Houssos (participating until 11.00 am, from 12.08 pm until 2.42 pm, and from 3.21 pm)

Mrs MacDonald (substituting for Mr Martin from 2.00 pm)

Mr Martin (until 12.54 pm)

Mr Poulos

Mr Veitch

### 2. Apologies

Mr Barrett

### 3. Inquiry into Budget Estimates 2022-2023 – initial hearings

#### 3.1 Public hearing: Small Business, Fair Trading

Departmental witnesses, the public and the media were admitted.

The Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, was 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 Chair also reminded Ms Emma Hogan, Secretary, Department of Customer Service, that she did not need to be sworn, as she had been sworn at another Budget Estimates hearing for the same committee.

The following witnesses were sworn:

- Mr Chris Lamont, Small Business Commissioner, Small Business Commission

- Mr Natasha Mann, Fair Trading Commissioner; Deputy Secretary, Better Regulation, Department of Customer Service
- Mr David Chandler, Building Commissioner, Department of Customer Service
- Mr John Tansey, Executive Director, Policy & Strategy, Department of Customer Service
- Mr Matthew Press, Executive Director, Compliance & Dispute Resolution, Safe Work, Fair Trading, Department of Customer Service
- Ms Meagan McCool, Director, Construction Services Group, Metropolitan, SafeWork NSW, Department of Customer Service.

The Chair declared the proposed expenditure for the portfolios of Small Business, Fair Trading open for examination.

The Minister and departmental witnesses were examined by the committee.

Mr Banasiak tendered the following document:

- Letter from EA Legal, to the Secretary of the Department of Customer Service, with respect to activities of Mr David Chandler, NSW Building Commissioner, dated 19 August 2022.

The Minister withdrew at 12.49 pm.

The following witness was admitted and sworn at 2.00 pm:

- Mr John Minns, Property Services Commissioner, as appointed from 12 September 2022.

Mr Lamont withdrew at 3.11 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.04 pm.

### **3.2 Correspondence**

The committee noted the following items of correspondence:

#### ***Received:***

- 5 September 2022 – Email from Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat regarding witness attendance for a Budget Estimates 2022-2023 hearing on 7 September 2022.

#### ***Sent:***

- 5 September 2022 – Email from Budget Estimates secretariat to Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, confirming witness attendance for a Budget Estimates 2022-2023 hearing on 7 September 2022
- 5 September 2022 – Email from Budget Estimates secretariat to Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, issuing uncorrected transcript, questions on notice and supplementary questions for a Budget Estimates 2022-2023 hearing held on 30 August 2022.

### **3.3 Order for examination of portfolios**

The committee noted that under the Budget Estimates 2022-2023 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.30 am to 11.00 am, and from 11.15 am to 12.45 pm, then from 2.00 pm to 3.30 pm, and from 3.45 pm to 5.15 pm, with 15 minutes reserved for Government questions at the end of the morning and afternoon sessions, if required.

The committee noted, as previously agreed, that Mr John Minns, Property Services Commissioner appeared for the afternoon session only, from 2.00 pm to 5.30 pm.

**3.4 Tendered document: Agriculture, Western New South Wales**

Resolved, on the motion of Mr Poulos: That the committee accept and publish the following document tabled by Ms Sue Higginson during the Budget Estimates Agriculture, Western New South Wales hearing on Monday 5 September 2022:

- Document by Dailan Pugh, North East Forest Alliance Inc entitled "Converting Native Forests to Plantations" dated September 2022.

**3.5 Tendered document: Small Business, Fair Trading**

Resolved, on the motion of Mr Veitch: That the committee accept and publish, with the exception of certain identifying information, the following documents tendered during the Small Business, Fair Trading hearing held on Wednesday 7 September 2022:

- Letter from EA Legal, to the Secretary of the Department of Customer Service, with respect to activities of Mr David Chandler, NSW Building Commissioner, dated 19 August 2022, tendered by Mr Banasiak.

**3.6 Supplementary hearings**

The committee noted that, under the Budget Estimates resolution, supplementary hearings are scheduled for the week 24 October to 28 October 2022.

Resolved, on the motion of Mr Veitch: That the committee defer its decision on whether to hold supplementary hearings for the portfolios of Small Business, Fair Trading, until after the return of answers to supplementary questions.

**4. Adjournment**

The committee adjourned at 5.13 pm, *sine die*.

Sarah Newlands

**Committee Clerk**

**Minutes no. 81**

Thursday 15 September 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Room 814/815, Parliament House at 11.32 am

**1. Members present**

Mr Banasiak *Chair*

Mr Veitch, *Deputy Chair*

Mr Barrett

Mr Field (via videoconference)

Mr Martin

Mr Poulos

Mr Primrose

**2. Previous minutes**

Resolved, on the motion of Mr Veitch: That draft minutes no. 42, 53, 54 and 70 be confirmed.

**3. Correspondence**

The committee noted the following items of correspondence:

***Received***

- 1 June 2022- Correspondence from Ms Ursula Da Silva, spokesperson, Camp Ourimba, to the committee, providing clarifications of her evidence on 29 April 2022.
- 2 June 2022 – Email from Mr Travis Wacey, National Policy Research Officer, Construction Forestry Maritime Mining and Energy Union (CFMEU), to secretariat, providing additional information,



including a document entitled 'Timber Industry Log of Claims' to be considered as a supplementary submission.

- 3 June 2022 – Email from Mr Andrew Hunter, Conservation Campaigner, BirdLife Australia, to the Chair, thanking the committee for the opportunity to present evidence during the inquiry.
- 20 June 2022 – Email from Mr Bryce Wilde, Executive Director, Natural Resources Commission, providing additional information and clarification of their evidence on 24 May 2022.
- 22 June 2022 – Letter from Mr Dean Anderson, Regional Manager, Snowy, FCNSW, to the committee, providing clarifications to his evidence on 24 May 2022.

#### 4. Inquiry into Budget Estimates 2022-2023

The committee previously resolved to accept and publish the following tabled document, with the exception of certain identifying information:

- Letter from EA Legal to the Secretary of the Department of Customer Service, with respect to activities of Mr David Chandler, NSW Building Commissioner, dated 19 August 2022.

Resolved, on the motion of Mr Veitch: That the committee defer reconsideration of its decision to publish the above tabled document to its next meeting (to consider Budget Estimates supplementary hearings).

#### 5. Long term sustainability and future of the timber and forest products industry

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#### 6. Adjournment

The committee adjourned at 1.39 pm, until *sine die*.

Frances Arguelles  
Committee Clerk

#### Minutes no. 82

Wednesday 12 October 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources  
Members' Lounge, Parliament House, Sydney, at 6.31 pm

#### 1. Members present

Mr Banasiak, *Chair*  
Ms Hurst, *Deputy Chair* (from 6.32 pm)  
Mr Barrett  
Mr Martin  
Mr Poulos  
Mr Primrose  
Mr Veitch

#### 2. Correspondence

- The committee noted the following items of correspondence:

##### *Received:*

- 26 September 2022 – Letter from Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to the Budget Estimates secretariat, returning post hearing responses for a Budget Estimates 2022-2023 hearing held on 30 August 2022

- 27 September 2022 – Letters from Mr Grant Barnes, Chief Regulatory Officer, Natural Resources Access Regulator, to the Budget Estimates secretariat, clarifying evidence given at a Budget Estimates 2022-2023 hearing held on 2 September 2022
- 29 September 2022 – Letter from Ms Melanie Hawes, Deputy Secretary, Crown Lands and Local Government, Department of Planning and Environment, to the Budget Estimates secretariat, clarifying evidence given at a Budget Estimates 2022-2023 hearing held on 2 September 2022
- 29 September 2022 – Letter from Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, to the Budget Estimates secretariat, returning post hearing responses for a Budget Estimates 2022-2023 hearing held on 2 September 2022
- 30 September 2022 – Letter from Hon Dugald Saunders MP, Minister for Agriculture, and Minister for Western New South Wales, to the Budget Estimates secretariat, returning post hearing responses for a Budget Estimates 2022-2023 hearing held on 5 September 2022
- 30 September 2022 – Letter from Mr Anshul Chaudhary, Chief Executive Officer, Forestry Corporation of NSW, to the Budget Estimates secretariat, clarifying evidence given at a Budget Estimates 2022-2023 hearing held on 5 September 2022
- 5 October 2022 - Letter from Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to the Budget Estimates secretariat, returning post hearing responses for a Budget Estimates 2022-2023 hearing held on 7 September 2022.

***Sent:***

- 8 September 2022 – Email from Budget Estimates secretariat to Rowan Carter, Office of Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing issuing uncorrected transcript, questions on notice and supplementary questions for a Budget Estimates 2022-2023 hearing held on 2 September 2022
- 9 September 2022 – Email from Budget Estimates secretariat to Office of Hon Dugald Saunders MP, Minister for Agriculture, and Minister for Western New South Wales issuing an uncorrected transcript, questions on notice and supplementary questions for a Budget Estimates 2022-2023 hearing held on 5 September 2022
- 14 September 2022 – Email from Budget Estimates secretariat to Office of Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading issuing an uncorrected transcript, questions on notice and supplementary questions for a Budget Estimates 2022-2023 hearing held on 7 September 2022.

### **3. Inquiry into Budget Estimates 2022-2023 – initial and supplementary hearings**

#### **3.1 Clarification of evidence**

Resolved, on the motion of Mr Veitch: That the committee, as previously agreed via email, authorise the publication of the following items of correspondence, and the insertion of footnotes in the relevant Budget Estimates transcripts, noting receipt of correspondence clarifying the evidence given and providing a hyperlink to the published correspondence:

- correspondence from Mr Grant Barnes, Chief Regulatory Officer, Natural Resources Access Regulator, received 27 September 2022, clarifying evidence given at the Budget Estimates Lands and Water, Hospitality and Racing hearing, held on 2 September 2022
- correspondence from Ms Melanie Hawes, Deputy Secretary, Crown Lands and Local Government, Department of Planning and Environment, received 29 September 2022, clarifying evidence given at the Budget Estimates Lands and Water, Hospitality and Racing hearing, held on 2 September 2022
- correspondence from Mr Anshul Chaudhary, Chief Executive Officer, Forestry Corporation of NSW, received 30 September 2022, clarifying evidence given at the Budget Estimates Agriculture, Western New South Wales hearing, held on 5 September 2022.

### 3.2 Supplementary hearings

Resolved, on the motion of Mr Veitch: That:

- the committee notes the answers received to questions on notice and supplementary questions arising from the Customer Service and Digital Government hearing, and seeks further responses from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government
- members may lodge further supplementary questions for the Customer Service and Digital Government portfolio with the committee clerk until 5.00 pm, Thursday 13 October 2022
- answers to further supplementary questions are requested to be returned by 4.00 pm, Thursday 20 October 2022
- pending consideration by the committee of answers to further supplementary questions, the committee may hold a supplementary hearing to consider matters relating to the Customer Service and Digital Government portfolio on Friday 28 October 2022
- the committee hold no further hearings to consider matters relating to the following portfolios:
  - Lands and Water, Hospitality and Racing
  - Agriculture, Western New South Wales
  - Small Business, Fair Trading.

### 4. Adjournment

The committee adjourned at 6.36 pm, *sine die*.

Allison Stowe

**Committee Clerk**

### Minutes no. 83

Friday 28 October 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Macquarie Room, Parliament House, Sydney, at 9.15 am

#### 1. Members present

Mr Banasiak, *Chair*

Mr D'Adam (substituting for Mr Veitch, via videoconference)

Mr Martin

Mr Poulos

Mr Primrose

#### 2. Apologies

Ms Hurst, *Deputy Chair*

Mr Barrett

#### 3. Correspondence

- The committee noted the following items of correspondence:

##### *Received:*

- 14 October 2022 – Email from Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat, advising further supplementary questions relate to the Budget Estimates 2022-2023 hearing held on 7 September 2022
- 20 October 2022 – Email from Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat requesting redaction of all references to a State Inspector, named in evidence relating to a Budget Estimates hearing held on 7 September 2022

- 20 October 2022 – Letter from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat providing responses to further supplementary questions for a Budget Estimates 2022-2023 hearing held on 7 September 2022
- 25 October 2022 – Email from Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates advising of witness availability for a supplementary a Budget Estimates hearing on 28 October 2022
- 26 October 2022 – Email from Natasha Mann, Deputy Secretary, Better Regulation, NSW Fair Trading Commissioner, Head of SafeWork NSW, NSW Department of Customer Service to the committee, providing documents relating to a supplementary a Budget Estimates hearing on 28 October 2022.

***Sent:***

- 13 October 2022 – Email from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading issuing further supplementary questions for a Budget Estimates 2022-2023 hearing held on 30 August 2022
- 17 October 2022 – Email from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading reissuing further supplementary questions for a Budget Estimates 2022-2023 hearing held on 7 September 2022
- 25 October 2022 – Email from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading issuing witness invitations for a supplementary Budget Estimates 2022-2023 hearing on 28 October 2022
- 26 October 2022 – Email from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading confirming returned witness list for a supplementary Budget Estimates 2022-2023 hearing on 28 October 2022.

#### **4. Inquiry into Budget Estimates 2022-2023 – supplementary hearing**

##### **4.1 Redirection of further supplementary questions to Fair Trading.**

Resolved, on the motion of Mr Primrose: That, as previously agreed to via email:

- the committee notes the correspondence from the Office of Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, received 13 October 2022
- the committee redirects the further supplementary questions of 13 October 2022 to the Fair Trading portfolio
- notwithstanding the resolution of the committee of Wednesday 12 October 2022, the committee defer its decision regarding whether to hold a supplementary hearing for the Fair Trading portfolio, pending consideration by the committee of answers to further supplementary questions.

##### **4.2 Supplementary hearings: Customer Service and Digital Government / Fair Trading.**

Resolved, on the motion of Mr Martin: That, as previously agreed to via email, the committee:

- hold a further two hour hearing with department witnesses to consider matters relating to the portfolio of Fair Trading, from 9.30 am until 11.30 on Friday 28 October 2022
- hold no further hearings to consider matters relating to the portfolio of Customer Service and Digital Government.

##### **4.3 Redaction of name from evidence**

Mr Primrose moved: That, as previously agreed to via email, the committee keep confidential all references to a State Inspector, named in evidence relating to the Budget Estimates Fair Trading hearing

on 7 September 2022, including in the transcript, correspondence, and questions on notice, supplementary questions and further supplementary, including answers.

Resolved, on the motion of Mr Martin: That the question be amended by inserting "and 28 October 2022" after "7 September 2022".

Resolved, as amended: That, as previously agreed to via email, the committee keep confidential all references to a State Inspector, named in evidence relating to Budget Estimates Fair Trading hearings on 7 September 2022 and 28 October 2022, including in the transcript, correspondence, and questions on notice, supplementary questions and further supplementary, including answers.

Resolved, on the motion of Mr Primrose: That the committee keep confidential the correspondence from Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, to Budget Estimates secretariat, requesting redaction of all references to a State Inspector named in evidence relating to a Budget Estimates hearing held on 7 September 2022, received 20 October 2022.

#### **4.4 Supplementary hearing procedures**

The committee noted that according to paragraph (5) of the Budget Estimates 2022-2023 resolution, supplementary hearings are to be conducted according to the same provisions as set out for initial hearings.

Resolved, on the motion of Mr D'Adam: That for the purpose of the supplementary hearing the committee adopt the procedures for questions as provided for during initial hearings.

#### **4.5 Public hearing: Fair Trading**

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 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:

- Mr Natasha Mann, Fair Trading Commissioner; Deputy Secretary, Better Regulation, Department of Customer Service
- Mr John Tansey, Executive Director, Policy & Strategy, Department of Customer Service
- Mr Matthew Press, Executive Director, Compliance & Dispute Resolution, Safe Work, Fair Trading, Department of Customer Service
- Ms Meagan McCool, Director, Construction Services Group, Metropolitan, SafeWork NSW, Department of Customer Service.

The following witness was sworn:

- Mr James (Jim) Kelly, Director Health & Safe Design, Department of Customer Service, Better Regulation Division.

The Chair declared the proposed expenditure for the portfolio of Fair Trading open for examination.

The departmental witnesses were examined by the committee.

Mr Banasiak tendered the following document:

- Tender bundle regarding a reported safety concern relating to a Snowy Monaro Council ruptured water tank in Cooma.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 11.18 am.

#### **4.6 Tended document**

Resolved, on the motion of Mr Martin: That the committee accept and publish the following documents tendered during the Fair Trading hearing held on Friday 28 October 2022:

- Tender bundle regarding a reported safety concern relating to a Snowy Monaro Council ruptured water tank in Cooma, tendered by Mr Banasiak.

## 5. Adjournment

The committee adjourned at 11.22 am, *sine die*.

Allison Stowe

**Committee Clerk**

### Draft minutes no. 85

Thursday 8 December 2022

Portfolio Committee No. 4 – Customer Service and Natural Resources

Via videoconference, at 2.31 pm

#### 1. Members present

Mr Banasiak, *Chair*

Ms Hurst, *Deputy Chair* (from 2.32 pm)

Mr Barrett

Mr Martin

Mr Poulos

Mr Primrose

Mr Veitch

#### 2. Previous minutes

Resolved, on the motion of Mr Veitch: That draft minutes nos. 76, 77, 78, 79, 81, 82, 83 and 84 be confirmed.

#### 3. Correspondence

The committee noted the following items of correspondence:

##### **Received:**

- 24 November 2022 – Letter from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading to Budget Estimates secretariat, returning post hearing responses for a supplementary Budget Estimates 2022-2023 hearing held on 28 October 2022.

##### **Sent:**

- 6 October 2022 – Email to from Budget Estimates secretariat to Office of the Minister for Agriculture and Minister for Western NSW regarding transcript corrections for a Budget Estimates hearing held on 5 September 2022
- 1 November 2022 – Email to from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading advising the committee has agreed to redact all references to a State Inspector, named in evidence relating to a Budget Estimates hearing held on 7 September 2022
- 3 November 2022 – Email to from Budget Estimates secretariat to Office of the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading issuing uncorrected transcript, questions on notice and supplementary questions for a supplementary Budget Estimates 2022-2023 hearing held on 28 October 2022.

#### 4. Inquiry into Budget Estimates 2022-2023

##### 4.1 Tabled document – Correspondence from EA Legal

Resolved, on the motion of Mr Poulos: That the committee keep the following tabled document confidential, as it contains identifying and sensitive information, and potential adverse mention:

- Letter from EA Legal to the Secretary of the Department of Customer Service, with respect to activities of Mr David Chandler, NSW Building Commissioner, dated 19 August 2022.

#### 4.2 Answers to questions on notice and supplementary questions

The committee noted 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 and supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, received 26 September 2022
- answers to questions on notice and supplementary questions from the Hon Kevin Anderson MP, Minister for Lands and Water, and Minister for Hospitality and Racing, received 29 September 2022
- answers to questions on notice and supplementary questions from the Hon Dugald Saunders MP, Minister for Agriculture, and Minister for Western New South Wales, received 30 September 2022
- answers to questions on notice and supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, received 5 October 2022
- answers to further supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, received 20 October 2022
- answers to questions on notice and supplementary questions from the Hon Victor Dominello MP, Minister for Customer Service and Digital Government, Minister for Small Business, and Minister for Fair Trading, received 24 November 2022.

#### 4.3 Consideration of Chair's draft report

Resolved, on the motion of Mr Martin: That:

The draft report be the report of the committee and that the committee present the report to the House;

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;

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;

The committee secretariat correct any typographical, grammatical and formatting errors prior to tabling;

That the report be tabled on 16 December 2022.

#### 5. Adjournment

The committee adjourned at 2.34 pm, *sine die*.

Allison Stowe  
Committee Clerk

