



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8

Budget Estimates 2023-2024

Report 1

June 2024

8



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Portfolio Committee No. 8 – Customer Service

Budget Estimates 2023-2024

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Budget Estimates 2023-2024

"June 2024"

Chair: Hon Emma Hurst MLC



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Terms of reference

The Budget Estimates resolution and schedule was agreed to by the House on 12 September 2023, referring the Budget Estimates and related papers for 2023-2024 to the Portfolio Committees for inquiry and report and is reproduced, as amended on 11 October 2023 and 30 November 2023, as follows:

Initial hearings

1. That, upon tabling, the Budget Estimates and related papers for the financial year 2023-2024 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 10 May 2023 adopting the 2023 sitting calendar,¹ the 2023-2024 initial budget estimates hearings be scheduled as follows:

Day One: Tuesday 24 October 2023

PC 3 Education and Early Learning, Western Sydney
PC 4 Small Business, Lands and Property, Multiculturalism, Sport

Day Two: Wednesday 25 October 2023

PC 1 Premier
PC 4 Agriculture, Regional New South Wales, Western New South Wales

Day Three: Thursday 26 October 2023

PC 2 Health, Regional Health, the Illawarra and the South Coast
PC 1 Aboriginal Affairs and Treaty, Gaming and Racing, Veterans, the Central Coast, Medical Research

Day Four: Tuesday 31 October 2023

PC 1 Treasurer
PC 8 Customer Service and Digital Government, Emergency Services, Youth Justice

Day Five: Wednesday 1 November 2023

PC 2 Water, Housing, Homelessness, Mental Health, Youth, the North Coast
PC 6 Regional Transport and Roads
PC 3 Skills, TAFE and Tertiary Education

Day Six: Thursday 2 November 2023

PC 7 Climate Change, Energy, the Environment, Heritage
PC 1 Finance, Domestic Manufacturing and Government Procurement, Natural Resources

¹ *Minutes*, NSW Legislative Council, 10 May 2023, pp 64-65.

Day Seven: Friday 3 November 2023

PC 7 Planning and Public Spaces
 PC 5 Women, Seniors, Prevention of Domestic Violence and Sexual Assault

Day Eight: Tuesday 7 November 2023

PC 1 The Legislature
 PC 6 Transport
 PC 5 Police and Counter Terrorism, the Hunter

Day Nine: Wednesday 8 November 2023

PC 1 Industrial Relations, Work Health and Safety
 PC 8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

Day Ten: Thursday 9 November 2023

PC 6 Special Minister of State, Roads, Arts, Music and the Night-time Economy, Jobs and Tourism
 PC 5 Families and Communities, Disability Inclusion

Day Eleven: Friday 10 November 2023

PC 5 Attorney-General
 PC 8 Local Government

3. That the remainder of the Budget Estimates 2023-2024 hearings be held during the first half of 2024, as determined by further resolution of the House.
4. That for the purposes of the 2023-2024 initial budget estimates hearings:
 - (a) each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm
 - (b) the portfolio of The Legislature be examined by Opposition, Crossbench and Government members from 2.00 pm until 5.30 pm.
5. That for the purposes of the 2023-2024 initial 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 the receipt of the hearing transcript
 - (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 report by 28 June 2024.²

Supplementary hearing

1. That, further to the resolution of the House of 12 September 2023 referring Budget Estimates 2023- 2024 to the Portfolio Committees for inquiry and report, as amended 11 October 2023, and the resolution of the House of 10 May 2023 adopting the 2023 sitting calendar, Portfolio Committee No. 4 - Regional NSW hold a supplementary hearing in 2023 to examine the portfolios of Agriculture, Regional New South Wales, Western New South Wales.
2. That for the purposes of the 2023-2024 supplementary budget estimates hearing:
 - (a) each portfolio be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 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 10.45 am, 12.45 pm and 5.15 pm, if required
 - (b) the committee must hear evidence in public
 - (c) the committee may ask for explanations from the minister, parliamentary secretaries or officers of departments, statutory bodies or corporations, relating to the items of proposed expenditure
 - (d) the minister be invited to appear for the morning session only unless requested by the committee to appear also for the afternoon session
 - (e) witnesses, including the minister, may not make an opening statement before a committee commences questions
 - (f) members may lodge supplementary questions with the committee clerk by 5.00 pm within two business days following the receipt of the hearing transcript
 - (g) 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.³

² *Minutes*, NSW Legislative Council, 12 September 2023, pp 446-450; amended, *Minutes*, NSW Legislative Council, 11 October 2023, p 558.

³ *Minutes*, NSW Legislative Council, 22 November 2023, pp 692-693.

Additional hearings

1. That, further to the resolution of the House of 12 September 2023 referring Budget Estimates 2023-2024 to the Portfolio Committees for inquiry and report, as amended 11 October 2023, and the resolution of the House of 21 November 2023 adopting the 2024 sitting calendar,⁴ the 2023-2024 additional budget estimates hearings be scheduled as follows:

Day One: Tuesday 20 February 2024

PC 3 Education and Early Learning, Western Sydney
 PC 4 Small Business, Lands and Property, Multiculturalism, Sport

Day Two: Wednesday 21 February 2024

PC 1 Premier
 PC 4 Agriculture, Regional New South Wales, Western New South Wales

Day Three: Thursday 22 February 2024

PC 2 Health, Regional Health, the Illawarra and the South Coast
 PC 1 Aboriginal Affairs and Treaty, Gaming and Racing, Veterans, the Central Coast, Medical Research

Day Four: Friday 23 February 2024

PC 6 Transport
 PC 5 Police and Counter Terrorism, the Hunter

Day Five: Tuesday 27 February 2024

PC 7 Planning and Public Spaces
 PC 5 Women, Seniors, Prevention of Domestic Violence and Sexual Assault

Day Six: Wednesday 28 February 2024

PC 2 Water, Housing, Homelessness, Mental Health, Youth, the North Coast
 PC 8 Customer Service and Digital Government, Emergency Services, Youth Justice

Day Seven: Thursday 29 February 2024

PC 1 Industrial Relations, Work Health and Safety
 PC 6 Regional Transport and Roads

Day Eight: Friday 1 March 2024

PC 1 Treasurer
 PC 8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

Day Nine: Monday 4 March 2024

PC 5 Families and Communities, Disability Inclusion
 PC 1 The Legislature

⁴ *Minutes*, NSW Legislative Council, 21 November 2023, pp 666-667.

Day Ten: Tuesday 5 March 2024

PC 6 Special Minister of State, Roads, Arts, Music and the Night-time Economy,
Jobs and Tourism
PC 3 Skills, TAFE, Tertiary Education

Day Eleven: Wednesday 6 March 2024

PC 5 Attorney-General
PC 8 Local Government

Day Twelve: Thursday 7 March 2024

PC 7 Climate Change, Energy, the Environment, Heritage
PC 1 Finance, Domestic Manufacturing and Government Procurement, Natural
Resources

2. That for the purposes of the 2023-2024 additional budget estimates hearings:
 - (a) each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 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 10.45 am, 12.45 pm and 5.15 pm, if required
 - (b) the portfolio of The Legislature be examined by Opposition, Crossbench and Government members from 9.15 am to 11.00 am, and from 11.15 am to 1.00 pm.
3. That for the purposes of the 2023-2024 additional 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 the receipt of the hearing transcript
 - (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.⁵

⁵ *Minutes*, NSW Legislative Council, 30 November 2023, pp 787-788.

Committee details

Committee members

Hon Emma Hurst MLC	Animal Justice Party	<i>Chair</i>
Dr Amanda Cohn MLC	The Greens	<i>Deputy Chair</i>
Hon Mark Buttigieg MLC	Australian Labor Party	
Hon Aileen MacDonald MLC	Liberal Party	
Hon Peter Primrose MLC	Australian Labor Party	
Hon Emily Suvaal MLC	Australian Labor Party	
Hon Bronnie Taylor MLC	The Nationals	

Non-substantive members who attended the hearings

Ms Abigail Boyd MLC	The Greens
Ms Cate Faehrmann MLC	The Greens
Hon Wes Fang MLC	The Nationals
Hon Scott Farlow MLC	Liberal Party
Hon Sam Farraway MLC	The Nationals
Ms Sue Higginson MLC	The Greens
Hon Jacqui Munro MLC	Liberal Party
Hon Cameron Murphy MLC	Australian Labor Party
Hon Bob Nanva MLC	Australian Labor Party
Hon Rod Roberts MLC	Independent
Hon Natalie Ward MLC	Liberal Party

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Chair's foreword

I am pleased to present this report on the inquiry into Budget Estimates 2023-2024. The 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. 8 – Customer Service is responsible for the scrutiny of the following portfolio area:

- Customer Service and Digital Government, Emergency Services, Youth Justice
- Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
- Local Government.

The primary 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 Emma Hurst 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 2023-2024

- 1.1 On 12 September 2023, the Legislative Council referred the Budget Estimates for the 2023-2024 financial year to the portfolio committees for inquiry and report.⁶
- 1.2 On 10 May 2023, the Legislative Council resolved that initial hearings for Budget Estimates 2023-2024 be held over 12 days from 24 October to 26 October and 31 October to 10 November 2023.⁷ The hearing schedule was amended by the House on 12 September 2023 to provide that initial hearings for Budget Estimates 2023-2024 be held over 11 days from 24 October to 26 October, 31 October to 3 November, and 7 November to 10 November 2023.⁸ The hearing schedule was further amended by the House on 11 October 2023 to add an additional hearing and make consequential amendments.⁹
- 1.3 On 22 November 2023, the Legislative Council resolved to hold a supplementary hearing for the portfolios of Agriculture, Regional New South Wales, and Western New South Wales in 2023.¹⁰
- 1.4 On 30 November 2023, the Legislative Council resolved that additional hearings for Budget Estimates 2023-2024 be held over 12 days from 20 February to 23 February, 27 February to 1 March, and 4 March to 7 March 2024.¹¹
- 1.5 The Budget Estimates resolution establishing the inquiry, which sets out the rules for the inquiry, is reproduced on pages iv-viii.

⁶ *Minutes*, NSW Legislative Council, 12 September 2023, pp 448-450.

⁷ *Minutes*, NSW Legislative Council, 10 May 2023, p 64.

⁸ *Minutes*, NSW Legislative Council, 12 September 2023, p 449.

⁹ *Minutes*, NSW Legislative Council, 11 October 2023, p 558.

¹⁰ *Minutes*, NSW Legislative Council, 22 November 2023, pp 692-693.

¹¹ *Minutes*, NSW Legislative Council, 30 November 2023, pp 787-788.

Hearings

1.6 The committee held six public hearings as follows:

- Tuesday 31 October 2023 and Wednesday 28 February 2024: Customer Service and Digital Government, Emergency Services, Youth Justice
- Wednesday 8 November 2023 and Friday 1 March 2024: Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
- Friday 10 November 2023 and Wednesday 6 March 2024: Local Government.

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.

Chapter 2 Issues raised during hearings

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

Customer Service and Digital Government, Emergency Services, Youth Justice

2.1 A hearing examining the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice was held on Tuesday 31 October 2023. The following issues were raised during the committee's examination of these portfolios:

- the process for allocating funds under the Local Small Commitments program
- what cuts were made in the 2023 budget to fund pay increases for essential workers
- preparations for the upcoming fire season, including early detection and response, equipment availability and volunteer training
- financial management of Fire and Rescue NSW
- flood recovery programs in western New South Wales and the Northern Rivers region
- support for raising the age of criminal responsibility in New South Wales
- education and welfare programs for young people in juvenile detention.

2.1 An additional hearing examining the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice was held on Wednesday 28 February 2024. The following issues were raised during the committee's examination of these portfolios:

- NSW Government support for Fire and Rescue NSW and the NSW Rural Fire Services in regard to agency budgets, fuel vouchers and maintenance of fire appliances
- government response to allegations of historical child sexual abuse at youth justice centres
- youth justice conferencing, recidivism rates and the provision of electronic tablets to young offenders
- the number of children and young people in custody
- raising the age of criminal responsibility
- status of community leaders' consultation and buyback and accommodation arrangements for people displaced by floods in Northern Rivers and Central West
- actions taken by Cybersecurity NSW regarding audits, cyber-preparedness and tracking cybersecurity breaches
- the use of artificial intelligence within NSW Government agencies, and the impacts of its adoption for the public sector workforce
- definitions and numbers of active volunteers in the NSW Rural Fire Service
- engagement of NSW emergency services with wildlife rescue protection groups in developing plans and providing briefings.

Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

2.2 A hearing examining the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections was held on Wednesday 8 November 2023. The following issues were raised during the committee's examination of these portfolios:

- Department Liaison Officer roles and secondments in the Minister's office
- the de-privatisation of correctional facilities in New South Wales
- GEO contract expiration and renewal
- the operations, upkeep and staffing at Junee correctional facility
- the Junee facility de-privatisation and safety of inmates during transition
- inmate welfare, services, assistance and support programs
- Closing the Gap - First Nations inmates and offenders including death rate of First Nations people in correctional facilities
- rehabilitation animals in correctional facilities (greyhounds and thoroughbreds)
- companion animals in rental properties and conditions on renters having animals in the property
- no grounds eviction legislation and policy
- Spark Festival funding
- Sydney start up hub budget for this financial year
- Ignite Spark program in Queensland and other interstate programs
- Innovation Blueprint and timeframes for program
- role and responsibilities of Rental Commissioner.

2.3 An additional hearing examining the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections was held on Friday 1 March 2024. The following issues were raised during the committee's examination of these portfolios:

- political history and affiliations of Department Liaison Officer appointments to the Minister's office
- location of New South Wales Trade offices, the state's trade relationships/competitiveness relative to other jurisdictions
- status and timeline of the government's implementation of its proposed rental policy reforms, specifically in relation to no grounds evictions and companion animals in rentals
- the government's approach to lithium battery regulation
- research into cell-based meat

- accessibility and cost for inmates to communicate with friends and family
- safety and condition of New South Wales correctional facilities, cost of living pressures on prisoners, and the expansion of closed circuit television and body-worn cameras in prisons
- Innovation Blueprint, engagement with ASEAN partners, promotion and viability of advanced manufacturing in New South Wales,
- Closing the Gap - Indigenous incarceration and offending rates, deaths in custody, and funding of programs to reduce recidivism
- funding and promotion of the defence industry in New South Wales, manufacturing, and exportation of armaments, specifically to Israel
- funding of the Quantum Technology Industry in New South Wales, Sydney Quantum Academy, retention of talented scientists in New South Wales and competitiveness in relation to other states
- interaction with and treatment of animals within correctional facility programs
- expansion of the NSW Building Commission and budgetary allocations for staffing.

Local Government

2.4 A hearing examining the portfolio of Local Government was held on Friday 10 November 2023. The following issues were raised during the committee's examination of this portfolio:

- reforming local government to restore public trust and increase transparency of local government
- Canada Bay Council investigation and corruption
- puppy and kitten farming
- de-amalgamation/de-merging Cootamundra Gundagai Regional Council and Inner West Council
- diversity in local government and representation on councils
- financial viability of NSW local councils.

2.5 An additional hearing examining the portfolio of Local Government was held on Wednesday 6 March 2024. The following issues were raised during the committee's examination of this portfolio:

- 2024 local government elections, including funding, disqualification of certain individuals to stand for local government elections, and matters relating to certain councils
- council governance, including operation and review of the code of conduct for local government, and matters relating to the conduct of meetings, investigations, and asset management
- local councillors and council officials and staff, including diverse representation, remuneration, and employment

- policies and costs regarding de-amalgamation/de-merging of local councils, including Cootamundra Gundagai Regional Council
- council rates and finances, including reviews into the financial model of local government by the Independent Pricing and Regulatory Tribunal and a Legislative Council committee
- companion animals, including the pet registry, pounds and shelters, and reviews of animal breeding practices and the *Prevention of Cruelty to Animals Act 1979*
- funding to animal welfare organisations, facilities and programs, including enforcement agencies, RSPCA, Animal Welfare League and Sydney Dogs and Cats Home
- changes to the Local Government (General) Regulation 2021, including tendering, employee retention, remuneration and entitlements
- issues before councils in the provision of services, including cancellation of LGBTIQ+ events, safety at events, asbestos contamination, childcare services, disaster response
- Office of Local Government, including the establishment of Strategic Policy Unit.

Appendix 1 Witnesses at hearing

Date	Name	Position and Organisation
Tuesday 31 October 2023 Preston Stanley Room Parliament House, Sydney	Hon Jihad Dib MP	Minister for Customer Service and Digital Government, Emergency Services, Youth Justice
	Ms Emma Hogan	Secretary, NSW Department of Customer Service
	Ms Laura Christie	Deputy Secretary, Digital NSW, NSW Department of Customer Service
	Ms Sarah Cruickshank	Deputy Secretary, Customer Delivery and Transformation, NSW Department of Customer Service
	Mr Greg Wells	Chief Executive Officer, Service NSW, NSW Department of Customer Service
	Ms Jody Grima	Chief Operating Officer, NSW Department of Customer Service
	Mr Michael Tzimoulas	DCS Chief Financial Officer
	Mr Jeremy Fewtrell	Commissioner, Fire and Rescue NSW
	Ms Carlene York APM	Commissioner, NSW State Emergency Service
	Mr Rob Rogers AFSM	Commissioner, NSW Rural Fire Service
	Mr Simon Draper	Chief Executive Officer, NSW Reconstruction Authority
	Mr Matt Conrow	Chief Financial and Operating Officer, NSW Reconstruction Authority
Mr Kieron Hendicott	Acting Chief Executive – Northern Rivers Reconstruction	

Date	Name	Position and Organisation
		Corporation, NSW Reconstruction Authority
	Ms Candice Neilson	Acting Executive Director, Youth Justice, NSW Department of Communities and Justice
	Ms Simone Czech	Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services, NSW Department of Communities and Justice
	Mr Michael Tidball	Secretary, NSW Department of Communities and Justice
Wednesday 8 November 2023 Macquarie Room Parliament House, Sydney	Hon Anoulack Chanthivong MP	Minister for Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
	Ms Natasha Mann	Deputy Secretary, Better Regulation Division, Commissioner for Fair Trading, Department of Customer Service
	Mr John Tansey	Executive Director, Policy & Strategy, Department of Customer Service
	Mr David Chandler	NSW Building Commissioner, Department of Customer Service
	Mr Adam Dent	Chief Executive, State Insurance Regulatory Authority, Department of Customer Service
	Mr Kevin Corcoran PSM	Commissioner, Corrective Services, Corrective Services, DCJ
	Dr Anne-Marie Martin	Deputy Commissioner, Security & Custody, Corrective Services, DCJ

Date	Name	Position and Organisation
	Mr Leon Taylor	Deputy Commissioner, Community, Industry, and Capacity, Corrective Services, DCJ
	Ms Elizabeth Mildwater	Secretary, Department of Enterprise, Investment and Trade
	Ms Katie Knight	CEO, Investment NSW, Department of Enterprise, Investment and Trade
	Professor Hugh Durrant-Whyte	Chief Scientist and Engineer, Department of Enterprise, Investment and Trade
	Ms Trina Jones	Rental Commissioner
	Mr John Minns	Strata and Property Services Commissioner
	Mr Brendan Thomas	Deputy Secretary, Transforming Aboriginal Outcomes, Department of Communities and Justice
	Ms Emma Hogan	Secretary, Department of Customer Service
	Mr Michael Tidball	Secretary, Department of Communities and Justice
Friday 10 November 2023 Preston Stanley Room Parliament House, Sydney	Hon Ron Hoenig MP	Minister for Local Government
	Ms Kiersten Fishburn	Secretary, Department of Planning and Environment
	Mr Brett Whitworth	Deputy Secretary, Local Government, Office of Local Government
	Mr Douglas Walther	Executive Director, Local Government, Office of Local Government

Date	Name	Position and Organisation
	Ms Melissa Gibbs	Director, Policy & Sector Development, Office of Local Government
	Mr Grant Gleeson	Director, Legal, Office of Local Government
	Ms Karin Bishop	Director, Sector Performance & Intervention, Office of Local Government
	Mr Keith Baxter	Director, Emergency Recovery, Office of Local Government
	Mr Scott Hansen	Department of Primary Industries
	Ms Kim Filmer	Department of Primary Industries
Wednesday 28 February 2024 Preston Stanley Room Parliament House, Sydney	Hon Jihad Dib MP	Minister for Customer Service and Digital Government, Emergency Services, Youth Justice
	Mr Graeme Head	Secretary, Department of Customer Service
	Ms Mandy Young	Chief Operating Officer, NSW Department of Customer Service
	Ms Simone Walker	Deputy Chief Executive Officer, NSW Reconstruction Authority
	Ms Amanda Leck	Head – Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority
	Ms Joanna Quilty	Head – Preparedness and Recovery, NSW Reconstruction Authority
	Mr Paul O'Reilly	Executive Director of Youth Justice, NSW Department of Communities and Justice

Date	Name	Position and Organisation
	Ms Laura Christie	Deputy Secretary, Digital NSW, NSW Department of Customer Service
	Ms Sarah Cruickshank	Deputy Secretary, Customer Delivery and Transformation, NSW Department of Customer Service
	Mr Greg Wells	Chief Executive Officer, Service NSW, NSW Department of Customer Service
	Mr Michael Tzimoulas	DCS Chief Financial Officer
	Mr Jeremy Fewtrell	Commissioner, Fire and Rescue NSW
	Ms Carlene York APM	Commissioner, NSW State Emergency Service
	Mr Rob Rogers AFSM	Commissioner, NSW Rural Fire Service
	Mr Simon Draper	Chief Executive Officer, NSW Reconstruction Authority
	Mr Matt Conrow	Chief Financial and Operating Officer, NSW Reconstruction Authority
	Ms Simone Czech	Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services, NSW Department of Communities and Justice
	Mr Michael Tidball	Secretary, NSW Department of Communities and Justice
Wednesday 1 March 2024 Preston Stanley Room Parliament House, Sydney	Hon Anoulack Chanthivong MP	Minister for Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
	Dr Petrina Casey	A/Chief Executive, State Insurance Regulatory Authority,

Date	Name	Position and Organisation
		Department of Customer Service
	Mr Leon Taylor	A/Commissioner, Corrective Services
	Ms Claire Beattie	Deputy Secretary, Transforming Aboriginal Outcomes, Department of Communities and Justice
	Mr Graeme Head	Secretary, Department of Customer Service
	Ms Natasha Mann	Deputy Secretary Better Regulation Division, Commissioner for Fair Trading, Department of Customer Service
	Mr John Tansey	Executive Director Policy & Strategy, Department of Customer Service
	Mr David Chandler	NSW Building Commissioner, Department of Customer Service
	Dr Anne-Marie Martin	Deputy Commissioner, Security & Custody, Corrective Services
	Ms Elizabeth Mildwater	Secretary, Department of Enterprise, Investment and Trade
	Ms Katie Knight	CEO, Investment NSW, Department of Enterprise, Investment and Trade
	Professor Hugh Durrant-Whyte	Chief Scientist and Engineer, Department of Enterprise, Investment and Trade
	Ms Trina Jones	Rental Commissioner
	Mr John Minns	Strata and Property Services Commissioner

Date	Name	Position and Organisation
	Mr Michael Tidball	Secretary, Department of Communities and Justice
Wednesday 6 March 2024 Preston Stanley Room, Parliament House, Sydney	Hon Ron Hoenig MP	Minister for Local Government
	Ms Kiersten Fishburn	Secretary, Department of Planning, Housing and Infrastructure
	Mr Brett Whitworth	Deputy Secretary, Local Government, Office of Local Government
	Mr Douglas Walther	Executive Director, Local Government, Office of Local Government
	Mr John Tracey	Deputy Director General, Biosecurity and Food Safety, Department of Primary Industries
	Dr Kim Filmer	Chief Animal Welfare Officer, Department of Primary Industries.
	Ms Karin Bishop	Director, Sector Performance & Intervention, Office of Local Government
	Ms Melissa Gibbs	Director, Policy & Sector Development, Office of Local Government
	Mr Keith Baxter	Director, Emergency Recovery, Office of Local Government

Appendix 2 Minutes

Minutes no. 3

Monday 18 September 2023

Portfolio Committee No. 8 – Customer Service

Room 1043, Parliament House, Sydney at 1.03 pm

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair*

Mr Buttigieg (via Webex)

Mrs MacDonald

Mr Primrose (via Webex)

Ms Suvaal

Mrs Taylor

2. Previous minutes

Resolved, on the motion of Ms Suvaal: That draft minutes no. 2 be confirmed.

3. Inquiry into Budget Estimates 2023-2024 – procedural resolutions

The committee noted that the Budget Estimates timetable for 2023-2024 was agreed to by the House, with hearings generally commencing at 9.15 am and concluding by 5.30 pm. Below is a table of Portfolio Committee No. 8 hearings:

Date	Portfolio
Tuesday 31 October 2023	Customer Service and Digital Government, Emergency Services, Youth Justice
Wednesday 8 November 2023	Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
Friday 10 November 2023	Local Government

3.1 Allocation of question time and total hearing time

The committee noted that under the Budget Estimates 2023-2024 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm.

3.2 Witness requests

Resolved, on the motion of Mrs Taylor: That:

- the secretariat write to the ministers of the relevant portfolios being examined by the committee to request that they nominate witnesses to appear at each hearing, for the committee's consideration
- upon receipt, the nominated witnesses be circulated to the committee
- members be given two days from when the nominated witnesses are circulated to make amendments or nominate additional witnesses
- the committee agree to the witness list by email, unless a meeting of the committee is required to resolve any disagreement.

Resolved, on the motion of Ms Suvaal: That the committee not invite parliamentary secretaries to appear as witnesses at the hearings.

3.3 Witness appearance time

The committee noted that under the Budget Estimates 2023-2024 resolution Ministers are invited to appear for the morning sessions only, 9.15 am to 1.00 pm, unless requested by the committee to appear also for the afternoon session.

4. Adjournment

The committee adjourned at 1.09 pm until Tuesday 31 October 2023, 9.00 am, Parliament House (public hearing – Budget Estimates 2023-2024).

Arizona Hart

Committee Clerk

Minutes no. 5

Tuesday 17 October 2023

Portfolio Committee No. 8 – Customer Service

Room 1043, Parliament House, Sydney at 7.02 pm

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair*

Mr Buttigieg

Mrs MacDonald

Mr Primrose

Ms Suvaal

Mrs Taylor

2. Apologies

3. Inquiry into Budget Estimates 2023-2024

3.1 Witnesses for Local Government hearing

Resolved, on the motion of Mrs MacDonald: That the committee invite the following witnesses to the Local Government hearing:

- Mr Douglas Walther, Executive Director, Local Government
- Ms Melissa Gibbs, Director, Policy & Sector Development
- Mr Grant Gleeson, Director, Legal
- Ms Karin Bishop Director, Sector Performance & Intervention
- Mr Keith Baxter Director, Emergency Recovery
- Witness who can answer specific questions about the *Companion Animal Act 1998*, pounds and the pet registry
- Mr Scott Hansen, Department of Primary Industries
- Ms Suzanne Robinson, Department of Primary Industries
- Kim Filmer, Department of Primary Industries

3.2 Witnesses for Customer Service and Digital Government, Emergency Services, Youth Justice hearing

The committee noted and accepted the advice from the Minister for Customer Service and Digital Government, Emergency Services, Youth Justice that Mr Mike Wheaton, Director Policy & Practice, Youth

Justice NSW will be on leave during the Budget Estimates hearing on 31 October 2023, and that Ms Candice Nielsen, Acting Executive Director of Youth Justice will answer all questions in relation to the portfolio.

4. **Adjournment**

The committee adjourned at 7.07 pm until Tuesday 31 October 2023, 9.00am, Macquarie Room, Parliament House (public hearing – inquiry into Budget Estimates 2023-2024).

Rhia Victorino

Committee Clerk

Minutes no. 6

Tuesday 31 October 2023

Portfolio Committee No. 8 – Customer Service

Preston Stanley Room, Parliament House, Sydney at 9.00 am

1. **Members present**

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair* (from 9.00 am until 12.53 pm, from 2.15 pm until 2.40 pm)

Mr Buttigieg

Mr Fang (substituting for Mrs Taylor)

Mr Faraway (participating from 11.15 am until 11.38 am, from 2.00 pm until 2.25 pm)

Ms Higginson (participating from 9.58 am until 10.35 am, from 3.10 pm until 3.30pm, from 4.48 pm until 4.49 pm)

Mrs MacDonald

Mr Primrose

Ms Suvaal

2. **Previous minutes**

Resolved, on the motion of Ms Suvaal: That draft minutes nos. 3 and 5 be confirmed.

3. **Correspondence**

The committee noted the following items of correspondence:

Received

- 29 September 2023 – Email from Mr Jim Adily to committee, regarding management of reports of cybercrime
- 3 October 2023 – Email from Mr James Connolly, Office of the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice to Budget Estimates secretariat, providing witness list for hearing on 31 October 2023
- 4 October 2023 – Email from the Office of the Hon Ron Hoenig MP, Minister for Local Government to Budget Estimates secretariat, providing witness list for hearing on 10 November 2023
- 6 October 2023 – Email from Mr Josh Wright, Office of the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections to Budget Estimates secretariat, providing witness list for hearing on 8 November 2023
- 11 October 2023 - Email from Mr Josh Wright, Office of the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections to Budget Estimates secretariat, nominating additional witnesses for hearing on 8 November 2023

- 12 October 2023 – Email from Mr James Connolly, Office of the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice to Budget Estimates secretariat, advising additional requested witness is not available to attend hearing on 31 October 2023
- 25 October 2023 – Email from Mr Brendan Byron, Office of the Hon Ron Hoenig MP, Minister for Local Government to Budget Estimates secretariat, providing responses to additional requested witnesses for hearing on 10 November 2023
- 30 October 2023 – Email from Ms Renee Armstrong, Director, Office of the Commissioner, Rural Fire Service to Budget Estimates secretariat, requesting that Commissioner Rob Rogers AFSM be excused after the morning session of the hearing on 31 October
- 31 October 2023 – Letter from Mr Rob Rogers AFSM to the secretariat, requesting to be excused from the afternoon session of the budget estimates hearing on 31 October in order to be present at the RFS Headquarters to attend to bushfire operations resulting from severe fire weather forecast.

Sent

- 18 September 2023 – Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, issuing request to nominate witnesses for hearing on 31 October 2023
- 18 September 2023 – Email from Budget Estimates secretariat to the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, issuing request to nominate witnesses for hearing on 8 November 2023
- 18 September 2023 – Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, Minister for Local Government, issuing request to nominate witnesses for hearing on 10 November 2023
- 10 October 2023 – Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, confirming witnesses for hearing on 31 October 2023
- 11 October 2023 – Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, requesting additional witness appear at hearing on 31 October 2023
- 11 October 2023 – Email from Budget Estimates secretariat to Mr Josh Wright, Office of the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, confirming witnesses to appear at hearing on 8 November 2023
- 18 October 2023 – Email from Budget Estimates secretariat to Mr James Connolly, Office of the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice to Budget Estimates secretariat, accepting advice regarding unavailability for additional witness and confirming witness list
- 18 October 2023 - Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, Minister for Local Government, requesting additional witness appear at hearing on 10 November 2023.

4. **Inquiry into Budget Estimates 2023-2024**

The committee noted the resolution of the House of 11 October 2023 amending the Budget Estimates 2023-2024 terms of reference.

4.1 **Order for examination of portfolios**

The committee noted that under the Budget Estimates 2023-2024 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm.

4.2 **Attendance of witnesses at Customer Service and Digital Government, Emergency Services, Youth Justice public hearing**

Resolved, on the motion of Mr Buttigieg: That the committee agree to the request from Commissioner Rob Rogers AFSM, Commissioner, NSW Rural Fire Service, to be excused from the afternoon session of today's hearing due to increased fire activity across NSW.

4.3 Public hearing - Customer Service and Digital Government, Emergency Services, Youth Justice

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The following witnesses were sworn and examined:

- Ms Emma Hogan, Secretary, NSW Department of Customer Service
- Ms Laura Christie, Deputy Secretary, Digital NSW, NSW Department of Customer Service
- Ms Sarah Cruickshank, Deputy Secretary, Customer Delivery and Transformation, NSW Department of Customer Service
- Mr Greg Wells, Chief Executive Officer, Service NSW, NSW Department of Customer Service
- Ms Jody Grima, Chief Operating Officer, NSW Department of Customer Service
- Mr Michael Tzimoulas, DCS Chief Financial Officer
- Mr Jeremy Fewtrell, Commissioner, Fire and Rescue NSW
- Ms Carlene York APM, Commissioner, NSW State Emergency Service
- Mr Rob Rogers AFSM, Commissioner, NSW Rural Fire Service
- Mr Simon Draper, Chief Executive Officer, NSW Reconstruction Authority
- Mr Matt Conrow, Chief Financial and Operating Officer, NSW Reconstruction Authority
- Mr Kieron Hendicott, Acting Chief Executive – Northern Rivers Reconstruction Corporation, NSW Reconstruction Authority
- Ms Candice Neilson, Acting Executive Director, Youth Justice, NSW Department of Communities and Justice
- Ms Simone Czech, Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services, NSW Department of Communities and Justice
- Mr Michael Tidball, Secretary, NSW Department of Communities and Justice

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Emergency Services, Youth Justice was admitted and examined.

The Chair declared the proposed expenditure for the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice open for examination.

Mr Fang tabled the following document:

- Message dated 26 October 2023 relating to use of motorpass fuel cards

Mr Faraway tabled the following document:

- media release relating to a \$50 million package of support for Eugowra

The Minister withdrew at 12.53 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.16 pm. The public and the media withdrew.

4.4 Tabled documents

Resolved, on the motion of Mr Fang, That the committee accept and publish the following documents tabled during the Customer Service and Digital Government, Emergency Services, Youth Justice portfolio hearing held on 31 October 2023:

- message dated 26 October 2023 relating to use of motorpass fuel cards, tabled by Mr Fang
- media release relating to a \$50 million package of support for Eugowra, tabled by Mr Farraway.

5. Adjournment

The committee adjourned at 5.17 pm until Wednesday 8 November 2023, 9.00 am, Preston Stanley Room, Parliament House (public hearing – inquiry into Budget Estimates 2023-2024).

Peta Leemen

Committee Clerk

Minutes no. 7

Wednesday 8 November 2023

Portfolio Committee No. 8 – Customer Service

Macquarie Room, Parliament House, Sydney at 9.02 am

1. Members present

Ms Hurst, *Chair*

Ms Higginson, *Acting Deputy Chair* (substituting for Dr Cohn from 9.09 am)

Ms Boyd (participating from 2.03 pm until 2.40 pm and from 3.04 pm until 3.36 pm)

Mr Buttigieg (from 9.02 am until 4.13 pm)

Ms Faehrmann (participating from 12.10 pm until 12.38 pm)

Mrs MacDonald

Ms Munro (participating)

Mr Murphy (substituting for Ms Suvaal from 9.02 am until 12.54 pm and from 3.46 pm until 5.17 pm)

Mr Primrose (from 9.02 am until 3.36 pm and from 4.12 pm until 5.17 pm)

Mrs Taylor

2. Previous minutes

Resolved, on the motion of Mr Murphy: That draft minutes no. 6 be confirmed.

3. Election of Deputy Chair

The Chair called for nominations for Deputy Chair for the purposes of the hearing.

Mr Primrose moved: That Ms Higginson be elected Deputy Chair of the committee for the purposes of the hearing.

There being no further nominations, the Chair declared Ms Higginson elected Deputy Chair for the purposes of the hearing.

4. Correspondence

The committee noted the following items of correspondence:

Received

- 26 October 2023 – Email from Mr Josh Wright, Office of the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections to Budget Estimates secretariat, advising that two witnesses for hearing on 8 November are also appearing at Industrial Relations, Work Health and Safety hearing on the same day.

Sent

- 30 October 2023 – Email from Budget Estimates secretariat to Mr Brendan Byron, Office of the Hon Ron Hoenig MP, Minister for Local Government, confirming witness list for hearing on 10 November 2023
- 30 October 2023 – Email from Budget Estimates secretariat to Mr Josh Wright, Office of the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, advising that two witnesses for hearing on 8 November are not required to attend the Industrial Relations, Work Health and Safety hearing on the same day
- 31 October 2023 – Email from Budget Estimates secretariat to Ms Renee Armstrong, Director, Office of the Commissioner, Rural Fire Service, confirming committee agrees to request that Commissioner Rob Rogers AFSM be excused after the morning session of the hearing on 31 October.

5. Inquiry into Budget Estimates 2023-2024

5.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm.

5.2 Public hearing – Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The following witnesses were sworn and examined:

- Ms Natasha Mann, Deputy Secretary Better Regulation Division, Commissioner for Fair Trading, Department of Customer Service
- Mr John Tansey, Executive Director Policy & Strategy, Department of Customer Service
- Mr David Chandler, NSW Building Commissioner, Department of Customer Service
- Mr Adam Dent, Chief Executive, State Insurance Regulatory Authority, Department of Customer Service
- Mr Kevin Corcoran PSM, Commissioner, Corrective Services, Corrective Services
- Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services
- Mr Leon Taylor, Deputy Commissioner, Community, Industry, and Capacity, Corrective Services
- Ms Elizabeth Mildwater, Secretary, Department of Enterprise, Investment and Trade
- Ms Katie Knight, CEO, Investment NSW, Department of Enterprise, Investment and Trade
- Professor Hugh Durrant-Whyte, Chief Scientist and Engineer, Department of Enterprise, Investment and Trade
- Ms Trina Jones, Rental Commissioner
- Mr John Minns, Strata and Property Services Commissioner
- Mr Brendan Thomas, Deputy Secretary, Transforming Aboriginal Outcomes, Department of Communities and Justice

The following witnesses were examined on their former oath:

- Ms Emma Hogan, Secretary, Department of Customer Service
- Mr Michael Tidball, Secretary, Department of Communities and Justice

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections was admitted and examined.

The Chair declared the proposed expenditure for the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections open for examination.

The Minister withdrew at 12.54 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.17 pm. The public and the media withdrew.

6. Adjournment

The committee adjourned at 5.17 pm until Friday 10 November 2023, 9.00am, Preston Stanley Room, Parliament House (public hearing – inquiry into Budget Estimates 2023-2024).

Luke Hollands
Committee Clerk

Minutes no. 8

Friday 10 November 2023

Portfolio Committee No. 8 – Customer Service

Preston Stanley Room, Parliament House, Sydney at 9.00 am

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair* (until 3.30 pm)

Ms Boyd (participating from 12.03 pm until 12.41 pm)

Mr Buttigieg (from 9.02 am until 2.52 pm, then from 4.22 pm)

Mr Farlow (substituting for Mrs Taylor from 9.03 am)

Mrs MacDonald

Mr Primrose (until 12.45pm, then from 2.52 pm)

Ms Suvaal (from 9.02 am until 4.24 pm)

2. Correspondence

The committee noted the following items of correspondence:

Received

- 9 November 2023 – Email from Ms Belinda Padovan-Court, Executive Director, Office of the Secretary, Department of Planning and Environment to Budget Estimates secretariat, requesting that Ms Kiersten Fishburn, Secretary, Department of Planning and Environment be excused from hearing on 10 November from 2.00 pm to 3.00 pm
- 9 November 2023 – Email from Ms Belinda Padovan-Court, Executive Director, Office of the Secretary, Department of Planning and Environment to Budget Estimates secretariat, further advising that Ms Kiersten Fishburn, Secretary, Department of Planning and Environment would only need to be excused from hearing on 10 November from 2.00 pm to 2.15 pm.

Sent

- 6 November 2023 - Email from Budget Estimates secretariat to Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, issuing uncorrected transcript, questions on notice, and supplementary questions from hearing on 31 October 2023
- 9 November 2023 – Email from Budget Estimates secretariat to Ms Belinda Padovan-Court, Executive Director, Office of the Secretary, Department of Planning and Environment, advising committee accepts Ms Kiersten Fishburn, Secretary, Department of Planning and Environment being excused from hearing on 10 November from 2.00 pm to 2.15 pm.

3. Inquiry into Budget Estimates 2023-2024

3.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm.

3.2 Public hearing – Local Government

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The following witnesses were sworn and examined:

- Ms Kiersten Fishburn, Secretary, Department of Planning and Environment
- Mr Brett Whitworth, Deputy Secretary, Local Government, Office of Local Government
- Mr Douglas Walther, Executive Director, Local Government, Office of Local Government
- Ms Melissa Gibbs, Director, Policy & Sector Development, Office of Local Government
- Mr Grant Gleeson, Director, Legal, Office of Local Government
- Ms Karin Bishop, Director, Sector Performance & Intervention, Office of Local Government
- Mr Keith Baxter, Director, Emergency Recovery, Office of Local Government
- Mr Scott Hansen, Department of Primary Industries
- Ms Kim Filmer, Department of Primary Industries

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Ron Hoenig MP, Minister for Local Government was admitted and examined.

The Chair declared the proposed expenditure for the portfolio of Local Government open for examination.

The Minister withdrew at 12.46 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.48 pm. The public and the media withdrew.

4. Adjournment

The committee adjourned at 4.48 pm until Tuesday 14 November 2023, Preston Stanley Room, Parliament House (public hearing – inquiry into pounds in New South Wales).

Emma Rogerson
Committee Clerk

Minutes no. 11

Tuesday 6 February 2024

Portfolio Committee No. 8 – Customer Service

Room 1254, Parliament House, Sydney, 6.54 pm

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair*

Mr Buttigieg

Mr Fang (substituting for Mrs Taylor)

Mrs MacDonald

Mr Nanva (substituting for Ms Suvaal)

Mr Primrose

2. Previous minutes

Resolved, on the motion of Mrs MacDonald: That draft minutes nos. 7, 8 and 10 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received

- 23 November 2023 – Letter from the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, to Chair, seeking clarifications to his evidence given at the Portfolio Committee No.8 Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 31 October 2023
- 27 November 2023 – Letter from the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, to Chair, seeking clarifications to Commissioner Rogers' evidence given at the Portfolio Committee No.8 Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 31 October 2023
- 27 November 2023 – Letter from Ms Candice Neilson, Acting Executive Director, Youth Justice NSW, Department of Communities and Justice, to Chair, seeking clarifications to her evidence given at the Portfolio Committee No.8 Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 31 October 2023
- 27 November 2023 – Letter from Ms Simone Czech, Deputy Secretary, Child Protection, Permanency, District and Youth Justice Services, Department of Communities and Justice, to Chair, seeking clarifications to her evidence given at the Portfolio Committee No.8 Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 31 October 2023
- 6 December 2023 – Letter from the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, to Chair, seeking clarifications to his evidence given at the Portfolio Committee No.8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections hearing on 8 November 2023
- 6 December 2023 – Letter from Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services NSW, to Chair, seeking clarifications to her evidence given at the Portfolio Committee No.8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections hearing on 8 November 2023
- 6 December 2023 – Letter from Mr Leon Taylor, Deputy Commissioner, Community, Industry and Capacity, Corrective Services NSW, to Chair, seeking clarifications to his evidence given at the Portfolio Committee No.8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections hearing on 8 November 2023
- 10 January 2023 – Email from Mr John Paul Ramsay, Department of Communities and Justice Ministerial and Parliamentary Services, to secretariat, noting the Secretary of the Department of Communities and Justice has been invited to two Budget Estimates hearings, the Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC2) and Customer Service and Digital Government, Emergency Services, Youth Justice (PC8) hearing on 28 February 2024
- 10 January 2023 – Email from Mr James Connolly, Office of the Hon Jihad Dib MP, to secretariat, proposing witness list amendments to the Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 28 February 2024
- 12 January 2023 – Email from Ms India Jones, Office of the Hon Rose Jackson MLC, to secretariat, noting that the Secretary of the Department of Communities and Justice has been invited to two Budget Estimates hearings, the Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC 2) and Customer Service and Digital Government, Emergency Services, Youth Justice (PC 8) hearing on 28 February 2024, seeking the committee's advice on how to proceed
- 16 January 2024 – Email from Mr James Connolly, Office of the Hon Jihad Dib MP, to secretariat, noting that the Secretary of the Department of Communities and Justice has been invited to two Budget

Estimates hearings, the Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC 2) and Customer Service and Digital Government, Emergency Services, Youth Justice (PC 8) hearing on 28 February 2024 and including a proposal from Minister Jackson and Minister Dib as to addressing the witness clash

- 18 January 2024 – Email from Mr Martin Walsh, Office of the Hon Ron Hoenig MP, to secretariat, confirming the attendance of witnesses at the Local Government hearing on 6 March 2024
- 18 January 2024 – Email from Ms India Jones, Office of the Hon Rose Jackson MLC, to secretariat, confirming proposal of Minister Dib and Minister Jackson in relation to a witness clash for Budget Estimates hearings - Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC2) and Customer Service and Digital Government, Emergency Services, Youth Justice (PC8) on 28 February 2024
- 23 January 2024 – Email from Mr James Connolly, Office of the Hon Jihad Dib MP, to secretariat, responding with proposed amendments to the witness list for the Customer Service and Digital Government, Emergency Services, Youth Justice (PC8) hearing on 28 February 2024
- 31 January 2024 – Email from Ms India Jones, Office of the Hon Rose Jackson MLC, to secretariat, including proposal that the Secretary of the Department of Communities and Justice attend the late afternoon session of the Customer Service and Digital Government, Emergency Services, Youth Justice (PC8) hearing on 28 February 2024
- 31 January 2024 – Email from Mr John Paul Ramsay, Ministerial and Parliamentary Services, Department of Communities and Justice, to secretariat, advising that the Hon Jihad Dib MP and the Hon Rose Jackson MLC propose that the Secretary for the Department of Communities and Justice attend the late afternoon session of the Customer Service and Digital Government, Emergency Services, Youth Justice (PC8) hearing on 28 February 2024
- 1 February 2024 – Email from Ms Alicia Sylvester, Office of the Hon Anoulack Chanthivong MP, indicating proposed amendments to the witness list for the Budget Estimates Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections additional hearing on 1 March 2024
- 2 February 2024 - Email from Ms Alicia Sylvester, Office of the Hon Anoulack Chanthivong MP, confirming the attendance of witnesses on the proposed witness list for the Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections additional hearing on 1 March 2024.

Sent

- 19 December 2023 – Letter from Chair to Mr Darren Parker, responding to request to redact transcript and recording of Budget Estimates hearing on 8 November 2023
- 19 December 2023 – Letter from Chair to Mr Adam Dent, Chief Executive, State Insurance Regulatory Authority, responding to request to redact transcript and recording of Budget Estimates hearing on 8 November 2023
- 19 December 2023 – Letter from Chair to Ms Emma Hogan, Secretary, Department of Customer Service, responding to request to redact transcript and recording of Budget Estimates hearing on 8 November 2023
- 20 December 2023 – Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, Minister for Local Government, enclosing additional question on notice from hearing on 10 November 2023
- 22 December 2023 – Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, inviting witnesses to the hearing on 28 February 2024
- 22 December 2023 – Email from Budget Estimates secretariat to the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, inviting witnesses to the hearing on 1 March 2024
- 22 December 2023 – Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, Minister for Local Government, inviting witnesses to the hearing on 6 March 2024

- 22 January 2024 – Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, advising of the committee's decision to resolve the witness clash for the Secretary of the Department of Communities and Justice invited to both the Budget Estimates Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC 2) and Customer Service and Digital Government, Emergency Services, Youth Justice (PC 8) hearing on 28 February 2024, and seeking reasons for the Minister's proposed changes to the witness list for Customer Service and Digital Government, Emergency Services, Youth Justice (PC 8) hearing
- 31 January 2024 – Email from Budget Estimates secretariat to Mr John Paul Ramsay, Ministerial and Parliamentary Services, Department of Communities and Justice, advising that the secretariat will circulate to Portfolio Committee No. 8 and Portfolio Committee No. 2 the proposal that the Secretary of the Department of Communities and Justice appear at the Water, Housing, Homelessness, Mental Health, Youth, the North Coast hearing (PC 2) until the late afternoon session where he will appear at the Customer Service and Digital Government, Emergency Services, Youth Justice (PC 8) hearing on 28 February 2024
- 2 February 2024 – Email from Budget Estimates secretariat to Ms Alicia Sylvester, Office of the Hon Anoulack Chanthivong MP, confirming whether the proposed amended witnesses and remaining invited witnesses are confirmed to attend the Budget Estimates Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections additional hearing on 1 March 2024.

As previously agreed via email, the committee noted the following:

- the correspondence from the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice (23 November and 27 November 2023), Ms Candice Neilson, Acting Executive Director, Youth Justice NSW, Department of Communities and Justice (27 November 2023) and Ms Simone Czech, Deputy Secretary, Child Protection, Permanency, District and Youth Justice Services, Department of Communities and Justice (27 November 2023) providing clarifications to their evidence at the Portfolio Committee No.8 Customer Service and Digital Government, Emergency Services, Youth Justice hearing on 31 October 2023 has been published
- footnotes at the relevant points in the transcript on 31 October 2023 have been inserted noting that correspondence clarifying the evidence had been received and providing a hyperlink to the published correspondence
- the correspondence from the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections (6 December 2023), Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services NSW (6 December 2023) and Mr Leon Taylor, Deputy Commissioner, Community, Industry and Capacity, Corrective Services NSW (6 December 2023) providing clarifications to their evidence at the Portfolio Committee No.8 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections hearing on 8 November 2023 has been published
- footnotes at the relevant points in the transcript on 8 November 2023 have been inserted noting that correspondence clarifying the evidence had been received and providing a hyperlink to the published correspondence.

Resolved, on the motion of Mr Fang: That the committee keep the following items of correspondence confidential, as per the recommendation of the secretariat as they contain potential adverse mention:

- letter from the Chair to Mr Darren Parker, regarding responding to a request to redact transcript and recording of Budget Estimates hearing dated 19 December 2023
- letter from the Chair to Mr Adam Dent, Chief Executive, State Insurance Regulatory Authority, responding to request to redact transcript and recording of Budget Estimates hearing dated 19 December 2023

- letter from the Chair to Ms Emma Hogan, Secretary, Department of Customer Service, responding to request to redact transcript and recording of Budget Estimates hearing dated 19 December 2023.

4. Inquiry into Budget Estimates 2023-2024

4.1 Answers to questions on notice and supplementary questions – initial hearings

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 appointing the committee:

- answer to question on notice from the Hon Ron Hoenig MP, Minister for Local Government, received 18 January 2024.

4.2 Resolution for additional hearings

The committee noted the resolution of the House on 30 November 2023 to conduct additional hearings for the inquiry into Budget Estimates 2023-2024.

4.3 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution on 30 November 2023 each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 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 10.45 am, 12.45 pm and 5.15 pm, if required.

4.4 Witness list

The committee noted that as agreed via email, arrangements for the additional hearings were agreed to over email in the first instance, rather than holding a meeting (unless a meeting was required to resolve any disagreement).

In addition, it was agreed that:

- the confirmed witness lists from the initial round of hearings (October-November 2023) be the proposed witness lists for the additional round of hearings (February-March 2024)
- committee members be given two days following receipt of the proposed witness lists to provide any feedback or additional witnesses, as per the practice adopted for the initial round of hearings
- responses from ministers' offices to witness invitations be due by 31 January 2024.

4.5 Witness invitation – Local Government hearing

Resolved, on the motion of Mrs MacDonald: That the committee invite the following witnesses to the Local Government hearing (6 March 2024) to appear from 2.00 pm via videoconference:

- Ms Melissa Gibbs, Director, Policy & Sector Development, Office of Local Government
- Ms Karin Bishop, Director, Sector Performance & Intervention, Office of Local Government
- Mr Keith Baxter, Director, Emergency Recovery, Office of Local Government.

5. Other business

5.1 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections – witness invitations

Resolved, on the motion of Mr Buttigieg: That the committee agree to the Minister's Office's requested amendments to the witness list.

6. Adjournment

The committee adjourned at 7.11 pm, until Wednesday 28 February 2024, Preston Stanley Room, Parliament House (public hearing – inquiry into Budget Estimates 2023-2024).

Kara McKee

Committee Clerk

Minutes no. 12

Wednesday 28 February 2024

Portfolio Committee No. 8 – Customer Service

Preston Stanley Room, Parliament House, Sydney at 9.01 am

1. Members present

Ms Hurst, *Chair*

Mr Primrose, *Deputy Chair* (until 2.02 pm, from 4.10 pm)

Dr Cohn (from 11.15 am until 12.58 pm, and from 2.48 pm until 4.12 pm)

Ms Boyd (participating) (from 9.56 am until 10.35 am)

Mr Fang (participating)

Ms Higginson (participating) (from 9.04 am until 10.47 am, and from 4.03 pm)

Mrs MacDonald

Mr Murphy (substituting for Ms Suvaal) (until 3.10 pm, and from 5.02 pm)

Mr Nanva (substituting for Mr Buttigieg) (from 9.02 am until 12.58 pm, and from 3.10 pm)

Mrs Ward (substituting for Mrs Taylor)

2. Previous minutes

Resolved, on the motion of Mr Primrose: That draft minutes no. 11 be confirmed.

3. Election of Deputy Chair for the Customer Service and Digital Government, Emergency Services, Youth Justice hearing

The Chair called for nominations for Deputy Chair.

Mrs Ward moved: That Mr Primrose be elected Deputy Chair of the committee for the purposes of the hearing.

There being no further nominations, the Chair declared Mr Primrose elected Deputy Chair for the purposes of the hearing.

4. Correspondence

The committee noted the following items of correspondence:

Received

- 9 February 2024 – Email from Mr Martin Walsh, Office of the Hon Ron Hoenig MP, confirming the attendance of witnesses and proposing amendments to the witness list for the Budget Estimates Local Government hearing on 6 March 2024
- 9 February 2024 – Email from Mr Martin Walsh, Office of the Hon Ron Hoenig MP, confirming the Minister's proposed amendments to the witness list for the Budget Estimates Local Government hearing on 6 March 2024
- 9 February 2024 – Email from Mr John Paul Ramsay, Ministerial and Parliamentary Services, Department of Communities and Justice, requesting an update as to the witness clash for the Budget Estimates Customer Service and Digital Government, Emergency Services, Youth Justice and Water, Housing, Homelessness, Mental Health, Youth, the North Coast additional hearings on 28 February 2024
- 15 February 2024 – Email from Ms Sumaya Balfas, Office of the Hon Ron Hoenig MP, noting amendments to position titles of witnesses for the Budget Estimates Local Government hearing on 6 March 2024

Sent

- 7 February 2024 – Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, inviting additional witnesses to the Budget Estimates Local Government additional hearing on Wednesday 6 March 2024

- 7 February 2024 – Email from Budget Estimates secretariat to Ms Alicia Sylvester, Office of the Hon Anoulack Chanthivong MP, advising the committee agreed to the Minister's proposed amendments to the witness list, attaching confirmed witness list and confirming hearing details for the Budget Estimates Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections additional hearing on Friday 1 March 2024
- 9 February 2024 – Email from Budget Estimates secretariat to Mr Martin Walsh, Office of the Hon Ron Hoenig MP, clarifying the proposed amendments to the witness list from the Minister's Office in relation to the Budget Estimates Local Government additional hearing on Wednesday 6 March 2024
- 9 February 2024 – Email from Budget Estimates secretariat to Mr James Connolly, Office of the Hon Jihad Dib MP, advising that the committee has accepted the Minister's proposed amendments to the witness list, advising of the committee's agreed approach to a witness clash, attaching the final witness list and hearing information for the Budget Estimates Customer Service and Digital Government, Emergency Services, Youth Justice additional hearing on 28 February 2024
- 9 February 2024 – Email from Budget Estimates secretariat to Mr John Paul Ramsay, Ministerial and Parliamentary Services, Department of Communities and Justice, advising of the committee's decision to resolve a witness clash for the Budget Estimates Customer Service and Digital Government, Emergency Services, Youth Justice and Water, Housing, Homelessness, Mental Health, Youth, the North Coast additional hearings on 28 February 2024
- 14 February 2024 – Email to Mr Martin Walsh, Office of the Hon Ron Hoenig MP, advising that the committee has accepted the Minister's proposed amendments to the witness list, attaching the final witness list and hearing information for the Budget Estimates Local Government hearing on 6 March 2024
- 15 February 2024 - Email from Budget Estimates secretariat to Ms Sumaya Balfas, Office of the Hon Ron Hoenig MP, confirming amendments to position titles of witnesses and attaching confirmed witness list for the Budget Estimates Local Government hearing on 6 March 2024.

5. Inquiry into Budget Estimates 2023-2024

5.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution on 30 November 2023 the portfolio of The Legislature be examined by Opposition, Crossbench and Government members from 9.15 am to 11.00 am, and from 11.15 am to 1.00 pm.

5.2 Public hearing – Customer Service and Digital Government, Emergency Services, Youth Justice

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, Minister for Youth Justice was admitted and examined.

The following witnesses were sworn and examined:

- Mr Graeme Head, Secretary, Department of Customer Service
- Ms Mandy Young, Chief Operating Officer, NSW Department of Customer Service
- Ms Simone Walker, Deputy Chief Executive Officer, NSW Reconstruction Authority
- Ms Amanda Leck, Head – Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority
- Ms Joanna Quilty, Head – Preparedness and Recovery, NSW Reconstruction Authority
- Mr Paul O'Reilly, Executive Director of Youth Justice, NSW Department of Communities and Justice.

The following witnesses were examined on their former oath:

- Ms Laura Christie, Deputy Secretary, Digital NSW, NSW Department of Customer Service

- Ms Sarah Cruickshank, Deputy Secretary, Customer Delivery and Transformation, NSW Department of Customer Service
- Mr Greg Wells, Chief Executive Officer, Service NSW, NSW Department of Customer Service
- Mr Michael Tzimoulas, DCS Chief Financial Officer
- Mr Jeremy Fewtrell, Commissioner, Fire and Rescue NSW
- Ms Carlene York APM, Commissioner, NSW State Emergency Service
- Mr Rob Rogers AFSM, Commissioner, NSW Rural Fire Service
- Mr Simon Draper, Chief Executive Officer, NSW Reconstruction Authority
- Mr Matt Conrow, Chief Financial and Operating Officer, NSW Reconstruction Authority
- Ms Simone Czech, Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services, NSW Department of Communities and Justice
- Mr Michael Tidball, Secretary, NSW Department of Communities and Justice.

The Chair declared the proposed expenditure for the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice open for examination.

Mr Fang tabled the following document:

- Photos of fire appliances at various locations and a sign at Revesby Fire Station.

Ms Hurst tabled the following documents:

- List of fires (appendix) identified by Nicholas Gellie involving backburn escapes or incidents
- Preliminary case study by Nicholas Gellie 'The impact of the containment escape from backburn operations on the Busby's Flat fire'.

Ms Laura Christie, Deputy Secretary, Digital NSW, NSW Department of Customer Service tendered the following document:

- List of attendees at the ParknPay roundtables on 14 November 2023.

The Minister withdrew at 12.58 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.18 pm. The public and the media withdrew.

5.3 Tended documents

Resolved, on the motion of Mr Murphy: That the committee accept and publish the following documents tendered/taled during the public hearing:

- Photos of fire appliances at various locations and a sign at Revesby Fire Station, tabled by Mr Fang.
- List of fires (appendix) identified by Nicholas Gellie involving backburn escapes or incidents
- Preliminary case study by Nicholas Gellie 'The impact of the containment escape from backburn operations on the Busby's Flat fire', tabled by Ms Hurst.
- List of attendees at the ParknPay roundtables on 14 November 2023, tendered by Ms Laura Christie, NSW Department of Customer Service.

6. Adjournment

The committee adjourned at 5.21 pm, until Friday 1 March 2024, Preston Stanley Room, Parliament House (public hearing – inquiry into Budget Estimates 2023-2024.)

Sarah Newlands
Committee Clerk

Minutes no. 13
Friday 1 March 2024

Portfolio Committee No. 8 – Customer Service
Preston Stanley Room, Parliament House, Sydney at 9.05 am

1. Members present

Ms Hurst (*Chair*)
Ms Boyd (participating) (from 11.27 am-12 pm and 2.39 pm-3.11 pm)
Mr Buttigieg
Ms Faehrmann (participating)
Ms Higginson (substituting for Dr Cohn) (left 11.20 am)
Mrs MacDonald
Ms Munro (participating)
Mr Primrose
Ms Suvaal
Mrs Taylor

2. Election of Deputy Chair for the Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

The Chair called for nominations for Deputy Chair in the noting the substantive position holder, Dr Cohn is an apology.

M Primrose moved: That Ms Suvaal be elected Deputy Chair of the committee for the public hearing on Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections on 1 March 2024.

There being no further nominations, the Chair declared Ms Suvaal elected Deputy Chair for the public hearing on Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections on 1 March 2024.

3. Inquiry into Budget Estimates 2023-2024

3.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution of 30 November 2023 each portfolio, except The Legislature, is to be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 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 10.45 am, 12.45 pm and 5.15 pm, if required.

3.2 Public hearing – Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The following witnesses were sworn and examined:

- Dr Petrina Casey, A/Chief Executive, State Insurance Regulatory Authority, Department of Customer Service
- Mr Leon Taylor, A/Commissioner, Corrective Services
- Ms Claire Beattie, Deputy Secretary, Transforming Aboriginal Outcomes, Department of Communities and Justice
- Mr Graeme Head, Secretary, Department of Customer Service.

The following witnesses were examined on their former oath:

- Ms Natasha Mann, Deputy Secretary Better Regulation Division, Commissioner for Fair Trading, Department of Customer Service
- Mr John Tansey, Executive Director Policy & Strategy, Department of Customer Service
- Mr David Chandler, NSW Building Commissioner, Department of Customer Service

- Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services
- Ms Elizabeth Mildwater, Secretary, Department of Enterprise, Investment and Trade
- Ms Katie Knight, CEO, Investment NSW, Department of Enterprise, Investment and Trade
- Professor Hugh Durrant-Whyte, Chief Scientist and Engineer, Department of Enterprise, Investment and Trade
- Ms Trina Jones, Rental Commissioner
- Mr John Minns, Strata and Property Services Commissioner
- Mr Michael Tidball, Secretary, Department of Communities and Justice.

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, Minister for Corrections was admitted and examined.

The Chair declared the proposed expenditure for the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections open for examination.

The Minister withdrew at 1.00 pm,

The Hon Aileen MacDonald tabled the following document:

- News Article “Jail program that kept mums and bubs together halted as Emu Plains prison mothballed” Sunday Telegraph 23 December 2023.

The Hon Jacqui Munro tabled the following documents:

- Discussion Paper “Innovation Blueprint” NSW Government February 2024
- Document A(4), Staffing requests from ministerial offices return to order, non-privileged documents, Department of Customer Service, entitled 'Email file note', 12 May 2023.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.45 pm. The public and the media withdrew.

3.3 Tended documents

Resolved, on the motion of the Hon Bronnie Taylor: That the committee accept and publish the following documents tabled during the public hearing:

- News Article “Jail program that kept mums and bubs together halted as Emu Plains prison mothballed” Sunday Telegraph 23 December 2023, tabled by the Hon Aileen MacDonald MLC
- Discussion Paper “Innovation Blueprint” NSW Government February 2024, tabled by the Hon Jacqui Munro MLC
- Document A(4), Staffing requests from ministerial offices return to order, non-privileged documents, Department of Customer Service, entitled 'Email file note', 12 May 2023.

4. Adjournment

The committee adjourned at 5.05 pm until Wednesday 6 March, 9.00 am, Preston Stanley Room, Parliament House (public hearing - Budget Estimates 2023-2024).

Alex Stedman
Committee Clerk

Minutes no. 14

Wednesday 6 March 2024

Portfolio Committee No. 8 – Customer Service

Preston Stanley Room, Parliament House, Sydney at 9.03 am

1. Members present

Ms Hurst (*Chair*)

Dr Cohn (*Deputy Chair*)

Ms Boyd (participating from 11.28 am until 12.45 pm)

Mr Buttigieg (until 9.26 am, from 11.43 am)

Mr Farlow (substituting for Mrs Taylor until 12.45 pm, from 2.45 pm)

Mr Nanva (substituting for Mr Buttigieg from 9.29 am until 11.43 am)

Mrs MacDonald

Mr Primrose (until 12.45 pm, from 2.50 pm)

Mr Roberts (from 9.12 am until 10.46 am)

Ms Suvaal (until 2.51 pm, from 4.00 pm)

2. Previous minutes

Resolved, on the motion of Mr Primrose: That draft minutes nos. 12 and 13 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received

- 28 February 2024 – Email from Mr Martin Walsh, Office of the Hon Ron Hoenig MP, requesting amendments to the witness list for the Budget Estimates Local Government hearing on 6 March 2024
- 28 February 2024 – Email from Mr Martin Walsh, Office of the Hon Ron Hoenig MP, altering the requested amendments to the witness list for the Budget Estimates Local Government hearing on 6 March 2024
- 1 March 2024 – Email from the Department of Regional NSW, advising that the witness requested to appear via videoconference will now appear in person at the Budget Estimates Local Government hearing on 6 March 2024.

Sent

- 29 February 2024 – Email from Budget Estimates secretariat to the Department of Regional NSW, advising the committee is still considering the request that the witness appear via videoconference for the Budget Estimates Local Government hearing on 6 March 2024
- 1 March 2024 – Email from Budget Estimates secretariat to Mr Martin Walsh, Office of the Hon Ron Hoenig, advising the committee has agreed to the Minister's requested amendments to the witness list, attaching confirmed witness list and hearing information for the Budget Estimates Local Government hearing on 6 March 2024.

4. Inquiry into Budget Estimates 2023-2024

4.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2023-2024 resolution each portfolio, except The Legislature, be examined concurrently by Opposition and Crossbench members only, from 9.15 am to 10.45 am, 11.15 am to 12.45 pm, 2.00 pm to 3.30 pm and 3.45 pm to 5.15 pm, and, if required, by Government members only from 10.45 am to 11.00 am, 12.45 pm to 1.00 pm, and 5.15 pm to 5.30 pm.

4.2 Public hearing – Local Government

Witnesses, the public and the media were admitted.

The Chair made an opening statement regarding parliamentary privilege and other matters.

The Chair noted that Members of Parliament swear an oath to their office, and therefore do not need to be sworn prior to giving evidence before a committee.

The Hon Ron Hoenig MP, Minister for Local Government was admitted and examined.

The following witnesses were sworn and examined:

- Ms Kiersten Fishburn, Secretary, Department of Planning, Housing and Infrastructure
- Mr Brett Whitworth, Deputy Secretary, Local Government, Office of Local Government
- Mr Douglas Walther, Executive Director, Local Government, Office of Local Government
- Mr John Tracey, Deputy Director General, Biosecurity and Food Safety, Department of Primary Industries
- Dr Kim Filmer, Chief Animal Welfare Officer, Department of Primary Industries.

The Chair declared the proposed expenditure for the portfolio of Local Government open for examination.

Ms Kiersten Fishburn withdrew at 12:30 pm until 2.00 pm.

The Minister withdrew at 12:45 pm.

The following witnesses were sworn and examined (from 2.00 pm):

- Ms Karin Bishop, Director, Sector Performance & Intervention, Office of Local Government
- Ms Melissa Gibbs, Director, Policy & Sector Development, Office of Local Government
- Mr Keith Baxter, Director, Emergency Recovery, Office of Local Government.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.04 pm. The public and the media withdrew.

5. Adjournment

The committee adjourned at 4.05 pm, until Thursday 11 April 2024, 9.00 am, Parliament House (site visit to various locations in Sydney – inquiry into pounds in New South Wales)

Allison Stowe

Committee Clerk

Draft minutes no. 16

Monday 24 June 2024

Portfolio Committee No. 8 – Customer Service

Room 1136, Parliament House, Sydney, 11.32 am

1. Members present

Ms Hurst, *Chair*

Mr Donnelly (substituting for Mr Buttigieg via teleconference)

Mrs MacDonald (via videoconference)

Mr Primrose (via videoconference)

Ms Suvaal (via videoconference)

2. Previous minutes

Resolved, on the motion of Mr Primrose: That draft minutes no. 14 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Sent

- 5 March 2024 - Email from Budget Estimates secretariat to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, issuing uncorrected transcript, questions on notice, and supplementary questions from the hearing on 28 February 2024

- 7 March 2024 – Email from Budget Estimates secretariat to the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, issuing uncorrected transcript, questions on notice, and supplementary questions from the hearing on 1 March 2024
- 12 March 2024 – Email from Budget Estimates secretariat to the Hon Ron Hoenig MP, Minister for Local Government, issuing uncorrected transcript, questions on notice, and supplementary questions from the hearing on 6 March 2024.

4. Inquiry into Budget Estimates 2023-2024

4.1 Answers to questions on notice and supplementary questions – additional hearings

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 appointing the committee:

- answers to questions on notice and supplementary questions from the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice, received 26 March 2024
- answers to questions on notice and supplementary questions from the Hon Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Minister for Industry and Trade, Minister for Innovation, Science and Technology, Minister for Building, and Minister for Corrections, received 28 March 2024
- answers to questions on notice and supplementary questions from the Hon Ron Hoenig MP, Minister for Local Government, received 2 April 2024.

4.2 Consideration of Chair's draft report

The Chair submitted her draft report entitled *Budget Estimates 2023-2024*, which, having been previously circulated, was taken as being read.

Resolved, on the motion of Mr Donnelly: 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, correspondence and answers to questions taken on notice and supplementary questions relating to the inquiry be tabled in the House with the report;

Upon tabling, all unpublished transcripts of evidence, tabled documents, correspondence and answers to questions taken on notice and supplementary questions related 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;

The secretariat is tabling the report at 2.00 pm on Thursday 27 June 2024;

The Chair to advise the secretariat and members if they intend to hold a press conference, and if so, the date and time.

5. Adjournment

The committee adjourned at 11.33 am, until 2.40 pm on Monday 1 July 2024, Security Gatehouse, Parliament House (site visit – Pounds in New South Wales).

Kara McKee
Committee Clerk

