



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8

Budget Estimates 2024-2025

Report 3

June 2025

8



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Portfolio Committee No. 8 - Customer Service

Budget Estimates 2024-2025

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Budget Estimates 2024-2025

"June 2025"

Chair: Hon Emma Hurst MLC



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Terms of reference

Initial hearings

1. That the Budget Estimates and related papers for the financial year 2024-2025 presenting the amounts to be appropriated from the Consolidated Fund be referred to the Portfolio Committees for inquiry and report.
2. That, as per the resolution of the House on 21 November 2023 adopting the 2024 sitting calendar, the 2024-2025 supplementary budget estimates hearings are to be held from 2 December to 6 December 2024.
3. That, further to the resolution of the House of 21 November 2023 adopting the 2024 sitting calendar, the 2024-2025 initial budget estimates hearings be scheduled as follows:

Day One: Tuesday 27 August 2024

PC 3 Education and Early Learning, Western Sydney

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

Day Two: Wednesday 28 August 2024

PC 1 Premier

PC 4 Small Business, Lands and Property, Multiculturalism, Sport

Day Three: Thursday 29 August 2024

PC 1 Treasurer

PC 7 Climate Change, Energy, the Environment, Heritage

Day Four: Friday 30 August 2024

PC 5 Police and Counter Terrorism, the Hunter

PC 7 Planning and Public Spaces

PC 1 The Legislature

Day Five: Tuesday 3 September 2024

PC 6 Transport

PC 5 Families and Communities, Disability Inclusion

Day Six: Wednesday 4 September 2024

PC 5 Attorney-General

PC 3 Skills, TAFE and Tertiary Education

Day Seven: Thursday 5 September 2024

PC 1 Finance, Domestic Manufacturing and Government Procurement,
Natural Resources

PC 8 Local Government

Day Eight: Friday 6 September 2024

- PC 6 Special Minister of State, Roads, Arts, Music and the Night-time Economy, Jobs and Tourism
- PC 1 Aboriginal Affairs & Treaty, Gaming & Racing, Veterans, Central Coast, Medical Research

Day Nine: Monday 9 September 2024

- PC 8 Emergency Services, Youth Justice, Customer Service & Digital Government
- PC 2 Water, Housing, Homelessness, Mental Health, Youth, the North Coast
- PC 6 Regional Transport and Roads

Day Ten: Tuesday 10 September 2024

- PC 2 Health, Regional Health, the Illawarra and the South Coast
- PC 8 Corrections, Better Regulation & Fair Trading, Industry & Trade, Innovation, Science & Technology, Building

Day Eleven: Wednesday 11 September 2024

- PC 5 Women, Seniors, Prevention of Domestic Violence and Sexual Assault
- PC 1 Industrial Relations, Work Health and Safety

4. That for the purposes of the 2024-2025 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, and
 - (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.
5. That, unless the committee decides otherwise:
 - (a) the sequence of questions to be asked at the hearings for the following portfolios alternate between opposition and crossbench members, in that order, with equal time allocated to each:
 - (i) Education and Early Learning, Western Sydney
 - (ii) Premier
 - (iii) Treasurer
 - (iv) Police and Counter Terrorism, the Hunter
 - (v) Transport
 - (vi) Attorney-General
 - (vii) Finance, Domestic Manufacturing and Government Procurement, Natural Resources

- (viii) Special Minister of State, Roads, Arts, Music and the Night-time Economy, Jobs and Tourism
 - (ix) Emergency Services, Youth Justice, Customer Service and Digital
 - (x) Regional Transport and Roads
 - (xi) Health, Regional Health, the Illawarra and the South Coast
 - (xii) Women, Seniors, Prevention of Domestic Violence and Sexual Assault
- (b) the sequence of questions to be asked at the hearings for the following portfolios alternate between crossbench and opposition members, in that order, with equal time allocated to each:
- (i) Agriculture, Regional New South Wales, Western New South Wales
 - (ii) Small Business, Lands and Property, Multiculturalism, Sport
 - (iii) Climate Change, Energy, the Environment, Heritage
 - (iv) Planning and Public Spaces
 - (v) Families and Communities, Disability Inclusion
 - (vi) Skills, TAFE and Tertiary Education
 - (vii) Local Government
 - (viii) Aboriginal Affairs and Treaty, Gaming and Racing, Veterans, Central Coast, Medical Research
 - (ix) Water, Housing, Homelessness, Mental Health, Youth, the North Coast
 - (x) Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building
 - (xi) Industrial Relations, Work Health and Safety.
6. That for the purposes of the 2024-2025 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, and

- (f) answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members.
- (g) That the committees report by 27 June 2025.¹

¹ *Minutes*, NSW Legislative Council, 20 June 2024, Item 4.

Additional hearings

1. That, further to the resolution of the House of 20 June 2024 referring Budget Estimates 2024-2025 to the Portfolio Committees for inquiry and report, and the resolution of the House of 12 November 2024 adopting the 2025 sitting calendar, the 2024-2025 additional budget estimates hearings be scheduled as follows:

Day One: Tuesday 25 February 2025

PC 3 Education and Early Learning, Western Sydney
PC 4 Agriculture, Regional New South Wales, Western New South Wales

Day Two: Wednesday 26 February 2025

PC 1 Premier
PC 4 Small Business, Lands and Property, Multiculturalism, Sport

Day Three: Thursday 27 February 2025

PC 2 Health, Regional Health, the Illawarra and the South Coast
PC 5 Women, Seniors, Prevention of Domestic Violence and Sexual Assault

Day Four: Friday 28 February 2025

PC 5 Attorney-General
PC 8 Local Government

Day Five: Monday 3 March 2025

PC 7 Climate Change, Energy, the Environment, Heritage
PC 1 Industrial Relations, Work Health and Safety

Day Six: Tuesday 4 March 2025

PC 7 Planning and Public Spaces
PC 1 Aboriginal Affairs and Treaty, Gaming and Racing, Veterans, the Central Coast, Medical Research

Day Seven: Wednesday 5 March 2025

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

Day Eight: Thursday 6 March 2025

PC 1 Finance, Domestic Manufacturing and Government Procurement, Natural Resources
PC 6 Regional Transport and Roads

Day Nine: Friday 7 March 2025

PC 2	Water, Housing, Homelessness, Mental Health, Youth, the North Coast
PC 8	Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

Day Ten: Monday 10 March 2025

PC 5	Families and Communities, Disability Inclusion
PC 3	Skills, TAFE and Tertiary Education

Day Eleven: Tuesday 11 March 2025

PC 6	Special Minister of State, Roads, Arts, Music and the Night-time Economy, Jobs and Tourism
PC 1	The Legislature

Day Twelve: Wednesday 12 March 2025

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

2. That, unless the committee decides otherwise:
 - (a) the sequence of questions to be asked at the hearings for the following portfolios alternate between opposition and crossbench members, in that order, with equal time allocated to each:
 - (i) Education and Early Learning, Western Sydney,
 - (ii) Premier,
 - (iii) Health, Regional Health, the Illawarra and the South Coast,
 - (iv) Attorney-General,
 - (v) Climate Change, Energy, the Environment, Heritage,
 - (vi) Planning and Public Spaces,
 - (vii) Treasurer,
 - (viii) Finance, Domestic Manufacturing and Government Procurement, Natural Resources,
 - (ix) Water, Housing, Homelessness, Mental Health, Youth, the North Coast,
 - (x) Families and Communities, Disability Inclusion,
 - (xi) Special Minister of State, Roads, Arts, Music and the Night-time Economy, Jobs and Tourism,
 - (xii) Transport, and

- (b) the sequence of questions to be asked at the hearings for the following portfolios alternate between crossbench and opposition members, in that order, with equal time allocated to each:
- (i) Agriculture, Regional New South Wales, Western New South Wales,
 - (ii) Small Business, Lands and Property, Multiculturalism, Sport,
 - (iii) Women, Seniors, Prevention of Domestic Violence and Sexual Assault,
 - (iv) Local Government,
 - (v) Industrial Relations, Work Health and Safety,
 - (vi) Aboriginal Affairs and Treaty, Gaming and Racing, Veterans, the Central Coast, Medical Research,
 - (vii) Customer Service and Digital Government, Emergency Services, Youth Justice,
 - (viii) Regional Transport and Roads,
 - (ix) Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections,
 - (x) Skills, TAFE and Tertiary Education,
 - (xi) The Legislature,
 - (xii) Police and Counter Terrorism, the Hunter.

3. That for the purposes of the 2024-2025 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, and
- (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.

4. That for the purposes of the 2024-2025 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, and

- (f) answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members.²

² *Minutes*, NSW Legislative Council, 21 November 2024, Item 3.

Further additional hearings

1. That this House notes that:

- (a) on 21 November 2024, the House adopted a schedule of additional budget estimates hearings for 2024-2025 over 12 working days from 25 February 2025 to 12 March 2025,
- (b) the following three hearings were unable to be conducted as scheduled by the relevant committees due to the impact of Cyclone Alfred and the unavailability of ministers and other witnesses:

Day Seven: Wednesday 5 March 2025

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

Day Eight: Thursday 6 March 2025

PC 6 Regional Transport and Roads

Day Nine: Friday 7 March 2025

PC 2 Water, Housing, Homelessness, Mental Health, Youth, the North Coast

- (c) following this, that Portfolio Committee No. 2 – Health rescheduled the original additional hearing to the following date:

Day Thirteen: Friday 14 March 2025

PC 2 Water, Housing, Homelessness, Mental Health, Youth, the North Coast

- 2. That in view of the inability of Portfolio Committee No. 2 – Health, to conduct the original additional hearing, the House endorse the further additional hearing held on 14 March 2025.
- 3. That in view of the inability of Portfolio Committee No. 6 – Transport and the Arts and Portfolio Committee No. 8 – Customer Service to conduct the hearings, the committees be authorised to undertake the hearings as follows under the same arrangements as originally agreed to by the House on 21 November 2024:

Day Fourteen: Tuesday 1 April 2025

PC 6 Roads, Regional Transport

Day Fifteen: Friday 11 April 2025

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

- 4. That the NSW Reconstruction Authority be invited to appear from 9.15 am to 5.30 pm at the rescheduled Portfolio Committee No. 8 – Customer Service additional budget estimates hearing to be held on Friday 11 April 2025.
- 5. That for the purposes of the 2024-2025 further additional budget estimates hearings, 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.

6. That for the purposes of the 2024-2025 further 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, and
 - (f) answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members.³

³ *Minutes*, NSW Legislative Council, 19 March 2025, Item 15.

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 Scott Barrett MLC*	The Nationals	
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	

* The Hon Scott Barrett MLC replaced the Hon Bronnie Taylor MLC as a substantive member of the committee from 25 September 2024.

Non-substantive members who attended the hearings

Ms Abigail Boyd MLC	The Greens
Hon Greg Donnelly MLC	Australian Labor Party
Ms Cate Faehrmann MLC	The Greens
Hon Scott Farlow MLC	Liberal Party
Ms Sue Higginson MLC	The Greens
Hon Dr Sarah Kaine MLC	Australian Labor Party
Hon Mark Latham MLC	Independent
Hon Stephen Lawrence MLC	Australian Labor Party
Hon Jacqui Munro MLC	Liberal Party
Hon Tania Mihailuk MLC	Independent
Hon Sarah Mitchell MLC	The Nationals
Hon Cameron Murphy MLC	Australian Labor Party
Hon Bob Nanva MLC	Australian Labor Party
Hon Nichole Overall MLC	The Nationals
Hon Rod Roberts MLC	Independent
Hon John Ruddick MLC	Libertarian Party

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Chair's foreword

I am pleased to present this report on the inquiry into Budget Estimates 2024-2025. 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 areas:

- Local Government
- Customer Service and Digital Government, Emergency Services, Youth Justice
- Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections⁴.

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

⁴ As a result of changes to the Cabinet and the Ministry of the NSW Government, the portfolios of Small Business, Recovery and North Coast moved to Portfolio Committee No. 8 – Customer Service on 19 March 2025.

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 gathering 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 2024-2025

- 1.1 On 20 June 2024, the Legislative Council referred the Budget Estimates for the 2024-2025 financial year to the portfolio committees for inquiry and report.⁵
- 1.2 The Legislative Council resolved that initial hearings for Budget Estimates 2024-2025 be held over 11 days from 27 August to 30 August 2024, 3 September to 6 September 2024 and 9 September to 11 September 2024 and that supplementary hearings be scheduled from 2 December to 6 December 2024.⁶
- 1.3 On 21 November 2024, the Legislative Council resolved that additional hearings for Budget Estimates 2024-2025 be held over 12 days from 25 February 2025 to 28 February 2025, 3 March 2025 to 7 March 2025, and 10 March 2025 to 12 March 2025.⁷
- 1.4 Three additional hearings were rescheduled due to the impact of Cyclone Alfred and the unavailability of ministers and other witnesses.⁸
- 1.5 The Budget Estimates resolution establishing the inquiry, which sets out the rules for the inquiry, is reproduced on page iv-xiii.

Hearings

- 1.6 The committee held public hearings as follows:
 - 5 September 2024, 5 December 2024 and 28 February 2025: Local Government
 - 10 September 2024 and 7 March 2025: Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
 - 9 September 2024 and 11 April 2025: Customer Service and Digital Government, Emergency Services, Youth Justice.

⁵ Minutes, NSW Legislative Council, 20 June 2024, pp 1295-1298.

⁶ Minutes, NSW Legislative Council, 21 November 2023, pp 670-671; Minutes, NSW Legislative Council, 20 June 2024, pp 1295-1298.

⁷ Minutes, NSW Legislative Council, 21 November 2024, pp 1901-1904.

⁸ Minutes, NSW Legislative Council, 19 March 2025, pp 2154-2155.

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.

Local Government

2.1 A hearing examining the portfolio of Local Government was held on Thursday 5 September 2024. The following issues were raised during the committee's examination of this portfolio:

- community-led processes for de-amalgamation of local government areas and section 215 of the *Local Government Act 1993*
- companion animals and animal rehoming
- a conduct framework for local government including implementation timelines following the release of *Councillor conduct and meeting practices – a discussion paper*, 5 September 2024
- investigations into Liverpool City Council
- animal welfare funding and the creation of an office of animal welfare
- NSW Pet Registry changes
- support for pets belonging to victims of domestic violence
- Independent Pricing and Regulatory Tribunal (IPART) review of the financial model for New South Wales local councils
- administration of the New England Weeds Authority
- arrangements for the employment of apprentices, trainees and cadets by local councils
- City of Ryde reporting obligations, and questions surrounding behavioural matters and SafeWork investigations.

2.2 A supplementary hearing was held on Thursday 5 December 2024 and the following issues were raised during the committee's examination of this portfolio:

- the public inquiry into Liverpool City Council
- local government tendering and waste management contracts
- the creation of an office of animal welfare
- a conduct framework for local government and the process and timelines for the implementation of any reforms following consultation on *Councillor conduct and meeting practices – a discussion paper*
- arrangements for the employment of apprentices, trainees and cadets by local councils
- performance improvement orders issued to Central Coast Council, Balranald Shire Council and Wingecarribee Shire Council
- the roll out of the NSW Pet Registry

- financial sustainability of councils
- TG Millner Field, Marsfield and local government compulsory acquisition processes in New South Wales.

2.3 An additional hearing was held on Friday 28 February 2025 and the following issues were raised:

- NSW Independent Commission Against Corruption Report December 2024 – Investigation into the conduct of a then manager and former contractor at Canterbury-Bankstown Council (Operation Mantis)
- review of the *Companion Animals Act 1998*
- council applications for special rate variation applications
- role of the Independent Pricing and Regulatory Tribunal
- misconduct relating to former Bayside Mayor Bill Saravinovski
- spending of the Northern Beaches Council
- disclosure of councillor pecuniary interests
- performance improvement orders issued to Snowy Monaro Regional Council, Central Coast Council and Edward River Council
- government response to the financial sustainability of local government
- Councillor Conduct Framework
- the rollout of the NSW Pet Registry
- closure of community justice centres.

Emergency Services, Youth Justice, Customer Service and Digital Government

2.4 A hearing examining the portfolios of Emergency Services, Youth Justice, Customer Service and Digital Government was held on Monday 9 September 2024. The following issues were raised during the committee's examination of these portfolios:

- Emergency Services
 - expansion of the list of cancers presumed to be related to firefighters' work for the purpose of claiming workers' compensation under the iCare scheme, and budgeting to include Rural Fire Service (RFS) volunteers under these arrangements
 - re-imbursement of RFS volunteers who have had to re-fuel fire trucks at their own cost
 - preparedness for the fire season and for disasters
 - strategies to reduce the impact of bushfire mitigation on wildlife
 - working with children checks and police checks for RFS volunteers
 - coordination between emergency services agencies and animal rescue organisations, and the availability of government grants for animal rescue related to disasters
 - accessibility of the '000' emergency line and the National Relay Service's operating hours

- maintenance and upgrade of fire stations in New South Wales
- safety and environmental impact of the chemicals in fire retardant used by the RFS
- processes and resourcing of New South Wales fire agencies and local communities to manage burnoffs
- liaison between New South Wales fire agencies and First Nations groups to support cultural burning programs
- funding for the NSW Reconstruction Authority's Resilient Homes Program, particularly insofar as it relates to flood recovery in the Northern Rivers
- employee expenses at Fire and Rescue NSW
- the State Emergency Service reconciliation plan with First Nations People
- the operation of a new system for RFS members to make complaints about bullying and analysis of any trends in resulting data.
- Youth Justice
 - strategies to divert 10-13 year olds from the criminal justice system including proposals to raise the age of criminal responsibility to 14 years
 - rates of Aboriginal and Torres Strait Islander children remanded in custody, and overrepresentation of Aboriginal and Torres Strait Islander children in the youth justice system
 - the potential impact of bail reform on youth detention rates
 - programs to divert young people from the criminal justice system, and bail support programs
 - segregation of youth justice detainees and security lockdowns in youth justice centres in New South Wales
 - implementation of a recommendation of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability on the screening and assessment of children with cognitive disability involved in the youth justice system
 - inter-jurisdictional information-sharing to achieve best practice in youth justice
 - release of the results of the Young People in Custody Health Survey.
- Customer Service and Digital Government
 - budget allocations to Service NSW and restructuring processes
 - release of the NSW Digital Strategy
 - the adoption and implementation of e-conveyancing in New South Wales
 - the NSW Government Customer Experience Survey
 - projects under the Digital Restart Fund administered by Digital NSW
 - the Digital Identity Program delivered by Digital NSW and Service NSW
 - the artificial intelligence (AI) assurance framework administered by Digital NSW, the use of AI by government agencies, and the government response to Portfolio Committee No. 1 inquiry into AI
 - Service NSW eligibility checks for COVID-19 microbusiness grants.

2.5 An additional hearing was held on Friday 11 April 2025 and the following issues were raised:

- Emergency Services
 - flood levels at Wilcannia, including flood preparations and information provided to local communities

- Fire and Rescue NSW budget, staff overtime and staff shortages
- Disaster Recovery Funding Arrangements between New South Wales and Australian Governments
- Resilient Homes Program funding
- Rural Fire Service contracts and procurement
- collection of data regarding the performance of emergency services agencies in rescue incidents
- levels of volunteer emergency services personnel
- buyback of homes in the Northern Rivers
- recovery assistance and flood mitigation in Central West region
- rollout of Starlink on Rural Fire Service trucks
- Heatwave Sub Plan and local government role in responding to heatwaves
- welfare of dogs in the Fire and Rescue NSW canine unit
- ministerial travel on Rural Fire Service planes
- use of sirens for non-emergency purposes
- Youth Justice
 - impacts of bail reforms on levels of young people in custody, including Aboriginal youth and costs to the youth justice system
 - Safe Aboriginal Youth program commencement in Moree
 - youth recidivism rates
 - availability of telecommunications for imprisoned youth
 - support services available to children in youth detention, including mental health services and substance abuse counselling
 - funding for community-based youth programs
- Customer Service and Digital Government
 - Department of Customer Service and Service NSW budget
 - cyber security, including data breaches and leak of employee personal information
 - rollout of digital birth certificates
 - rollout of digital licensing
 - projects under the Digital Restart Fund administered by Digital NSW
 - consulting contracts.

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

2.6 A hearing examining the portfolios of Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building was held on Tuesday 10 September 2024. The following issues were raised during the committee's examination of these portfolios:

- Corrections
 - legislative reform and the impact of recent legislative changes to bail provisions for domestic violence offences, and the 'No Body, No Parole' laws

- investigations and processes regarding professional standards allegations against corrections staff
- matters relating to inmates, including access to education and technology, phone access and call costs, health and wellbeing, female inmates, First Nations inmates, gender identification and prison allocation, safe reporting lines, discipline, and treatment at private facilities
- matters relating to management of corrections infrastructure including cell closures and security measures
- corporate matters, including organisational cultural change, executive training, and machinery of government changes.
- Better Regulation and Fair Trading
 - strata management reviews and legislative reforms, including a proposed ban on strata manager commissions
 - the employment and disclosures of the NSW Strata and Property Services Commissioner
 - NSW Rental Commissioner budget and operational matters.
- Industry and Trade, Innovation, Science and Technology
 - the New South Wales export economy and markets including free-trade agreements and trade targets, trade meetings and missions, diversification of international exports, development of the NSW Trade Statement, the ASEAN Trade Strategy, potential weapons industry principles, and Investment NSW offshore staff and activities
 - innovation engagement, support and regulation, including the NSW Innovation Blueprint, the Sydney Startup Hub, and scientific and other program funding
 - 1 July 2024 machinery of government changes.
- Building
 - building industry and standards legislative reform including consultation processes and registration of interior designers and architects, qualified supervisors, implementation of disability standards in housing, and safety and quality matters
 - matters relating to housing, including current shortages and targets, and subsidence issues in Western Sydney
 - industrial action by the Electrical Trades Union and the Construction, Forestry and Maritime Employees Union.

2.7 An additional hearing was held on Friday 7 March 2025 and the following issues were raised:

- free phone calls for inmates and tablets in correctional centres
- the NSW Industry Policy
- banning of (net) strata manager Whitney Wang, and general compliance capabilities of Fair Trading NSW on bad strata managers
- NSW and the AUKUS partnership
- Racing NSW as a landlord
- the impact of building regulations on interior designers

- underquoting of rental properties
- regulation of animals in rental properties
- Advanced Manufacturing Readiness Facility (AMRF)
- management of correctional facilities, including staffing levels, lockdowns and ‘cell ramping’
- Start-up Hub c
- accessibility standards in housing
- cellular agriculture.

Appendix 1 Witnesses at hearings

Date	Name	Position and Organisation
Thursday 5 September 2024 Jubilee 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
	Ms Melissa Gibbs	Director, Policy & Sector Development, Office of Local Government
	Mr Brad Wade	Director, Investigations, 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
	Ms Rachel Connell	Deputy Secretary. Agriculture and Biosecurity, Department of Primary Industries and Regional Development
	Dr Kim Filmer	Chief Animal Welfare Officer, Department of Primary Industries and Regional Development
Monday 9 September 2024 Macquarie Room Parliament House, Sydney	Hon Jihad Dib MP	Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice
	Mr Graeme Head	Secretary, NSW Department of Customer Service

Ms Laura Christie	Government Chief Information and Digital Officer and 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	Managing Director, Service NSW, NSW Department of Customer Service
Ms Jody Grima	Acting Deputy Secretary, Policy, Strategy and Governance, NSW Department of Customer Service
Ms Mandy Young	Chief Executive Officer, State Insurance Regulatory Authority, NSW Department of Customer Service
Ms Kylie De Courteney	Managing Director, NSW Telco Authority, NSW Department of Customer Service
Ms Danusia Cameron	Registrar General, NSW Department of Customer Service
Mr Michael Tzimoulas	Chief Financial Officer, NSW Department of Customer Service
Mr Sam Toohey	Executive Director, Emergency Management, NSW Premier's Department
Commissioner Jeremy Fewtrell	Commissioner, Fire and Rescue NSW
Acting Commissioner Debbie Platz APM	Acting Commissioner, NSW State Emergency Service
Commissioner Rob Rogers AFSM	Commissioner, NSW Rural Fire Service
Ms Joanna Quilty	Acting Chief Executive Officer, NSW Reconstruction Authority

Mr Andrew Graham	Chief Financial and Operating Officer, NSW Reconstruction Authority
Ms Amanda Leck	Head – Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority
Ms Candice Neilson	Acting Executive Director, Youth Justice, NSW Department of Communities and Justice
Mr Paul O'Reilly	Deputy Secretary, System Reform, NSW Department of Communities and Justice

Tuesday 10 September 2024
Jubilee Room
Parliament House, Sydney

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
Mr Graeme Head	Secretary, NSW Department of Customer Service
Ms Natasha Mann	Deputy Secretary Better Regulation Division, Commissioner for Fair Trading, NSW Department of Customer Service
Mr Matt Press	Acting NSW Building Commissioner, NSW Department of Customer Service
Mr Michael Tidball	Secretary, Department of Communities and Justice
Mr Leon Taylor	Acting Commissioner, Corrective Services NSW
Dr Anne-Marie Martin	Deputy Commissioner, Security & Custody, Corrective Services NSW
Ms Jennifer Galouzis	Acting Deputy Commissioner, Strategy & Governance, Corrective Services NSW
Ms Rebecca McPhee	Deputy Secretary, Investment NSW, Premier's Department

	Professor Hugh Durrant-Whyte	Chief Scientist and Engineer, Premier's Department
	Ms Liza Noonan	Head of Innovation and Entrepreneurship and Investment NSW, Premier's Department
	Ms Trina Jones	Rental Commissioner, NSW Fair Trading
	Mr John Minns	Strata and Property Services Commissioner, NSW Fair Trading
	Dr Bernhard Ripperger	Acting Deputy Commissioner, Community, Industry, and Capacity, Corrective Services NSW
Thursday 5 December 2024 Macquarie Room Parliament House, Sydney	Mr Brett Whitworth	Deputy Secretary, Local Government, Office of Local Government.
	Ms Erica van den Honert	Executive Director, Local Government, Office of Local Government
	Ms Ashley Hinds	A/Director, Investigations, Office of Local Government
	Mr Michael Bruce	Director of Communications and Media, Crown Lands and Local Government, NSW Department of Planning, Housing and Infrastructure
Friday 28 February 2025 Jubilee 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
	Ms Erica van den Honert	Executive Director, Sector Development, Office of Local Government
	Ms Rachel Connell	Deputy Secretary, Agriculture and Biosecurity, Department of

		Primary Industries and Regional Development
	Dr Kim Filmer	Chief Animal Welfare Officer, Department of Primary Industries and Regional Development
	Mr Brad Wade	Director, Investigations and Interventions, Office of Local Government
	Mr Keith Baxter	Director, Strategic Reform, Office of Local Government
Friday 7 March 2025 Jubilee Room, Parliament House, Sydney	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
	Mr Graeme Head AO	Secretary, NSW Department of Customer Service
	Ms Natasha Mann	Deputy Secretary, Fair Trading and Regulatory Services, NSW Fair Trading Commissioner, NSW Department of Customer Service
	Mr James Sherrard	NSW Building Commissioner, NSW Department of Customer Service
	Ms Trina Jones	Rental Commissioner, NSW Fair Trading, NSW Department of Customer Service
	Mr Gary McCahon PSM	Commissioner, Corrective Services NSW
	Dr Anne-Marie Martin	Deputy Commissioner, Security & Custody, Corrective Services NSW
	Mr Luke Grant	Deputy Commissioner, Strategy & Governance, Corrective Services NSW
	Mr Leon Taylor	Deputy Commissioner, Community, Industry & Capacity, Corrective Services NSW

	Ms Rebecca McPhee	Deputy Secretary, Investment NSW, Premier's Department
	Professor Hugh Durrant-Whyte	Chief Scientist and Engineer, Premier's Department
	Mr Simon Rowell	Executive Director, Fostering Innovation Branch, Investment NSW, Premier's Department
	Mr Michael Tidball	Secretary, NSW Department of Communities and Justice
Friday 11 April 2025 Macquarie Room, Parliament House, Sydney	Hon Jihad Dib MP	Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice
	Mr Graeme Head AO	Secretary, NSW Department of Customer Service
	Ms Leigh Sanderson	Deputy Secretary, Policy, Strategy and Governance, NSW Department of Customer Service
	Ms Laura Christie	Government Chief Information and Digital Officer and Deputy Secretary, Digital NSW, NSW Department of Customer Service
	Mr Greg Wells	Managing Director, Service NSW, NSW Department of Customer Service
	Ms Mandy Young	Chief Executive Officer, State Insurance Regulatory Authority, NSW Department of Customer Service
	Ms Kylie De Courteney	Managing Director, NSW Telco Authority
	Ms Danusia Cameron	Registrar General, NSW Department of Customer Service
	Mr Michael Tzimoulas	Chief Financial Officer, NSW Department of Customer Service

Mr Sam Toohey	Executive Director, Emergency Management, NSW Premier's Department
Commissioner Jeremy Fewtrell AFSM	Commissioner, Fire and Rescue NSW
Commissioner Mike Wassing AFSM	Commissioner, NSW State Emergency Service
Commissioner Rob Rogers AFSM	Commissioner, NSW Rural Fire Service
Mr Mal Lanyon APM	Acting Chief Executive Officer, NSW Reconstruction Authority
Ms Joanna Quilty	Head, Preparedness and Recovery, NSW Reconstruction Authority
Mr Andrew Graham	Chief Financial and Operating Officer, NSW Reconstruction Authority
Ms Amanda Leck	Head, Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority
Mr Paul O'Reilly	Acting Deputy Secretary, System Reform, NSW Department of Communities and Justice
Mr Michael Tidball	Secretary, NSW Department of Communities and Justice

Appendix 2 Minutes

Minutes no. 18

Friday 26 July 2024

Portfolio Committee No. 8 – Customer Service

Via Videoconference at 10.02 am

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair*

Mr Buttigieg

Mrs MacDonald

Mr Primrose

Ms Suvaal

Mrs Taylor

2. Previous minutes

Resolved, on the motion of Ms Suvaal: That draft minutes no. 16 be confirmed.

3. Inquiry into Budget Estimates 2024-2025 – procedural resolutions

The committee noted that the Budget Estimates timetable for 2024-2025 was agreed to by the House with hearings generally commencing at 9.15 am and concluding by 5.30 pm. The committee noted the following timetable of Portfolio Committee No. 8 hearings.

Date	Portfolio
Thursday 5 September 2024	Local Government
Monday 9 September 2024	Emergency Services, Youth Justice, Customer Service and Digital Government
Tuesday 10 September 2024	Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building

3.1 Allocation of question time and total hearing time

The committee noted that under the Budget Estimates 2024-2025 resolution:

- (a) each portfolio, except The Legislature is to 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, and
- (b) the portfolio of The Legislature is to 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.

3.2 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearings for Emergency Services, Youth Justice, Customer Service and Digital Government is to alternate between *opposition and crossbench members, in that order*, with equal time allocated to each.

In addition, the committee noted that, unless the committee decides otherwise, the sequence of questions to be asked at the hearings for the following portfolios is to alternate between *crossbench and opposition members, in that order*, with equal time allocated to each:

- Local Government
- Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building.

3.3 Witness requests

The committee noted a list of witnesses who appeared at initial hearings for Budget Estimates 2023-2024 for the portfolios relevant to Portfolio Committee No. 8. It further noted that some of the list may be affected by a recent departmental re-structure under which the Department of Regional NSW was re-named the NSW Department of Primary Industries and Regional Development.

Local Government

Witness	
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
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	Director General, Department of Primary Industries
Ms Kim Filmer	Chief Animal Welfare Officer, Department of Primary Industries

Emergency Services, Youth Justice, Customer Service and Digital Government

Witness	
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

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

Witness	
Ms Emma Hogan	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
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 Michael Tidball	Secretary, Department of Communities and Justice
Mr Brendan Thomas	Deputy Secretary, Transforming Aboriginal Outcomes, Department of Communities and Justice

Resolved, on the motion of Mr Buttigieg: That:

- members be given 48 hours to consider the list of witnesses who appeared before portfolio committee no. 8 at initial hearings for Budget Estimates 2023-2024 and propose amendments or nominate additional witnesses by email (noting that where a witness no longer occupies a position their proposed inclusion in the witness list is taken to be a reference to their position and that some of the list may be affected by a recent departmental re-structure under which the Department of Regional NSW was re-named the NSW Department of Primary Industries and Regional Development)
- the committee agree to the witness list by email, unless a meeting of the committee is required to resolve any disagreement
- once the witness list is agreed, the secretariat write to the ministers of portfolios being examined by the committee to communicate the witness list and invite the nomination of any additional witnesses, for the committee's consideration, prior to it settling on a final witness list.

3.4 Witness appearance time

The committee noted that under the Budget Estimates 2024-2025 resolution Ministers are invited to appear for the morning sessions only, 9.15 am to 1.00 pm, unless requested by the committee to also appear for the afternoon session.

4. Adjournment

The committee adjourned at 10.04 am, *sine die*.

Elspeth Dyer

Committee Clerk

Minutes no. 21

Thursday 5 September 2024

Portfolio Committee No. 8 – Customer Service

Jubilee Room, Parliament House, Sydney at 9.02 am

1. Members

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair* (until 11.35 am, from 2.00 pm to 3.30 pm)

Ms Boyd (participating) (from 11.15 am to 11.35 am); (substituting for Dr Cohn, *Deputy Chair*) (from 11.35 am to 12.25 pm)

Mr Buttigieg (until 12.45 pm, from 4.01 pm)

Mr Farlow (substituting for Mrs Taylor) (until 10.45 am, from 11.17 am)

Ms Higginson (participating) (from 10.02 am to 11.23 am)

Mrs MacDonald

Mr Murphy (substituting for Ms Suvaal) (until 12.45 pm, from 2.55 pm to 4.02 pm)

Mr Primrose (until 2.55 pm)

Mr Ruddick (participating) (from 10.40 am to 11.43 am)

2. Draft minutes

Resolved, on the motion of Mr Buttigieg: That draft minutes no. 18 be confirmed.

3. Correspondence

The committee noted the following correspondence:

Received:

- 13 August 2024 – Emails from Brooke O'Rourke, office of 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 providing the Minister's proposed amendments to witness list for PC8 Budget Estimates hearing for his portfolios, 10 September 2024

- 14 August 2024 – Email from James Connolly, office of Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, Minister for Youth Justice providing the Minister's proposed amendments to witness list for PC8 Budget Estimates hearing for his portfolios, 9 September 2024
- 15 August 2024 – Email from James Connolly, office of Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, Minister for Youth Justice providing a further proposed amendment of the Minister to witness list for PC8 Budget Estimates hearing for his portfolios, 9 September 2024
- 19 August 2024 – Email from Brendan Byron, office of Hon Ron Hoenig MP, Minister for Local Government confirming the witness list for PC8 Budget Estimates hearing for Local Government, 5 September 2024 as forwarded to the Minister by the committee
- 21 August 2024 – Email from Brooke O'Rourke, office of 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 providing Minister's further request for an amendment to witness list for Budget Estimates hearing for his portfolios, 10 September 2024
- 27 August 2024 – Email from Brendan Byron, office of Hon Ron Hoenig MP, Minister for Local Government, providing a proposed change by the Minister to the witness list for PC8 Budget Estimates hearing for Local Government, 5 September 2024.

Sent:

- 9 August 2024 – Email to Hon Ron Hoenig MP, Minister for Local Government inviting him to appear at PC8 Budget Estimates hearing for his portfolio, 5 September 2024 and attaching witness list agreed to by the committee
- 9 August 2024 – Email to Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, Minister for Youth Justice inviting him to appear at PC8 Budget Estimates hearing for his portfolios, 9 September 2024 and attaching witness list agreed to by the committee
- 9 August 2024 – Email to 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 inviting him to appear at PC8 Budget Estimates hearing for his portfolios, 10 September 2024 and attaching witness list agreed to by the committee.

For consideration:

The committee considered the following draft letter:

- Draft letter to Hon Penny Sharpe MLC, Leader of the Government in the Legislative Council, concerning the scheduling of Budget Estimates hearings.

Resolved, on the motion of Mrs Macdonald: That the draft letter to Hon Penny Sharpe MLC, Leader of the Government in the Legislative Council, concerning the scheduling of Budget Estimates hearings be sent.

4. Inquiry into Budget Estimates 2024-2025

4.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution:

- (c) each portfolio, except The Legislature is to 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 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearing for the Local Government portfolio is to alternate between crossbench and opposition members, in that order, with equal time allocated to each.

4.3 Public hearing – Local Government (Hoenig)

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.

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
- Ms Rachel Connell, Deputy Secretary Agriculture and Biosecurity, Department of Primary Industries and Regional Development
- Dr Kim Filmer, Chief Animal Welfare Officer, Department of Primary Industries and Regional Development.

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

Ms Hurst tabled correspondence from 65 animal rescue and rehoming groups in New South Wales to the Premier, Treasurer and Minister Hoenig, calling for the Government to fund animal rescue groups.

The Minister withdrew at 12:45 pm.

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

- Ms Melissa Gibbs, Director, Policy & Sector Development, Office of Local Government
- Mr Brad Wade, Director, Investigations, 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.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 4.10 pm. The public and the media withdrew.

4.4 Tabled documents

Resolved, on the motion of Mr Farlow: That the committee accept and publish the following document tabled during the public hearing:

- Correspondence from 65 animal rescue and rehoming groups in New South Wales to the Premier, Treasurer and Minister Hoenig, calling for the Government to fund animal rescue groups, tabled by Ms Hurst.

5. Adjournment

The committee adjourned at 4.12 pm, until Monday 9 September 2024, 9.00 am, Macquarie Room, Parliament House, Budget Estimates 2024-2025 – Emergency Services, Youth Justice, Customer Service and Digital Government (public hearing).

Sarah Newlands
Committee Clerk

Minutes no. 22

Monday 9 September 2024

Portfolio Committee No. 8 – Customer Service

Macquarie Room, Parliament House, Sydney at 9.00 am

1. Members present

Ms Hurst, *Chair* (until 2.41 pm, from 3.02 pm)

Dr Cohn, *Deputy Chair* (from 11.18 am until 11.58 am, from 3.45 pm until 4.52 pm)

Ms Boyd (participating) (from 9.05 am until 9.56 am)

Ms Higginson (participating) (from 10.37 am until 10.42 am, from 11.18 am until 12.47 pm, from 2.16 pm until 3.45 pm)

Dr Kaine (substituting for Ms Suvaal) (until 3.00 pm, from 5.07 pm)

Mrs MacDonald

Ms Munro (substituting for Mrs Taylor)

Mr Nanva (substituting for Mr Buttigieg) (until 12:51 pm, from 2.59 pm until 3.52 pm)

Mr Primrose (until 12.51 pm, from 3.50 pm)

2. Election of Acting Chair for Emergency Services, Youth Justice, Customer Service and Digital Government public hearing

The Chair called for nominations for a Member to act as Chair in the absence of the Chair and the Deputy Chair during the meeting.

Dr Kaine moved: That Mrs MacDonald be elected to act as Chair in the absence of the Chair and the Deputy Chair during the meeting.

There being no further nominations, the Chair declared Mrs MacDonald elected to act as Chair in the absence of the Chair and the Deputy Chair during the meeting.

3. Correspondence

The committee noted the following items of correspondence:

Received:

- 28 August 2024 – Email from Brooke O'Rourke, office of 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 advising that Mr Simon Draper, Secretary, Premier's Department is not available to appear at PC8 Budget Estimates hearing for the Minister's portfolios, 10 September 2024
- 28 August 2024 – Further email from Brooke O'Rourke, office of 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 providing further information about why Mr Simon Draper, Secretary, Premier's Department is not available to appear at PC8 Budget Estimates hearing for the Minister's portfolios, 10 September 2024
- 3 September 2024 – Email from Brooke O'Rourke, office of 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 attaching letter from Acting Commissioner Leon Taylor, Corrective Services NSW, requesting the Mr Bernhard Ripperger be excused from Minister Chanthivong's Budget Estimates hearing, 10 September 2024, from 3pm.

Sent:

- 27 August 2024 – Email to 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 advising that the committee continues to request that Mr Simon Draper, Secretary, Premier's Department appear at PC8 Budget Estimates hearing for the Minister's portfolios, 10 September 2024.
- 28 August 2024 – Email to Brooke O'Rourke, office of 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 seeking the reason that Mr Simon Draper, Secretary, Premier's Department cannot appear at PC8 Budget Estimates hearing for the Minister's portfolios, 10 September 2024.

- 29 August 2024 – Email to 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 advising that the committee has accepted the Minister's proposal to remove Mr Simon Draper, Secretary, Premier's Department from the witness list for the PC8 Budget Estimates hearing for the Minister's portfolios, 10 September 2024.

4. Inquiry into Budget Estimates 2024-2025

4.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution:

- (d) each portfolio, except The Legislature is to 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 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearing for the portfolios of Emergency Services, Youth Justice, Customer Service and Digital Government is to alternate between opposition and crossbench members, in that order, with equal time allocated to each.

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

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, NSW Department of Customer Service
- Ms Laura Christie, Government Chief Information and Digital Officer and 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, Managing Director, Service NSW, NSW Department of Customer Service
- Ms Jody Grima, Acting Deputy Secretary, Policy, Strategy and Governance, NSW Department of Customer Service
- Ms Mandy Young, Chief Executive Officer, State Insurance Regulatory Authority, NSW Department of Customer Service
- Ms Kylie De Courteney, Managing Director, NSW Telco Authority, NSW Department of Customer Service
- Ms Danusia Cameron, Registrar General, NSW Department of Customer Service
- Mr Michael Tzimoulas, Chief Financial Officer, NSW Department of Customer Service
- Mr Sam Toohey, Executive Director, Emergency Management, NSW Premier's Department
- Commissioner Jeremy Fewtrell, Commissioner, Fire and Rescue NSW
- Acting Commissioner Debbie Platz APM, Acting Commissioner, NSW State Emergency Service
- Commissioner Rob Rogers AFSM, Commissioner, NSW Rural Fire Service
- Ms Joanna Quilty, Acting Chief Executive Officer, NSW Reconstruction Authority
- Mr Andrew Graham, Chief Financial and Operating Officer, NSW Reconstruction Authority
- Ms Amanda Leck, Head – Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority

- Ms Candice Neilson, Acting Executive Director, Youth Justice, NSW Department of Communities and Justice
- Mr Paul O'Reilly, Deputy Secretary System Reform, 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.

Ms Munro tabled the following document:

- Overview of impact – Disaster Preparation & Recovery.

The Minister withdrew at 12.51 pm.

The Chair left the meeting.

In the absence of the Chair and the Deputy Chair the Acting Chair took the Chair for the purpose of the meeting.

The Chair re-joined the meeting and took the Chair.

The evidence concluded and the witnesses withdrew.

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

After the hearing – tabled documents

Resolved, on the motion of Ms Munro: That the committee accept and publish the following document during the public hearing:

- Document, Overview of impact – Disaster Preparation & Recovery, tabled by Ms Munro.

5. Adjournment

The committee adjourned at 5.21 pm, until Tuesday 10 September 2024, 9.00am, Jubilee Room, Parliament House, Budget Estimates 2024-2025, Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building (public hearing).

Kara McKee
Committee Clerk

Minutes no. 23

Tuesday 10 September 2024

Portfolio Committee No. 8 – Customer Service

Jubilee Room, Parliament House, Sydney at 9.00 am

1. Members present

Ms Hurst, *Chair* (from 9.00 am to 10.14 am, from 10.28 am)

Ms Boyd (participating) (from 11.15 am to 11.38 am, from 3.45 pm to 4.03 pm)

Ms Faehrmann (substituting for Dr Cohn) (from 9.15 am to 9.44 am, from 11.55 am to 12.19 pm)

Ms Higginson (participating) (from 9.04 am to 12.45 pm, from 2.03 pm to 3.10 pm, from 4:07 pm)

Dr Kaïne (substituting for Ms Suvaal) (until 12.45 pm, from 3.00 pm to 3.58 pm)

Mrs MacDonald

Mrs Mitchell (participating) (from 9.15 am to 10.03 am)

Ms Munro (substituting for Mrs Taylor)

Mr Nanva (substituting for Mr Buttigieg) (from 9.00 am to 3.07 pm)

Mr Primrose (from 9.00 am to 12.45 pm, from 3.47 pm)

Ms Mihailuk (participating) (from 12.32 pm to 12.42 pm)

2. Inquiry into Budget Estimates 2024-2025

2.1 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution:

- (e) each portfolio, except The Legislature is to 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.

2.2 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearing for the Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building portfolio is to alternate between crossbench and opposition members, in that order, with equal time allocated to each.

3.3 Election of Deputy Chair for Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building public hearing

The Chair called for nominations for the Deputy Chair for the duration of the meeting.

Dr Kaine moved: That Mrs MacDonald be elected Deputy Chair for the duration of the meeting.

There being no further nominations, the Chair declared Mrs MacDonald elected Deputy Chair for the duration of the meeting.

3.4 Public hearing - Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building (Chanthivong)

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 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 following witnesses were sworn and examined:

- Ms Natasha Mann, Deputy Secretary Better Regulation Division, Commissioner for Fair Trading, Department of Customer Service
- Mr Matt Press, Acting NSW Building Commissioner, Department of Customer Service
- Mr Leon Taylor, Acting Commissioner, Corrective Services NSW
- Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services NSW
- Mr Bernhard Ripperger, Acting Deputy Commissioner, Community, Industry, and Capacity, Corrective Services NSW
- Ms Jennifer Galouzis, Acting Deputy Commissioner, Strategy & Governance, Corrective Services NSW
- Ms Rebecca McPhee Deputy Secretary, Investment NSW, Premier's Department
- Professor Hugh Durrant-Whyte, Chief Scientist and Engineer, Premier's Department
- Ms Liza Noonan, Head of Innovation and Entrepreneurship and Investment NSW, Premier's Department
- Ms Trina Jones, Rental Commissioner, NSW Fair Trading
- Mr Michael Tidball, Secretary, Department of Communities and Justice.

The following witness was examined on his former oath:

- Mr Graeme Head, Secretary, Department of Customer Service

: -

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

The Minister withdrew at 12:45pm.

Mr Ripperger withdrew at 3.00 pm.

Professor Durrant-Whyte withdrew at 3.31 pm.

The Chair made a statement regarding the potential redaction of certain evidence at today's hearing.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.20 pm. The public and the media withdrew.

3. Correspondence

The committee noted the following items of correspondence:

Received:

- 10 September 2024 - Letter from Mr Michael Tidball, Secretary, Department of Communities and Justice to the Budget Estimates Secretariat, requesting a redaction of information from the Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building (Chanthivong) hearing transcript of Tuesday 10 September 2024.
- 9 September 2024 – Email from Brooke O'Rourke, office of 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 to Portfolio Committee No. 8 – Customer Service, advising that Mr John Minns, Strata and Property Services Commissioner, NSW Fair Trading is unable to attend the Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building hearing on 10 September 2024.

3.1 Redaction of transcript

Resolved, on the motion of Mr Primrose: That:

- the reference to an individual participating in the Astill Inquiry in the transcript and recording of the Budget Estimates 2024-2025 Corrections, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building (Chanthivong) hearing of Tuesday 10 September 2024, be kept confidential at this stage
- Ms Higginson and Mr Tidball be given the opportunity to provide any further information in relation to the request received to redact the reference
- the correspondence of 10 September 2024 from Mr Tidball, Secretary, Department of Communities and Justice to the Budget Estimates secretariat, be kept confidential.

4. Adjournment

The committee adjourned at 5:40 pm, *sine die*.

Allison Stowe

Committee Clerk

Minutes no. 26

Thursday 5 December 2024

Portfolio Committee No. 8 – Customer Service

Macquarie Room, Parliament House Sydney, 9.00 am

1. Members present

Ms Hurst, Chair

Dr Cohn, Deputy Chair

Ms Boyd (participating from 10.06 am until 10.35 am)

Mr Donnelly (substituting for Ms Suvaal)

Mr Farlow (substituting for Mr Barrett from 9.11 am until 9.40 am and from 9.51am until 11.38 am)

Mrs MacDonald

Mr Nanva (substituting for Mr Buttigieg from 9.02 am until 10.00 am and from 10.16 am until 11.38 am)

Mr Primrose

2. Previous minutes

Resolved, on the motion of Mrs MacDonald: That draft minutes no. 21, 22 and 23 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received

- 11 September 2024 – Email from Ms Sue Higginson MLC providing further information in relation to the request of Mr Michael Tidball, Secretary, Department of Justice and Communities to redact certain information from the Budget Estimates 2024-2025 (Chanthivong) hearing transcript, 10 September 2024
- 11 September 2024 – Email from Ms Sarah Morris, Acting Executive Director, Office of the Secretary, Department of Communities and Justice providing further information in relation to the request of Mr Michael Tidball, Secretary, Department of Justice and Communities to redact certain information from the Budget Estimates 2024-2025 (Chanthivong) hearing transcript, 10 September 2024
- 14 November 2024 – Email from Mr Peter McCabe, Chief of Staff, office of Hon Ron Hoenig MP, Minister for Local Government responding to invitation for departmental witnesses to appear at a Budget Estimates 2024-2025 supplementary hearing for the Local Government portfolio on 5 December 2024, advising of witnesses who can and cannot appear, and objecting to the appearance of two witnesses whom the committee called
- 22 November 2024 – Email from Mr Danny Lester, Acting Deputy Secretary, Office of Local Government, Department of Planning, Housing and Infrastructure, advising that Mr Brad Wade, Director Investigations, Office of Local Government is unavailable to appear at Budget Estimates 2024-2025 supplementary hearing for the Local Government portfolio on 5 December 2024 owing to pre-arranged annual leave
- 25 November 2024 – Email from Mr Brendan Byron, Policy Advisor, office of Hon Ron Hoenig MP, Minister for Local Government, responding to the committee's revised invitation for departmental witnesses to appear at a Budget Estimates 2024-2025 supplementary hearing for the Local Government portfolio on 5 December 2024, and confirming they can appear.

Sent

- 5 September 2024 – Letter to Hon Penny Sharpe MLC, Leader of the Government in the Legislative Council regarding scheduling of Budget Estimates hearings
- 11 November 2024 – Email to Hon Ron Hoenig MP, Minister for Local Government, inviting departmental witnesses to appear at a supplementary Budget Estimates 2024-2025 hearing, 5 December 2024 for the Local Government portfolio
- 25 November 2024 – Email to Mr Peter McCabe, Chief of Staff, office of Hon Ron Hoenig MP, Minister for Local Government extending revised invitation for departmental witnesses to appear at a Budget Estimates 2024-2025 supplementary hearing for the Local Government portfolio on 5 December 2024
- 25 November 2024 – Email to Mr Brendan Byron, Policy Advisor, office of Hon Ron Hoenig MP, Minister for Local Government providing final confirmation of details for Budget Estimates 2024-2025 supplementary hearing for the Local Government portfolio on 5 December 2024.

Resolved, on the motion of Mr Donnelly: That the email from Ms Sue Higginson MLC providing further information in relation to the request of Mr Michael Tidball, Secretary, Department of Justice and Communities to redact certain information from the Budget Estimates 2024-2025 (Chanthivong) hearing transcript, 10 September 2024, remain confidential as per the recommendation of the secretariat as it contains sensitive information about an individual.

4. Inquiry into Budget Estimates 2024-2025

4.1 Answers to questions on notice and supplementary questions

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

- answers to questions on notice and supplementary questions from Hon Ron Hoenig MP, Minister for Local Government, received 3 October 2024
- answers to questions on notice and supplementary questions from Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Service, Minister for Youth Justice
- answers to questions on notice and supplementary questions from 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 received 8 October 2024.

4.2 Clarification of evidence

The committee noted that the following correspondence clarifying evidence was published by the committee clerk, and explanatory footnotes inserted in transcripts of evidence, as per the committee's agreement via email. The committee further noted that it now needed to pass formal resolutions:

- 26 September 2024 – Letter from Ms Rebecca McPhee, Deputy Secretary, Investment NSW, seeking to clarify evidence given by her at the committee's Budget Estimates 2024-2025 hearing, 10 September 2024 (Chanthivong)
- 24 September 2024 – Letter from Mr Michael Tidball, Secretary, Department of Communities and Justice seeking to clarify evidence given by him at the committee's Budget Estimates 2024-2025 hearing, 10 September 2024 (Chanthivong)

Resolved, on the motion of Mr Donnelly: That:

- the letter from Ms Rebecca McPhee, Deputy Secretary, Investment NSW, dated 26 September 2024 seeking to clarify evidence given by her at the committee's Budget Estimates 2024-2025 hearing, 10 September 2024 (Chanthivong) be published and her evidence clarified by inserting an explanatory footnote into the transcript of evidence
- the letter from Mr Michael Tidball, Secretary, Department of Communities and Justice seeking to clarify evidence given by him at the committee's Budget Estimates 2024-2025 hearing, 10 September 2024 (Chanthivong) be published and his evidence clarified by inserting an explanatory footnote into the transcript of evidence.

4.3 Conduct of public hearing – Local Government

Allocation of question time and total hearing time

Resolved, on the motion of Dr Cohn: That at the supplementary Budget Estimates 2024-2025 hearing for Local Government on 5 December 2024 witnesses are to be examined by opposition and cross bench members only from 9.15 am to 10.45 am and 11.15 am to 12.45 pm, and, if required by Government members only from 10.45 am to 11.00 am and 12.45 pm to 1.00 pm.

Sequence of questions

Resolved, on the motion of Dr Cohn: That the sequence of questions to be asked at the supplementary Budget Estimates 2024-2025 hearing for Local Government on 5 December 2024 is to alternate between opposition and cross bench members in that order with equal time allocated to each.

Conduct of hearing, supplementary questions and questions on notice

The committee noted that, consistent with the resolution of the House regarding the practice for initial hearings:

- the committees must hear evidence in public
- 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
- witnesses may not make an opening statement before a committee commences questions
- members may lodge supplementary questions with the committee clerk by 5.00 pm within two business days following the receipt of the hearing transcript, and
- answers to questions on notice and supplementary questions are to be published, except those answers for which confidentiality is requested, after they have been circulated to committee members.

4.4 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 witness was examined on his former oath:

- Mr Brett Whitworth, Deputy Secretary, Local Government, Office of Local Government.

The following witnesses were sworn and examined:

- Ms Erica van den Honert, Executive Director, Local Government, Office of Local Government
- Ms Ashley Hinds, A/Director, Investigations, Office of Local Government
- Mr Michael Bruce, Director of Communications and Media, Crown Lands and Local Government, NSW Department of Planning, Housing and Infrastructure.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 11.37 am. The public and the media withdrew.

5. Adjournment

The committee adjourned at 11.38 am *sine die*.

Stewart Smith and Sarah Newlands

Committee Clerks

Minutes no. 28

Friday 28 February 2025

Portfolio Committee No. 8 – Customer Service

Jubilee Room, Parliament House, Sydney at 9.01 am

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair* (until 11.28 am, and from 2.00 pm until 3.05 pm)

Ms Boyd (participating from 11.51 am until 12.09 pm)

Mr Farlow (substituting for Mr Barrett until 3.32 pm)

Ms Higginson (participating from 11.15 am until 11.22 am)

Dr Kaine (substituting for Mr Buttigieg until 12.45 pm, and from 2.26 pm until 3.32 pm)

Mr Latham (participating from 11.15 am until 3.32 pm)

Mr Lawrence (substituting for Ms Suvaal until 3.32 pm)
Mrs MacDonald
Ms Mihailuk (participating from 11.15 am until 11.31 am)
Mrs Overall (participating until 12.45 pm)
Mr Primrose (until 12.45 pm, and from 3.06 pm)

2. Previous minutes

Resolved, on the motion of Mr Primrose: That draft minutes nos. 25 and 26 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received:

- 16 December 2024 – Letter from Mr Peter McCabe, Chief of Staff, Office of Hon Ron Hoenig MP seeking an extension until Friday 24 January 2025 to lodge post-hearing responses following Budget Estimates 2024-2025 supplementary hearing (Local Government), 5 December 2024
- 15 January 2025 – Email from Mr Troy Wilkie, Senior Government Relations Manager, RSPCA NSW, sharing the RSPCA's response to recommendations included in the Pounds in New South Wales Report
- 17 January 2025 – Email from Jennifer McCarthy, commenting on the government's response to the Pounds in NSW report and noting specific issues relating to cats
- 24 and 29 January 2025 – Emails from Ms Louisa Colley Hart, Principal Departmental Liaison Officer, Office of the Hon Jihad Dib MP, requesting amendments to the witness list for the Customer Service and Digital Government additional hearing on 5 March 2025, and providing reasons for the proposed amendments
- 31 January 2025 – Letter from the Hon Penny Sharpe MLC, Minister for Climate Change, Minister for Energy, Minister for the Environment, Minister for Heritage, Leader of the Government in the Legislative Council, advising that due to a delay in finalising the arrangements for some witnesses, the Government will be unable to provide confirmation of witnesses to the secretariat until 5.00 pm Monday 3 February 2025
- 3 February 2025 – Email from Mr Gregory Briscoe-Hough regarding the evidence of Mr Brett Whitworth, Deputy Secretary, Local Government, Office of Local Government at the supplementary Budget Estimates hearing on 5 December 2024
- 3 February 2025 – Email from Mr James Connolly, Deputy Chief of Staff, Office of the Hon Jihad Dib MP, requesting amendments to the witness list for the Budget Estimates 2024-2025 Customer Service and Digital Government, Emergency Services, and Youth Justice additional hearing on 5 March 2025
- 3 February 2025 – Email from Ms Brooke O'Rourke, Chief of Staff, Office of the Hon Anoulack Chanthivong MP, requesting amendments to the witness list for the Budget Estimates 2024-2025 Better Regulation, Fair Trading, Industry, Trade, Innovation, Science and Technology, Building, and Corrections additional hearing on 7 March 2025
- 3 and 4 February 2025 – Emails from Mr Brendan Byron, Policy Advisor Office of Hon Ron Hoenig MP, requesting amendments to the witness list for the Budget Estimates 2024-2025 Local Government additional hearing on 28 February 2025
- 17 February 2025 – Email from Mr Brendan Byron, Policy Advisor Office of Hon Ron Hoenig MP, requesting amendments to the timing of certain witnesses' appearance at the Budget Estimates 2024-2025 Local Government additional hearing on 28 February 2025.

Sent:

- 20 December 2024 – Email to the Hon Ron Hoenig MP, Minister for Local Government inviting him to appear at the Budget Estimates additional hearing on 28 February 2025, and attaching the witness list agreed to by the committee
- 20 December 2024 – Email to the Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice inviting him to appear at

the Budget Estimates additional hearing on 5 March 2025, and attaching the witness list agreed to by the committee

- 20 December 2024 – Email 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 him to appear at the Budget Estimates additional hearing on 7 March 2025, and attaching the witness list agreed to by the committee.

The committee noted that it agreed via email on 18 December 2024 to grant a requested extension until Friday 24 January 2025 for lodgement of post-hearing responses following the Budget Estimates 2024-2025 supplementary hearing (Local Government), 5 December 2024.

4. Inquiry into Budget Estimates 2024-2025

4.1 Answers to questions on notice and supplementary questions

The following answers to questions on notice and supplementary questions relating to the Budget Estimates (Local Government) supplementary hearing on 5 December 2024 were published by the committee clerk under the authorisation of the resolution appointing the committee:

- answers to questions on notice and supplementary questions from Hon Ron Hoenig MP, Minister for Local Government, received 24 January 2025.

4.2 Clarification of evidence

Resolved, on the motion of Mr Lawrence: That the letter from Hon Ron Hoenig MP dated 24 January 2025 seeking to clarify his answers to supplementary questions provided to the committee on 3 October 2024 following the initial Budget Estimates 2024-2025 hearing on 5 September 2024 (Local Government) be published and his evidence clarified by inserting an explanatory footnote in his answers to supplementary questions.

4.3 Resolution for additional hearings

The committee noted the resolution of the House on 21 November 2024 to conduct additional hearings for the inquiry into Budget Estimates 2023-2024.

4.4 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution each portfolio, except The Legislature is to 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.

4.5 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearing for the portfolio of Local Government is to alternate between crossbench and opposition members, in that order, with equal time allocated to each.

4.6 Witness lists

The committee noted that it agreed via email on 17 December 2024 to the following approach to arranging the additional round of Budget Estimates 2024-2025 hearings in February/March 2025:

- arrangements for the additional hearings be made over email in the first instance, rather than holding a meeting, unless a meeting is required to resolve any disagreement
- the confirmed witness lists from the initial round in August/September 2024 and, if applicable, supplementary round of hearings in December 2024, be the proposed witness lists for the additional round of hearings in February/March 2025
- committee members be given 48 hours following receipt of the proposed witness lists to provide any feedback or additional witnesses, as per the practice adopted for initial round of hearings
- responses from ministers' offices to witness invitations be due by Friday 31 January 2025.

4.7 Public hearing – Local Government (Hoenig)

: -

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

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

The following witnesses were examined on their former oath:

- Ms Kiersten Fishburn, Secretary, Department of Planning, Housing and Infrastructure
- Mr Brett Whitworth, Deputy Secretary, Local Government, Office of Local Government
- Ms Rachel Connell, Deputy Secretary, Agriculture and Biosecurity, Primary Industries and Regional Development
- Dr Kim Filmer, Chief Animal Welfare Officer, Primary Industries and Regional Development.

The following witness was sworn and examined:

- Ms Erica van den Honert, Executive Director, Sector Development, Office of Local Government

The Minister withdrew at 12.45 pm.

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

- Mr Brad Wade, Director, Investigations and Interventions, Office of Local Government
- Mr Keith Baxter, Director, Strategic Reform, Office of Local Government.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 3.32 pm.

The public and media withdrew.

4.8 Examination of witnesses - afternoon session of public hearing

Resolved, on the motion of Mr Primrose: That there being no further questions, the committee conclude the public hearing.

5. Adjournment

The committee adjourned at 3.45 pm, until 9.00 am, Wednesday 5 March 2025, Macquarie Room, Parliament House, Budget Estimates 2024-2025 – Customer Service and Digital Government, Emergency Services, Youth Justice.

Kara McKee
Committee Clerk

Minutes no. 29

Friday 7 March 2025

Portfolio Committee No. 8 – Customer Service

Jubilee Room, Parliament House, Sydney at 9.00 am

1. Members present

Ms Hurst, *Chair*

Mrs MacDonald, *Acting Deputy Chair*

Ms Boyd (participating from 11.36 am until 12.10 pm)

Ms Faehrmann (substituting for Dr Cohn from 9.19 am until 10.12 am, from 11.15 am until 11.26 am, and from 2.10 pm until 2.33 pm)
 Ms Higginson (participating, via videoconference from 9.02 am until 9.30 am)
 Mr Latham (participating, until 12.55 pm)
 Ms Munro (substituting for Mr Barrett)
 Mr Nanva (substituting for Mr Buttigieg until 12.55 pm, and from 2.59 pm to 3.49 pm)
 Mr Primrose (until 12.55 pm, and from 3.47 pm)
 Ms Suvaal (until 2.59 pm)

2. Election of Deputy Chair for Budget Estimates 2024-2025 additional hearing, Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections

The Chair called for nominations for an Acting Deputy Chair for the Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections (Chanthivong) additional hearing.

Ms Suvaal moved: That Mrs MacDonald be nominated as the Acting Deputy Chair.

There being no further nominations, the Chair declared Mrs MacDonald as the Acting Deputy Chair.

3. Correspondence

The committee noted the following items of correspondence:

Received:

- 3 March 2025 – Email from Mr Phillip Bedford to the committee regarding issues relating to Fire and Rescue NSW and the Museum of Fire
- 3 March 2025 – Email from Mr James Connolly, Deputy Chief of Staff, Office of Hon Jihad Dib MP advising that Mr Mike Wassing AFSM, Commissioner, State Emergency Service may be unable to attend the PC8 hearing on 5 March 2025 for the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice
- 3 March 2025 – Email from Ms Alicia Sylvester, Director of Policy, Office of Hon Anoulack Chanthivong, advising that Mr Angus Abadee, Acting Strata and Property Services Commissioner is unable to attend the PC8 hearing on 7 March 2025 for the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections
- 4 March 2025 – Email from Ms Ellie Saw, Manager, Ministerial and Parliamentary Services, Department of Communities and Justice, advising that Ms Candice Neilson, Acting Executive Director, Youth Justice, Department of Communities and Justice is unable to attend the PC8 hearing on 5 March 2025 for the portfolios of Customer Service and Digital Government, Emergency Services, Youth Justice
- 4 March 2025 – Letter from Ms Kristine Quinney regarding building laws in New South Wales and the Public Accountability and Works Committee review into the *Design and Building Practitioners Act 2020* and the *Residential Apartment Buildings (Compliance and Enforcement Powers) Act 2020*
- 4 March 2025 – Letter from Hon Jihad Dib MP, Minister for Customer Service and Digital Government, Minister for Emergency Services, and Minister for Youth Justice proposing to reschedule the Budget Estimates hearing scheduled for 5 March 2025 due to Cyclone Alfred making landfall.

4. Inquiry into Budget Estimates 2024-2025

4.1 Hearing – Customer Service and Digital Government, Emergency Services, Youth Justice (Dib)

The committee noted that it agreed via email on 5 March 2025 to accept the Hon Jihad Dib MP's proposal to reschedule the Budget Estimates additional hearing scheduled for 5 March 2025 due to Cyclone Alfred making landfall.

Resolved, on the motion of Mr Nanva: That the secretariat canvass members' availability for the rescheduled hearing for 2 or 11 April 2025.

4.2 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution each portfolio, except The Legislature is to 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.

4.3 Sequence of questions

The committee noted that under the Budget Estimates 2024-2025 resolution, unless the committee decides otherwise, the sequence of questions to be asked at the hearing for the portfolios of Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections is to alternate between *crossbench and opposition members, in that order*, with equal time allocated to each.

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

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

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 following witnesses were sworn and examined:

- Mr James Sherrard, NSW Building Commissioner, NSW Department of Customer Service
- Mr Gary McCahon PSM, Commissioner, Corrective Services NSW
- Mr Luke Grant, Deputy Commissioner, Strategy & Governance, Corrective Services NSW
- Mr Simon Rowell, Executive Director, Fostering Innovation Branch, Investment NSW, Premier's Department
- Ms Natasha Mann, Deputy Secretary, Fair Trading and Regulatory Services, NSW Fair Trading Commissioner, NSW Department of Customer Service
- Mr Leon Taylor, Deputy Commissioner, Community, Industry & Capacity, Corrective Services NSW.

The following witnesses were examined on their former oath:

- Mr Graeme Head AO, Secretary, Department of Customer Service
- Ms Trina Jones, Rental Commissioner, NSW Fair Trading, NSW Department of Customer Service
- Dr Anne-Marie Martin, Deputy Commissioner, Security & Custody, Corrective Services NSW
- Ms Rebecca McPhee, Deputy Secretary, Investment NSW, Premier's Department
- Professor Hugh Durrant-Whyte, Chief Scientist and Engineer, Premier's Department
- Mr Michael Tidball, Secretary, NSW Department of Communities and Justice.

Mr Latham tabled the following document:

- Residential tenancy agreement between Racing NSW and Kirstie Delany.

Ms Munro tabled the following documents:

- Disclosure Summary of Minister for Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building and Corrections for the period 1 October 2024 to 31 December 2024
- Disclosure Summary of Minister for Jobs, Investment, Tourism and Western Sydney for the period of 1 July 2020 to 30 September 2020.

The Minister withdrew at 12.45 pm.

The public and media withdrew.

4.5 Tabled documents

Resolved, on the motion of Mrs MacDonald: that the committee accept and publish the document tabled by Mr Latham, with the exception of contact details and bank details.

4.6 Resumption of public hearing

The public and media were readmitted at 2.00 pm.

The remaining witnesses were examined.

Mr Head and Mr Tidball withdrew at 3.30 pm.

Professor Hugh Durrant-Whyte withdrew at 3.59 pm

The evidence concluded and the remaining witnesses withdrew.

The public hearing concluded at 5.00 pm.

The public and media withdrew.

4.7 Tabled documents

Resolved, on the motion of Ms Munro: That the committee accept and publish the following documents tendered during the hearing:

- Disclosure Summary of Minister for Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building and Corrections for the period 1 October 2024 to 31 December 2024, tabled by Ms Munro
- Disclosure Summary of Minister for Jobs, Investment, Tourism and Western Sydney for the period of 1 July 2020 to 30 September 2020, tabled by Ms Munro.

5. Adjournment

The committee adjourned at 5.01 pm, *Sine die*.

Verity Smith

Committee Clerk

Minutes no. 34

Friday 11 April 2025

Portfolio Committee No. 8 – Customer Service

Macquarie Room, Parliament House, Sydney at 9.05 am

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair* (from 9.05 am until 12.55 pm, and from 3.47 pm)

Mr Barrett

Ms Boyd (participating from 12.06 pm until 12.55 pm, and from 3.45 pm until 4.29pm)

Mr Buttigieg (until 12.55 pm, and from 4.00 pm)

Ms Higginson (participating from 10.04 am until 10.45 am, from 2.18 pm until 3.12 pm, and from 4.05 pm until 5.00 pm)

Mrs MacDonald

Mr Primrose (until 12.55 pm, and from 2.54 pm until 4.01pm)

Mr Roberts (participating from 9.17 am until 10.35 am)

Mr Ruddick (participating until 10.33 am)

Ms Suvaal (until 2.55 pm, and from 4.00 pm)

2. Previous minutes

Resolved, on the motion of Mr Primrose: That draft minutes nos. 28 and 29 be confirmed.

3. Inquiry into Budget Estimates 2024-2025

3.1 Resolution for rescheduled additional hearings

The committee noted the resolution of the House on 19 March 2025 that:

- the additional hearing for the Customer Service and Digital Government, Emergency Services and Youth Justice portfolios be held on 11 April 2025 and
- the NSW Reconstruction Authority be invited to appear at the hearing.

3.2 Order for examination of portfolios

The committee noted that under the Budget Estimates 2024-2025 resolution each portfolio, except The Legislature is to 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.

3.3 Sequence of questions

The committee noted that the sequence of questions to be asked at the hearing for the portfolios of Customer Service and Digital Government, Emergency Services and Youth Justice is to alternate between opposition and crossbench members, in that order, with equal time allocated to each.

3.4 Public hearing – Customer Service and Digital Government, Emergency Services, Youth Justice (Dib)

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

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

The following witnesses were examined on their former oath:

- Mr Graeme Head AO, Secretary, NSW Department of Customer Service
- Ms Laura Christie, Government Chief Information and Digital Officer and Deputy Secretary, Digital NSW, NSW Department of Customer Service
- Mr Greg Wells, Managing Director, Service NSW, NSW Department of Customer Service
- Ms Mandy Young, Chief Executive Officer, State Insurance Regulatory Authority, NSW Department of Customer Service
- Ms Kylie De Courteney, Managing Director, NSW Telco Authority
- Ms Danusia Cameron, Registrar General, NSW Department of Customer Service
- Mr Michael Tizmoulas, Chief Financial Officer, NSW Department of Customer Service
- Mr Sam Toohey, Executive Director, Emergency Management, NSW Premier's Department
- Commissioner Jeremy Fewtrell AFSM, Commissioner, Fire and Rescue NSW
- Commissioner Rob Rogers AFSM, Commissioner, NSW Rural Fire Service
- Mr Andrew Graham, Chief Financial and Operating Officer, NSW Reconstruction Authority
- Ms Amanda Leck, Head, Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority
- Mr Paul O'Reilly, Acting Deputy Secretary, System Reform, NSW Department of Communities and Justice
- Mr Michael Tidball, Secretary, NSW Department of Communities and Justice.

The following witnesses were sworn and examined:

- Ms Leigh Sanderson, Deputy Secretary, Policy, Strategy and Governance, NSW Department of Customer Service
- Mr Mal Lanyon APM, Acting Chief Executive Officer, NSW Reconstruction Authority
- Commissioner Mike Wassing AFSM, Commissioner, NSW State Emergency Service
- Ms Joanna Quilty, Head, Preparedness and Recovery, NSW Reconstruction Authority.

Mrs MacDonald tabled the following document:

- News article, 'The devastating human impact of PEXA settlement outages' Payday News, 20 March 2025

The Minister withdrew at 12.55 pm.

The evidence concluded and the witnesses withdrew.

The public hearing concluded at 5.15 pm.

The public and media withdrew.

3.5 Tabled documents

Resolved, on the motion of Mr Barrett: That the committee accept and publish the following documents tabled during the hearing:

- Michael Sainsbury, 'The devastating human impact of PEXA settlement outages' Payday News, 20 March 2025, tabled by Mrs MacDonald.

4. Adjournment

The committee adjourned at 5.18 pm, *Sine die*.

David Rodwell

Committee Clerk

Draft minutes no. 36

Monday 23 June 2025

Portfolio Committee No. 8 – Customer Service

McKell Room, Parliament House, Sydney, 3.01 pm

1. Members present

Ms Hurst, *Chair*

Dr Cohn, *Deputy Chair*

Mr Barrett

Mr Buttigieg

Mr Lawrence (substituting for Mr Primrose)

Mrs MacDonald

Ms Suvaal

2. Previous minutes

Resolved, on the motion of Dr Cohn: That draft minutes nos. 28, 29 and 34 be confirmed.

3. Correspondence

The committee noted the following items of correspondence:

Received:

- 17 April 2025 – Letter from Mr Paul O'Reilly, Deputy Secretary, System Reform, Department of Communities and Justice, requesting a transcript clarification to his evidence from the Budget Estimates

2024-2025 Customer Service and Digital Government, Emergency Services, Youth Justice (Dib) additional hearing on 11 April 2025

- 24 April 2025 – Letter from Mr James Sherrard, NSW Building Commissioner, requesting a transcript clarification to his evidence from the Budget Estimates 2024-2025 Better Regulation and Fair Trading, Industry and Trade, Innovation, Science and Technology, Building, Corrections (Chanthivong) additional hearing on 7 March 2025.

4. Inquiry into Budget Estimates 2024-2025

4.1 Answers to questions on notice and supplementary questions

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

- answers to questions on notice and supplementary questions from the Hon Ron Hoenig MP, Minister for Local Government, received 27 March 2025
- 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 3 April 2025
- 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 13 May 2025.

The committee noted that it agreed via email on 28 April 2025 to extend the deadline for the Hon Jihad Dib MP to provide answers to questions on notice and supplementary questions from 8 May 2025 to 13 May 2025, at the request of the Minister's office.

4.2 Transcript clarifications

Resolved, on the motion of Mr Barrett: That the committee authorise:

- the publication of correspondence from Mr Paul O'Reilly, Deputy Secretary, System Reform, Department of Communities and Justice to the committee dated 17 April 2025 providing a transcript clarification and the insertion of a footnote into the transcript from the 11 April 2025 (Dib) additional hearing clarifying Mr O'Reilly's evidence
- the publication of correspondence from Mr James Sherrard, NSW Building Commissioner to the committee dated 24 April 2025 providing a transcript clarification and the insertion of a footnote into the transcript from the 7 March 2025 (Chanthivong) additional hearing clarifying Mr Sherrard's evidence.

4.3 Consideration of Chair's draft report

The Chair submitted the Chair's draft report entitled 'Budget Estimates 2024-2025', which, having been previously circulated, was taken as being read.

Resolved, on the motion of Mrs MacDonald: 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 relating to the inquiry be published by the committee, except for those documents kept confidential by resolution of the committee;

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

The committee secretariat be authorised to update any committee comments where necessary to reflect changes to recommendations or new recommendations resolved by the committee;

Dissenting statements be provided to the secretariat within 24 hours after receipt of the draft minutes of the meeting;

The report be tabled at 11.00 am on Friday 27 June 2025;

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 3.02 pm, *Sine die*.

David Rodwell
Committee Clerk

