

**BUDGET ESTIMATES 2016-2017:
FAMILY AND COMMUNITY SERVICES
SOCIAL HOUSING**

Supplementary Questions

FAMILY AND COMMUNITY SERVICES

Questions from Dr Mehreen Faruqi MLC

Domestic Violence Refuges

1. In reference to the statement on page 14 of the uncorrected statement regarding women-only refuges:

Mr COUTTS-TROTTER: Yes. The numbers we have are 76 before the reforms in 2014, of which 63 are in properties owned by the government and 13 in properties owned by non-government organisations. In 2016, there were 65 in properties owned by government and 16 in properties owned by non-government organisations.

(a) Please provide a list of the 76 properties (both Government and Non-Government) before the reforms in 2014, including operating hours and who they were operated by.

(b) Please provide a list of the 81 properties (both Government and Non-Government) currently operating, including operating hours, and who they are operated by.

A list of women's refuges, including the provider they are operated by, is available on the FACS website.

In addition, a funding allocation of \$2.8 million over two years was approved to Women's Community Shelters, to support the operation of their existing shelter network and the establishment of four new shelters by 2018.

2. In reference to the statement on page 18 of the uncorrected statement regarding women-only refuges:

Mr COUTTS-TROTTER: The result of that is 523 bedrooms, 1,430 beds and some of those beds will be bunk beds for kids. There is a capacity to accommodate up to 1,900 women and children on any given day and night.

Please provide a breakdown of the regions that the beds and bedrooms are located.

This table provides a breakdown of bedrooms and beds in each District as at July 2016:

District	No. of Bedrooms	No of Bed Units*
Central Coast	23	74

Far West	16	27
Hunter New England	64	171
Illawarra Shoalhaven	21	42
Mid North Coast	17	66
Murrumbidgee	27	55
Nepean Blue Mountains	18	49
Northern NSW	36	111
Northern Sydney	19	75
South Eastern Sydney	90	115
South Western Sydney	26	68
Southern NSW	16	48
Sydney	68	168
Western NSW	32	85
Western Sydney	50	166
Permanent Beds Sub TOTAL	523	1320
Additional beds (includes trundle beds and cots that can be added to a room)		110
TOTALS	523	1430

* Double and queen-sized beds are counted as one unit. Single and double bunks are counted as two bed units.

3. How does the Government measure demand and supply for accommodation for women and children fleeing domestic and family violence?

The NSW Government monitors Specialist Homelessness Services (SHS) data collection which is input by SHS providers and is administered by the Australian Institute of Health and Welfare.

4. The Government has stated that a record \$188 million will be spent on specialist homelessness services in 2016/2017.

(a) How much of this funding is for women only refuges?

FACS does not separately fund women only refuges, rather they are funded as part of broader Specialist Homelessness Services (SHS) packages through the Service Support Fund (SSF). This includes crisis accommodation and the provision of specialist responses for women experiencing domestic and family violence.

5. Are all refuges funded by the NSW Government required to not discriminate on the basis of sexuality?

(a) If yes, how does the Government ensure this requirement is being complied with?

(b) If no, why not?

Yes. Specialist Homelessness Services (SHS) providers are contracted to deliver services that are appropriate to a wide range of client groups and the FACS contract management process ensures that SHS providers are compliant with their obligations. FACS also monitors complaints made to the NSW Anti-Discrimination Board and Ombudsman, including complaints in relation to discrimination on the basis of sexual orientation.

6. Are there any specialist homelessness services specifically for transgender women?

(a) Please provide a list of specialist homelessness services for transgender women.

The Transgender Homelessness Support Service, provided by The Gender Centre Inc., provides services for transgender persons aged 25 years and over at any stage of transition who are homeless or at risk of homelessness. In addition, the Lesbian, Gay, Bisexual, Transgender, Intersex or Queer Youth Homelessness Project, provided by The Twenty Ten Association Inc., provides specialist responses for LGBTIQ clients.

7. Is there any specific funding program for the refurbishment and upgrading of refuges?

(a) If yes, what is this program and what is its budget for 2016/2017?

(b) If no, why not?

Yes. The budget for refuge refurbishments and upgrading is included within the Responsive Maintenance, Capital Improvements and Disability Modifications program and has a 2016/17 budget of \$5,621,000.

8. Do domestic violence operators have the ability to refer women who ring domestic violence or homelessness help lines to mental health services, without their consent?

(a) What protocols guide which service a caller is directed to?

Domestic Violence (DV) Line caseworkers provide counselling and support to women. Women are not referred to support services without their knowledge or consent.

However, as caseworkers at the DV Line are considered mandatory reporters under the *Children and Young Persons (Care and Protection) Act 1998*, reports to the Child Protection Helpline may be made without a caller's knowledge. In addition, in instances when it is assessed that the immediate safety and wellbeing of a person is at risk, the police may be contacted without the consent of the woman.

9. What percentage of women only refuges allow companion animals?

(a) Please provide a list of refuges that allow companion animals.

FACS does not collect data on women-only refuges that allow companion animals.

Questions from Mr David Shoebridge MLC

FACS – child safe

10. Can the Minister provide a list of the following:

(a) FACS districts and specialist units in NSW that are fully accredited as child-safe with the Children’s Guardian scheme, and the number of children and Aboriginal children in them

The following table outlines the 12 Districts granted full accreditation by the Children’s Guardian and the number of Aboriginal and Non-Aboriginal children involved:

<i>District</i>	<i>CYP</i>	<i>Aboriginal CYP</i>
Northern NSW	271	106
Hunter New England	1391	697
Central Coast	427	209
Southern NSW	152	43
Far West	61	50
Nepean Blue Mountains	598	225
Western Sydney	661	237
South Western Sydney	791	198
South Eastern Sydney	266	94
Sydney	214	92
Northern Sydney	151	28
Illawarra/Shoalhaven	443	191

Data at 30 June 2016 (CIW DIR 138)

(b) FACS districts and specialist units in NSW that are partially accredited as child-safe with the Children’s Guardian scheme, and the number of children and Aboriginal children in them

No districts have been partially accredited.

(c) FACS districts and specialist units in NSW that have failed accreditation as child-safe with the Children’s Guardian scheme, and the number of children and Aboriginal children in them

No districts have failed accreditation. Mid-North Coast, Murrumbidgee and Western NSW districts have interim accreditation until 1 December 2016.

11. Which FACS districts and specialist units have been accredited as child safe since 26 March 2011?

On 11 July 2013 the Children’s Guardian accredited six Intensive Support Services teams and Sherwood House for a period of five years.

12. What arrangements are made for children in districts and specialist units that have failed accreditation?

- (a) Are they transferred to other providers?**
- (b) Who are the providers?**
- (c) Are they fully accredited or partially accredited?**

The FACS Interim Accreditation remains in place until 1 December 2016, therefore, these districts continue to provide statutory out-of-home care services.

Aboriginal child removals

13. Can the Minister advise what steps are being taken to address the five-fold increase in the number of Aboriginal children forcibly removed from their families and placed in out-of-home care?

FACS, AbSec, Aboriginal agencies and other NSW Government agencies have jointly developed a high-level plan to address the overrepresentation of Aboriginal children in care, while also recognising the need for strong support for those Aboriginal children in need of alternative care. FACS at the direction of the Minister is undertaking an external review of all Aboriginal out-of-home care cases which have occurred within the past 12 months.

14. What steps has FACS taken regarding the proposed 'Aboriginal Community Expert Committee' (ACEC), designed specifically to reduce the unprecedented overrepresentation of Aboriginal children in the child protection system?

This committee is co-chaired by FACS and AbSec and meets on a monthly basis.

15. What steps has FACS taken in establishing 'Local Advisory Groups' to represent local Aboriginal communities in working together with FACS on local child protection matters?

Several FACS Districts have Aboriginal Consultation Panels, which include Aboriginal FACS staff as well as Aboriginal non-government and community groups, and these panels are operating similarly to a *Guiding Principles*' Local Advisory Group.

Other FACS Districts have consulted with Grandmothers Against Removal (GMAR) NSW members. Together they are working to establish a Guiding Principles Working Group to provide leadership and support in implementing the *Guiding Principles* across FACS Districts.

16. What consultation has FACS undertaken in the last 12 months with Grandmothers Against Removals regarding Aboriginal child removal rates?

FACS consulted with several members of the original Grandmothers Against Removals (GMAR) group, at the '*Our Kids, Our Way: Hearing the Voices of Aboriginal People*' Ministerial Forum held on 27 May 2016.

In addition, FACS has consulted with original GMAR members in Moree and Sydney. As a result of these meetings, several joint projects have been developed relating to the promotion of GMAR, the establishment of a Guiding Principles Working Group and enactment of the Guiding Principles.

17. What liaison has FACS had in the last 12 months with the NSW Ombudsman's Office regarding Aboriginal child removal rates?

FACS meets with the NSW Ombudsman's Office on a quarterly basis to discuss efforts to improve its response in this area.

T J Hickey memorial

18. Has the Minister had [sic] liaised with the family of TJ Hickey regarding their request for a permanent memorial for TJ Hickey to be included in the 'Waterloo Renewal' site redevelopment?

Yes.

Risk of harm reports

19. What is the average time in which a risk of harm report is addressed and resolved by the department in the period since 1 January 2016?

Data about the increasing demand for child protection services and Risk of Significant Harm (ROSH) reports can be found at <http://www.community.nsw.gov.au/about-us/community-services-caseworker-dashboard>

20. What has been the longest time in which a risk of harm report has been resolved in the period since 1 January 2016?

Refer to supplementary question 19.

21. What is the average time in which a risk of harm report is addressed and resolved by the department where the risk of harm report is the second (or further) report against the same carer in the period since 1 January 2016?

Refer to supplementary question 19.

22. What has been the longest time in which a risk of harm report has been resolved by the department where the risk of harm report is the second (or further) report against the same carer in the period since 1 January 2016?

Refer to supplementary question 19.

Questions from Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)

Children in Hotels and Motels

23. What was the total spend in the financial year 2015-16 on placements such as motels, hotels, cabins, caravan parks, serviced apartments and bed and breakfasts?

(a) How much of this was the cost of supervising staff?

The total cost for emergency accommodation placements in 2015/16 was \$2.7 million.

24. How many nights in total have children been in exceptions placement in the financial year 2015-16?

Exceptions placements are made to individual non-government organisations and vary depending on need.

25. How many nights in total have children been in placements such as motels, hotels, cabins, caravan parks?

Refer to supplementary answer 24.

26. How much money has been allocated for children in placements such as motels, hotels, cabins, caravan parks, serviced apartments and bed breakfasts in the financial year 2015-16?

There was no specific budget allocation in 2015/16.

27. How much money has been allocated for exceptions placements for this financial year?

There is no specific budget allocation for Exception Placements.

28. How much money has been allocated for the financial year 2015-16 on placements such as motels, hotels, cabins, caravan parks, serviced apartments and bed and breakfasts?

Refer to supplementary question 26.

29. If an NGO places a child in an exceptions placement, do they advise FACS?

(a) If so, how much was spent by NGO's in the 2015-16 financial year?

(b) How many nights in total have children been in an exceptions placement by an NGO provider in the financial year 2015-16?

Refer to supplementary question 24.

Funding Allocations

30. How much money was allocated to NGO's for case management;

- a) The financial year 2015-16?**
- b) The financial year 2016-17?**

FACS funds contracted out-of-home care on a standard unit price. This incorporates the full range of placement and support services to be purchased.

31. How many children/young people have been retained by Community Services for case management in the financial year 2015-16?

As at 30 June 2016 there were 7,010 children and young people in statutory care with case management responsibility to FACS.

32. How many children/young people have been transferred to NGO's for case management in the financial year 2015-16?

1,004 children and young people were transferred to NGOs for case management in 2015/16.

33. How much money was allocated to Community Services for case management;

- (a) In the financial year 2015-16?**
- (b) In the financial year 2016-17?**

Case Management is a component of many interactions between FACS and its clients, conducted by both FACS employees and as part of services delivered by NGO partners. It is a component of many services but is not funded separately and the costs are not separately recorded.

34. Does the government plan to cut \$10.8 million and 56 staff cut from statutory child protection in the 2016-17 financial year?

No. The 2016/17 Budget makes no cuts to statutory frontline child protection services.

35. Does the government plan to cut \$4.133 million and 35 staff cut from out-of-home care for vulnerable children and young people in the 2016-17 financial year?

No. The 2016/17 Budget makes no cuts to frontline out-of-home care for vulnerable children and young people.

36. Does the government plan to cut \$1.92 million and 9 staff cut from early intervention for vulnerable people and support for communities in the 2016-17 financial year?

No. The 2016/17 Budget makes no cuts to frontline early intervention for vulnerable people and support for communities.

Equal Remuneration Order

37. What assistance has the Minister provided to non-government organisations to cover costs associated with Equal Remuneration Orders for social and community services workers?

FACS is as per Budget Paper. Equal Remuneration Orders (ERO) supplementation budget per financial year and the actual amount paid.

**38. Do all non-government organisation programs funded by the Department include ERO supplementation in their funding agreements?
(a) If not, why not?**

The SACS Equal Remuneration Order (ERO) was originally negotiated after Fair Work Australia handed down its final decision on 22 June 2012, and gave notice to service employers that wages will need to increase over a 10-year period. FACS committed to pay supplementation to assist eligible service providers meet the cost increases that were not known when funding arrangements were agreed to 2012/13 or earlier.

(b) Will the Minister commit to ensuring that NGO's covered by Equal Remuneration Orders have their costs covered in future agreements?

The ERO supplementation was and is provided by the NSW Government as set out above.

Targeted Early Intervention Programs

39. How will the new 'commissioning' process operate in relation to new agreements for targeted early intervention programs?

FACS' commissioning approach will involve FACS Districts engaging with service providers to collaboratively plan and design the local early intervention service system.

40. How will the 'commissioning' process differ from the competitive tendering process undertaken during the *Going Home, Staying Home* reforms?

The *Going Home Staying Home* reforms adopted a full open tender process, whereas, the commissioning approach for the targeted earlier intervention

program reform will be directed at all existing FACS funded targeted earlier intervention service providers.

41. Will the Minister categorically rule out the introduction of for-profit operators into the sector to deliver services that are currently being delivered by non-government and not-for-profit organisations?

Refer to supplementary question 40.

42. Under the proposal to collapse the existing nine programs into three 'streams', will the Minister detail what the three new streams are?

The new targeted earlier intervention program structure has not been finalised.

43. How will the money be allocated across the three streams?

Refer to supplementary question 42.

44. What assistance will be provided to individuals who do not qualify for one of these three streams but who are currently supported within the scope of TEIP programs?

Individuals who are currently supported through existing earlier intervention programs will continue to receive support during the reform transition process.

Foster Carers

45. How many Family and Community Services foster carer recruitment teams are currently in operation?

The responsibility for foster carer recruitment is shared across various divisions within FACS with support from the non-government sector.

46. Is the Minister aware of the abolition of any FACS foster carer recruitment teams?

Refer to supplementary question 45.

47. How many FACS foster carer recruitment teams were in operation;
(a) in financial year 2012-13?
(b) in financial year 2013-14?
(c) in financial year 2014-15?
(d) in financial year 2015-16?

Refer to supplementary question 45.

48. Have any FACS foster carer recruitment teams been established since 2012?

Refer to supplementary question 45.

Girl X

49. When did the Department become aware of allegations of sexual assault against “Girl X”?

The Children and Young Persons (Care and Protection Act) 1998 precludes publication of such detail but you may refer to the Coroner’s Report for relevant publishable details.

50. What sanctions or disciplinary actions were brought against the facility as a result of the sexual assault of the child known as “Girl X”?

As part of a broader review of the allegations, the agency involved worked with the Ombudsman’s Office to address areas of concern with the facility.

These actions continue to be monitored by FACS as part of regular contract management meetings.

51. In his capacity as Attorney-General from April 2014 to April 2015, was the Minister aware that the Director of Public Prosecutions was not proceeding with the case?

(a) If so, did he seek to have the matter reviewed or reopened at the time?

The DPP is independent of Government.

52. What action has been taken by the Minister to ensure that other children who came into contact with the workers who sexually assaulted Girl X have been assessed or counselled?

The investigation into the alleged sexual assault was managed by Joint Investigation Response Team and the Police Child Abuse Squad. The responsibility for investigations of this nature lies with NSW Police. The Minister referred the matter for review to the DPP and also the Royal Commission.

53. What action has the Minister taken to assess if there have been other sexual assaults at this facility?

Refer to supplementary question 52.

54. What steps have been taken by the Minister to ensure the protection of children in the same facility?

See answer to supplementary question 52.

NGO Oversight

55. What oversight by the Department is in place for out-of-home care services run by nongovernment organisations?

The funding of out-of-home care (OOHC) services occurs within a legislative and regulatory environment that requires all providers to demonstrate adherence to contractual obligations outlined within their funding deed, and compliance against service standards set by the Office of the Children's Guardian.

56. Given revelations about abuse at the Wundarra Services facility, and the tragic case of "Girl X", what new oversight measures will the Minister commit to regarding out-of-home care services provided by non-government organisations?

All out-of-home care (OOHC) services in NSW are required to be accredited by the Office of the Children's Guardian (OCG). The Children's Guardian monitors agencies for the duration of the accreditation period to ensure practice continues to meet the minimum standards.

Oversight of OOHC services is also provided by FACS contract managers and FACS continues to consider ways in which improvements in oversight can be made.

57. Will the Minister commit to establishing a unit within the Department for monitoring and oversight of non-government organisations and their staff?

Refer to supplementary question 56.

58. Will the Department commit to monitoring;
(a) The number of caseworkers providing care in the NGO sector?

The Office of the Children's Guardian has the responsibility for accrediting NGOs that provide out-of-home care (OOHC) placements and ensuring they meet regulatory requirements.

(b) The nature of care provided?

The Ombudsman has the oversight role.

(c) Assessable welfare outcomes for children in the design of out-of-home care contracts?

Refer to supplementary question 58(b).

59. What reforms will the Minister seek to the Children's Guardian accreditation process arising from these cases?

(a) Will the Minister seek for the Children's Guardian to increase the frequency and rigour of the accreditation assessment process?

The Government will consider the issues and determine what appropriate changes, if any, will be made.

60. What oversight is in place to ensure that declarations by non-government agencies that staff have Working with Children Check approvals and national criminal record clearances?

The *Child Protection (Working with Children) Act 2012* places the obligation on employers to ensure that they do not commence employing, or continue employing workers in children related employment without a Working with Children Check (WWCC) clearance or valid application number. The Act makes it an offence for employers to employ or continue to employ a person who has been barred from working with children.

(a) What percentage of staff employed by non-government agencies have a Working With Children Check approval and a national criminal record clearance?

In relation to Working with Children Checks for staff in OOHC agencies, all staff in child related work are required to hold a Working with Check clearance or valid application.

Working With Children Check Cases

61. In regards to NCAT case “CFY v Children’s Guardian [2016] NSWCATAD 150’;

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children’s Guardian is independent and makes her own independent decisions.

(b) Does the Children’s Guardian believe that were the ‘reasonable parent’ test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

62. In regards to NCAT case “CEP v Children’s Guardian [2016] NSWCATAD 148”;

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children's Guardian is independent and makes her own independent decisions.

(b) Does the Children's Guardian believe that were the 'reasonable parent' test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children's Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children's Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

63. In regards to NCAT case "CFE v Children's Guardian [2016] NSWCATAD 135";

(a) Does the Children's Guardian plan to appeal this decision to a higher court?

The Children's Guardian is independent and makes her own independent decisions.

(b) Does the Children's Guardian believe that were the 'reasonable parent' test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children's Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children's Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

64. In regards to NCAT case "BQC v Children's Guardian [2016] NSWCATAD 129";

(a) Does the Children's Guardian plan to appeal this decision to a higher court?

The Children's Guardian is independent and makes her own independent decisions.

(b) Does the Children's Guardian believe that were the 'reasonable parent' test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

65. In regards to NCAT case “CFH v Children's Guardian [2016] NSWCATAD 122”;

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children’s Guardian is independent and makes her own independent decisions.

(b) Does the Children’s Guardian believe that were the ‘reasonable parent’ test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

66. In regards to NCAT case “CFW v Children’s Guardian [2016] NSWCATAD 76”;

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children’s Guardian is independent and makes her own independent decisions.

(b) Does the Children’s Guardian believe that were the ‘reasonable parent’ test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

67. In regards to NCAT case “CEI v Children’s Guardian [2016] NSWCATAD 66”,

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children’s Guardian is independent and makes her own independent decisions.

(b) Does the Children’s Guardian believe that were the ‘reasonable parent’ test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

68. In regards to NCAT case “BRC v Children’s Guardian [2016] NSWCATAD 60”,

(a) Does the Children’s Guardian plan to appeal this decision to a higher court?

The Children’s Guardian is independent and makes her own independent decisions.

(b) Does the Children’s Guardian believe that were the ‘reasonable parent’ test applied in this case that this appeal would have been refused?

This WWCC application pre-dated the commencement of the requirement for NCAT to apply the reasonable person test.

(c) Does the Children’s Guardian believe that were the Working With Children Check Advisory Panel available to provide advice to the Children’s Guardian, that this appeal would have been refused?

The Expert Advisory Panel was not constituted for this purpose.

Children’s Guardian Expert Advisory Panel

69. How many applications have been received by the NSW Children’s Guardian for the Expert Advisory Panel?

Ten

(a) How many of these applications have been assessed?

All applications have been assessed.

(b) How many have been approved?

Three.

70. Why is the Working With Children Check Advisory Panel, which would provide advice to the Children's Guardian regarding cases on appeal in the NCAT, not in operation?

The Expert Advisory Panel was not constituted to provide advice on individual Working with Children Check application matters.

District Accreditation

71. Which FACS districts have met the NSW Children's Guardian ChildSafe accreditation standards?

Refer to Supplementary question 10.

72. Which districts have substantially met the accreditation standards?

(a) Which criteria have been met?

(b) Which criteria have not been met?

Refer to Supplementary question 10

73. Which districts have not met the accreditation standards?

(a) Which criteria have not been met?

Refer to Supplementary question 10

74. In the three districts that have not been accredited;

(a) What placement capacity do accredited NGO's in that area currently have?

Refer to Supplementary question 10

75. What assistance has the Department provided the Districts to prepare them for accreditation?

Refer to Supplementary question 10

76. Is it the case that there was an Accreditation Project Team in place to assist with District accreditation?

Yes.

(a) When was this Team established?

2013.

77. Is it the case that the sole function of this Team was to assist Districts with accreditation?

Yes.

78. Is it the case that the Accreditation Project Team was abolished on June 30 2012?

(a) At whose direction was the Team abolished?

The FACS Accreditation Team was established in 2013 and expanded in 2015.

79. What assistance is currently being provided by the Department to these Districts to meet accreditation?

Refer to supplementary question 78.

80. What contingency plan does the Department have if interim accreditation expires on 1 December 2016?

FACS is undertaking a feasibility assessment for the transfer of case management of the children in the three districts to non-government designated agencies or to the FACS districts that have five years accreditation.

Helpline Statistics

81. What was the average call abandonment rate of the Child Protection Helpline in the financial year 2015-16?

(a) What was the median abandonment rate?

Average time for call abandonment varies.

(b) What was the peak abandonment rate?

This is not reportable via the telephony reporting system.

(c) What was the minimum abandonment rate?

This is not reportable via the telephony reporting system.

82. What is the benchmarked abandonment rate target for the Child Protection Helpline?

The Child Protection Helpline's service target for call abandonment is less than 10 per cent.

83. What was the average speed of service for the Child Protection Helpline in the financial year 2015-16?

Speed of service is determined by the time taken to answer calls.

(a) What was the median speed of service?

Median speed of answer is unable to be reported on due to limitations of the telephony reporting system.

(b) What was the minimum speed of service?

This is not reportable via the telephony reporting system.

(c) What was the maximum speed of service?

Maximum speed varies.

84. How many calls in total were received by the Helpline in the financial year;

- (a) 2012-13**
- (b) 2013-14**
- (c) 2014-15**
- (d) 2015-16**

Data is indicative of the total number of calls received by the Helpline. This data does not reflect the total number of contacts received by the Helpline. Contacts include calls, eReports, fax and email.

85. How many FTE staff were employed at the Child Protection Helpline in the financial year;

- (a) 2012-13**
- (b) 2013-14**
- (c) 2014-15**
- (d) 2015-16**

Between 262-276 FTE staff.

86. How many FTE positions were funded at the Child Protection Helpline in the financial year;

- (a) 2012-13**
- (b) 2013-14**
- (c) 2014-15**
- (d) 2015-16**

Refer to supplementary question 85.

87. How many FTE positions are allocated for the Child Protection Helpline in the financial year 2016-17?

Refer to supplementary question 85.

88. Will the Minister commit to publically releasing these statistics regularly, as is the practice with the quarterly caseworker dashboard?

FACS publishes caseworker data, including Helpline caseworker data, on the FACS Community Services Caseworker Dashboard.

Caseworker Numbers

89. How many caseworkers were recruited to the Department in the last year?

Caseworker numbers are available on the FACS Caseworker Dashboard.

90. How many caseworkers terminated their employment with the Department in the last year?

Refer to supplementary question 89.

91. How many days of stress related leave are taken by caseworkers in the Department each year?

Stress leave is not a recognised leave category.

92. What is the annual caseworker turnover rate?

14.4 per cent.

93. Will the Minister commit to making these statistics public?

FACS publishes caseworker statistics on the FACS Caseworker Dashboard.

NGO out-of-home care contracts

94. When was the last round of contracts for out-of-home care signed?

The Department of Family and Community Services contract with non-government agencies comprises two main parts - a single Funding Deed and one or more Program Level Agreements.

95. Who was the Minister for Family and Community Services when those contracts were signed?

The Hon. Gabrielle Upton MP was the Minister for Family and Community Services when the funding deed became effective.

96. When were those contracts due to expire?

The Program Level Agreements expire on the 30 June 2017. The Funding Deed initial term expires for most agencies on 30 June 2017, but can be extended for a further two years.

Refuges

97. Do cots count for the purposes of bed capacity in the Department of Family and Community Services assessment of total refuge bed capacity?

Cots are not counted as permanent beds for the purposes of bed capacity.

Construction of social housing

98. The Electoral District of Prospect has some of the longest waiting times and highest demand for social housing in NSW, of over 20 years in some parts of the electorate. Without any significant construction in the area, how does the Minister believe that the Government is able to alleviate this problem?

On 24 January 2016 the NSW Government announced a 10 year vision for social housing, *Future Directions for Social Housing in NSW*. Under *Future Directions*, two Communities Plus Neighbourhood Projects will commence in 2016 at Seven Hills and St Marys.

Temporary Accommodation Providers

99. The Minister undertook to do a review of temporary accommodation in NSW. What action has the Minister taken on this review?

A review has been undertaken of all temporary accommodation used by FACS to ensure its suitability for the accommodation of women leaving domestic violence. The review included input from local specialist homeless service providers and NSW Police.

(a) Will the review be released publically?

The Minister has provided details of the review to all Members of Parliament.

100. The Newcastle Herald reported on 21 August 2016 that “Seven Hunter and New England facilities will no longer be used to house women escaping domestic violence” can the Minister identify the seven properties.

(a) The Minister was provided with a list of additional accommodation providers that would consider working with FACS to provide temporary accommodation in the Newcastle area, how many of these

providers have been contacted and how many have signed up with FACS?

Due to privacy reasons, FACS will not publically release the list of providers that will no longer be used to house women escaping domestic violence.

All providers on the list provided for the Newcastle area, have been contacted.

Sexual assault in residential care facilities

101. In 2014 a 14 year old girl was repeatedly sexually assaulted by two youth workers whilst she was in foster care.

(a) What is the difference between sexual assault and sexual abuse?

Legal definitions of offences relating to sexual assault are delineated in the *Crimes Act 1900*.

(b) Does the Government address the sexual assault by employees of private and not for profit residential care facilities differently to sexual assault in any other setting?

All agencies are required to comply with legislation on reportable conduct to the NSW Ombudsman.

(c) Where are the two former youth workers accused of exploiting her trust now? Are either one of them still working with at-risk youth?

Refer to supplementary question 52.

(d) Why was there no criminal investigation into the matter until the girl was taken to hospital after a sexual encounter?

Refer to supplementary question 52.

(e) What has changed at the residential care facility where the assaults happened and in the FACS system caring for at-risk youth since the revelations of what happened to the young girl?

Refer to supplementary questions 50 and 54.

(f) How did FACS treat the young girl after the sexual abuse was brought to light with the relevant authorities?

Caseworkers for FACS and the residential care facility provided support to the girl.

(g) Was any action taken against the residential care facility? If not, why not?

Refer to supplementary question 50.

- (h) Are you aware of allegations that the girl was visited by men for sex who accessed her room through a window?**
- (i) Are these allegations correct?**

It would be inappropriate to comment on the allegations.

Partnering up and tendering out of community services

102. In attempts to reduce the number of community services available in the sector, the Government has told refuges they need to partner up with larger agencies.

- (a) Are you aware that a refuge which received \$100,000 directly from the government prior to your governments 2014 reforms now may receive only \$80,000 if they have partnered up with a larger agency?**

Fee arrangements and service activities between lead specialist homelessness service providers and their partner agencies are subject to the terms of contract between the lead and partner agencies. FACS is not a party to these agreements.

- (b) How does this impact on their ability to provide services?**

Under the Specialist Homelessness Services (SHS) program, Joint Working Agreements (JWAs) provide a formal mechanism for collaboration between non-government organisations for the provision of services. These collaborations can range from informal alliances through to the joint delivery of a project or merger.

- (c) Why is the government not providing additional resources to cover these additional costs?**

Refer to supplementary question 102(a).

- (d) How can refuges still provide those services when they are working with fewer resources?**

Partner agencies negotiate funding and service delivery arrangements with lead providers.

- (e) Has the NSW Government made a submission to the Productivity Commissions current Introducing Competition and Informed User Choice into Human Services?**

- i. If so, is the submission available for viewing by the public?**
- ii. Have you consulted with any key stakeholders on such a submission?**
- iii. If so, which stakeholders.**

The Department of Premier and Cabinet has prepared and lodged a public submission on behalf of the NSW Government.

Closure of MARCIA and DAWN

103. Following the 2014 State Budget cuts, MARCIA Women's Refuge in Campbelltown lost funding and after 28 years of operation, the premises were handed over to St. Vincent de Paul –

(a) What was the justification for removing local, well-established groups such as DAWN and replacing them with groups such as St. Vincent de Paul and the Salvation Army?

Specialist Homelessness Services (SHS) contracts were awarded through a public tender process. Successful tenderers demonstrated their significant experience, strong capability and capacity to provide the most effective services for people who are homeless or at risk of becoming homeless, including women, with or without children who were homeless or at risk as a result of domestic and family violence.

(b) Has the Minister had any feedback from the community on this issue?

Yes.

(c) What was the Minister's response?

Each matter was investigated and responded to appropriately.

(d) How many beds and units/rooms are provided in the Campbelltown electorate for victims escaping domestic violence?

Refer to supplementary question 2.

(e) How many beds and units/rooms were provided in 2013 in the Campbelltown electorate for victims escaping domestic violence?

This information is unavailable.

(f) Has an application for funding been received from Macarthur Gateway Resource Services?

Yes.

(g) Was that funding successful?

Yes.

(h) If so / If not – Why?

Refer to supplementary question 103(a).

(i) Why did the Government not award contracts to MARCIA and DAWN?

Refer to supplementary question 103(a).

(j) What benefit for the community organisation has there been in having to set up a new organisation to essentially do the same work they were doing before?

St Vincent de Paul is not a new provider to the area.

(k) How many other providers are in this situation?

Of the 63 government-owned properties that were used as women's refuges prior to the Going Home Staying Home reforms, all are still operating. The management arrangements for 40 of these refuges changed as a result of the reforms.

South West Sydney Services

104. According to the South Western Sydney District Specialist Homelessness Services, the only organisation that provides support for the "Target Group" of Women & Children Escaping Domestic Violence is the Vinchez Family Refuge; owned and operated by St. Vincent de Paul, which aforementioned took over from MARCIA and DAWN –

(a) How can the government justify a single centre for an area composed of 100,000 people and as such can they justify that this is sufficient service?

Vinchez Family Refuge, known as Macarthur Ozanam Centre, is not the only single accommodation centre for women and children escaping domestic violence.

(b) Are there plans to increase and/or expand services for those affected by domestic violence and sexual assault?

FACS has recently allocated an additional \$20 million statewide over two years through the Domestic Violence Response Enhancement Initiative to improve the capacity of homelessness services to provide after hours support and crisis accommodation.

Meetings with Stakeholders

105. How many times has the minister met with the following organisations and if so on what dates?

- (a) DV NSW?**
- (b) SOS?**
- (c) Rape crisis and DV NSW ?**
- (d) Our Watch?**

- (e) ANROWS?
- (f) Homelessness NSW?
- (g) Women's Electoral Lobby?
- (h) Women's Alliance?

The Minister's diary is available online at:

http://www.dpc.nsw.gov.au/about/publications/ministers_diary_disclosures

Domestic Violence Cabinet Subcommittee

106. Is there a Domestic Violence cabinet sub-committee? If so:

- (a) Are you a member of the sub-committee?
- (b) How often have you attended any meetings?

This question should be directed to the Minister for the Prevention of Domestic Violence.

Social Policy Cabinet Sub-committee

107. Is there a Social Policy cabinet sub-committee? If so:

- (a) Are you a member of the sub-committee?
- (b) How many hours did the social policy cabinet subcommittee meet for?
- (c) Who convenes the social policy cabinet subcommittee?
- (d) Who is on the social policy cabinet subcommittee?
- (e) How many hours are spent on DV policy?
- (f) How many hours are spent on sexual assault policy?

There is a Cabinet sub-committee on Social Policy.

The Cabinet Standing Committee on Social Policy operates subject to the conventions of Responsible Government, including collective Ministerial responsibility and Cabinet confidentiality. Any further information on this committee such as meeting details, membership, or the content of submissions brought to the committee is covered by Cabinet confidentiality and cannot be disclosed.

Specialist Domestic Violence Services

108. How many generalist homelessness services are in the state providing refuge or other services to women and/or escaping domestic violence?

There are 73 Specialist Homeless Services (SHS) packages that provide accommodation or other support services to women, including those escaping domestic and family violence.

In addition, 18 organisations funded under the Service Support Fund (SSF) provide a service to women.

109. How many specialist domestic violence emergency services are in the state?

Across NSW, there are 81 women's refuges that provide crisis accommodation and/or support to women, with or without children, experiencing domestic and family violence.

110. The Department of Family and Community Services has indicated that 2,921 women were assisted in NSW with temporary accommodation due to circumstances relating to domestic violence, does this figure indicate to the Minister that more permanent places are needed for women escaping domestic violence, if not why not?

The number of women assisted with temporary accommodation is not indicative of the number of women requiring a permanent place through the Specialist Homelessness Services (SHS) system.

Refuges are only one response for women escaping domestic violence.

Temporary accommodation assistance is just one response to provide immediate assistance whilst alternative accommodation, including options for more permanent accommodation needs can be addressed. Many clients who utilise Temporary Accommodation assistance do not transition to an SHS crisis service but instead may move to private rental, with family, or medium- to long-term SHS supported accommodation.

Refuges/Special DV Services Management Committees

111. Has the Minister met with local management committees of any refuges or specialist DV services?

The Minister's diary is available online at:
http://www.dpc.nsw.gov.au/about/publications/ministers_diary_disclosures

112. How many of these services has the Minister met with and how often has the Minister met with these services?

Refer to supplementary answer 111.

113. What are the names of the services the Minister has met with?

Refer to supplementary answer 111.

114. When did these meetings take place?

Refer to supplementary question 111.

Tender for Local Support Services for Male DFV Victims

115. Is the Minister aware of the Request for Tender RFT ID DJ 2016-64 for Local Support Services for Male DFV Victims which was published on 10 August 2016 and closes on 5 September 2016?

This question should be directed to the Minister for Justice and Police, the Hon Troy Grant MP.

116. What role with the Department of Family & Community Services have in this tender, if any?

This question should be directed to the Minister for Justice and Police, the Hon Troy Grant MP.

DV Perpetrator Behaviour Change Programs

117. What DV perpetrator behaviour change programs are funded by NSW Government?

Any questions regarding men's behaviour change programs should be directed to the Minister for Justice and Police, the Hon Troy Grant MP, and the Minister for Prevention of Domestic Violence and Sexual Assault, the Hon Pru Goward MP.

118. How many are specific to female perpetrators and how many are specific to male perpetrators?

Refer to supplementary question 117.

119. What behaviour change programs are available and not funded by NSW Government?

Refer to supplementary question 117.

120. How much Government funding is provided to these services?

Refer to supplementary question 117.

121. What evaluation has been done on these services?

Refer to supplementary question 117.

122. What voluntary reporting is required by these services?

Refer to supplementary question 117.

123. What mandatory reporting is required by these services?

Refer to supplementary question 117.

124. How many clients have these services seen each year up to June 2016?

Refer to supplementary question 117.

125. What was the cost of these programs in the 2016 financial year

Refer to supplementary question 117.

126. Is there a waiting list to see these services, and if so how long is it?

Refer to supplementary question 117.

127. What is the recidivism rate for those who have participated in these programs?

Refer to supplementary question 117.

128. Does the recidivism rate alter between mandatory and voluntary programs?

Refer to supplementary question 117.

Domestic Violence Leave and Awareness

129. For each department, statutory agency and/or other bodies in your portfolio please report:

(a) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;

Domestic Violence Leave was introduced into the Crown Employees (Public Service Conditions of Employment) Award 2009 on 28 February 2011.

(b) Whether or not all employees and/or contractors are eligible for domestic violence leave;

FACS domestic violence leave applies to permanent employees, temporary employees and casual employees (as specified in the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, Section 84A - Leave for Matters Arising from Domestic Violence.

(c) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;

This information is not available.

(d) Number of days available for eligible staff to access domestic violence leave in each financial year;

FACS staff have access to Family and Community Services Leave and Sick Leave.

Family and Community Services Leave accrue as follows:

- two and a half days in the first year of service,
- two and a half days in the second year of service, and
- one day per year thereafter.

Employees accrue 15 sick leave days per year (pro rata for part time employees).

Where these leave entitlements are exhausted, eligible staff may be granted up to five days Special Leave per calendar year.

(e) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;

Personal days is not a leave category.

(f) Number of sick days available for eligible staff to access domestic violence leave in each financial year;

Refer to supplementary question 129(d).

(g) Whether or not all staff and/or contractors have access to Employee Assistance Programs?

The Employee Assistance Program (EAP) provides FACS workers and a worker's immediate family (partners and dependents) with access to confidential professional counselling services.

The service is not available to contractors as this is usually provided by the employer/agency.

(h) What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?

i. Privacy and confidentiality of information about domestic violence

A FACS eLearning program for all managers, including contractors, and an eLearning program for employees and contractors (non-managers) on preventing and responding to the issue of violence against women commenced in August 2016.

ii. Access to emotional, psychological, financial and medical support which may be required

Through EAP employees will have access to counselling, support and referral services including:

- relationship, family and parenting advice
- emotional wellbeing and mental health
- financial counselling
- emergency counselling

(i) Who has provided training on domestic violence in the workplace?

FACS has an eLearning program that provides training on preventing and responding to domestic violence in the workplace for managers, employees and contractors.

Face-to-face training in domestic violence for child protection caseworkers and Specialist Homelessness Services is conducted by external providers.

(j) What percentage of staff in each agency has undertaken domestic violence training?

Manager and employee training on preventing and responding to domestic violence in the workplace commenced in August 2016.

100 per cent of child protection caseworkers have received training in domestic violence.

(k) What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

The FACS Code of Ethical Conduct governs this behaviour and access to SAP HR systems is limited and restricted. A risk assessment is conducted for victims where relevant controls are put in place to eliminate or minimise risks to the safety of victims. This may include changing location of a victim.

Sexual harassment and Anti-bullying training and awareness programs

130. For each department, statutory agency and/or other bodies in your portfolio please report:

(a) Date of introduction of sexual harassment and anti-bullying training and awareness programs

- The Code of Ethical Conduct (eLearning course) was introduced in 2013.
- What is Bullying? What isn't Bullying? What to do if you Experience Bullying? (eLearning) was introduced in November 2014.
- How to Investigate a Complaint (available as "just in time" mentoring or as a formal face-to-face training program) was introduced in November 2014.

- How to handle a complaint of bullying, harassment or discrimination (formal face to face training program) was introduced in November 2014.
- How to build a respectful workplace (formal face-to-face training program) was introduced in November 2014.

(b) Whether or not all employees and/or contractors have received such training?

The e-Learning courses are included in the FACS induction program and all employees and contractors are expected to complete the training.

The face-to-face training programs are available to all areas on request.

(c) Is this course mandatory for all employees/ contractors?

The e-Learning courses are mandatory and are included in the FACS induction program. All employees and contractors are expected to complete the training.

The face-to-face training programs are available to all areas on request.

(d) How long for each session, how many sessions?

This is dependent on the program.

(e) Who delivers it?

Training is mostly provided through eLearning programs.

The face-to-face training programs are delivered by HR and industry leading subject matter experts in this field.

(f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?

Yes.

(g) How?

The training includes information about:

- racial and sexual harassment
- legislative obligations within the *Racial Discrimination Act 1975*, the *Sex Discrimination Act 1984*, the *Disability Discrimination Act 1992*, and the *Age Discrimination Act 2004*
- unlawful harassment because of any of the protected attributes specified in anti-discrimination or human rights legislation including: sex, sexuality, marital or domestic status, disability or impairment,

including physical or mental disability or impairment, age, race, religion, gender identity.

(h) What percentage of staff in each agency has undertaken sexual harassment and antibullying training and awareness programs?

- At January 2016, 76 per cent of employees had completed the Code of Ethical Conduct eLearning course
- At January, 2016, 66 per cent of employees had completed the anti-bullying training.

Office Administration

131. How many staff are in your ministerial office?

(a) What was the average salary for staff members in your office during 2015-16?

(b) What is the estimated average salary for a ministerial staffer in your office in 2016-17 based on current appointments?

Ministers' staff numbers and salary bands are available on the DPC website.

Refer to:

http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers.

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

(a) For each phone, how much was each bill in 2015-16?

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

i. What is the cost of replacing those phones?

There were 280 smart phones in use across all Ministers' offices in 2015-16. The total usage cost of these smart phones and other mobile devices (including iPads) should be directed to the Department of Premier and Cabinet.

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

(a) What was the cost of providing iPads or tablets to your Ministerial Office in 2015-16?

(b) How many iPads or tablets have been replaced due to lost or damage in 2015-16?

i. What was the cost of replacing these devices?

There were 148 iPads in use across all Ministers' offices in 2015-16. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Ministerial and Correspondence Services.

134. Has any artwork been purchased or leased for display in your ministerial office in 2015-16?

(a) What is the cost of this?

Nil.

135. Have any floral displays or indoor plants or potplants been hired or leased for display in your ministerial office in 2015-16?

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

Nil.

136. Have any floral displays or indoor plants or potplants been purchased for display in your ministerial office in 2015-16?

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

Refer to supplementary question 135.

137. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2015-16?

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

i. Who is the subscriber for each of these?

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

138. What was the total value of all gifts purchased for use by you and your office in 2015-16?

(a) What were the gifts purchased?

i. Who were they gifted to?

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

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

(a) What is the monthly cost of this?

No.

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

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

Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2015-16 all costs associated with these vehicles were paid from the relevant office's budget.

141. What was the total bill for your office in 2015-16 for:

- (a) Taxi hire**
- (b) Limousine hire**
- (c) Private hire care**
- (d) Hire car rental**
- (e) Ridesharing services**

Expenditure on taxis, hire cars and ride share services across all Minister's offices in 2015-16 was \$99,463. This compares with 2009-10 expenditure of \$175,776.

142. Were any planes or helicopters chartered by you or your office and paid for with public money in 2015-16?

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

Expenditure on charter flights for all Ministries totalled \$28,706 in 2015-16. This compares with expenditure in 2009-10 of \$282,000.

Hospitality

143. How much did your ministerial office spend on hospitality, including catering and beverages, in 2015-16?

Expenditure on hospitality across all Ministries - which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries - totalled \$25,059 in 2015-16.

144. How much did your Department/agency spend on hospitality, including catering and beverages, in 2015-16?

Costs are managed within each agency's recurrent budget.

Labour Hire Firms

145. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2015-16:

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

(g) The highest hourly or daily rate paid to an employee provided by a labour hire company

The Department uses Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required. There are no central records maintained, with operations authorised to make such arrangements, subject to their overall labour expense cap.

Media and Public Relations

146. How many media or public relations advisers are employed for each of your portfolio agencies?

Staff numbers are included in the Annual Report.

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

Refer to supplementary answer 146.

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

The NSW Government purchases all commercial media monitoring centrally through the Department of Premier and Cabinet which delivers significant savings through aggregated procurement. The total cost of the whole of government service in 2015-16 was \$1,900,000 compared to \$2,394,973 in 2009-10.

149. Have you had media training or speech training?

(a) If yes, who paid for it?

(b) If paid by taxpayers, what was the amount paid in 2015-16?

No.

Facebook

150. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2015-16?

No taxpayer money has been spent on Facebook advertising or sponsored posts.

151. How much did your Department/agency spend on Facebook advertising or sponsored posts in 2015-16?

\$1,971.

Overseas Trips

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

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

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

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

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

(b) Who paid for these trips?

Refer to supplementary question 152.

Department/Agency Travel

154. What was the total expenditure in 2015-16 by Departments/agencies within your portfolio on:

(a) Taxi hire

(b) Limousine/private car hire

(c) Hire car rental

(d) Ridesharing services

All Departments' travel in 2015-16 was in accordance with NSW Treasury and Finance Circular OFS-2014-07. DPC taxi travel is in line with the Department's Taxi Usage Policy.

Consulting

155. How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2015-16?

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

Financial statements, including Legal Services expenditure and expenditure on consultants, are available in agency annual reports.

156. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2015-16:

(a) Social media

i. And the cost of these services

(b) Photography

i. And the cost of these services

(c) Acting training

i. And the cost of these services

(d) Ergonomics

i. And the cost of these services

Refer to supplementary answer 155.

Department/Agency Staffing

157. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2015-16?

- (a) Of these redundancies, how many were:**
 - i. Voluntary**
 - ii. Forced**
- (b) What was the total cost of all redundancies?**

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies.

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

- (a) What was the nature of these works/services?**
- (b) What was the total cost of these works or services?**

Refer to supplementary answer 157.

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

Refer to supplementary answer 157.

160. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2015-16?

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

Refer to supplementary answer 157.

Smart Phone Accounts

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

FACS does not have a centralised iTunes account.

- (a) What was the total expenditure in 2015-16 on iTunes?**

Not applicable.

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

Not applicable.

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

FACS does not have a centralised Android account.

- (a) What was the total expenditure in 2015-16 on Android?**

Not applicable.

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

Not applicable.

Websites Visited

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

Due to the way the Ministers' IT network infrastructure is configured with third party service providers, DPC does not have a single data source showing domain access and utilisation figures.

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

Refer to supplementary question 163.

Merchant fees

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

FACS does not recover merchant fees from clients.

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

FACS' banking arrangement is managed through NSW Treasury and is part of a statewide contract with Westpac. Details of merchant fees within this contract should be directed to the NSW Treasurer.

167. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2015-16?

Refer to supplementary answer 166.

Probity Auditor

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

Yes. There is no consolidated list of probity audit or probity advisor projects.

SOCIAL HOUSING

Questions from Ms Jan Barham MLC

Social Housing Budget

169. What proportion of State funding allocated to public and social housing in the 2016-2017 budget will be spent on:

(a) Public housing infrastructure and maintenance?

Refer to Infrastructure Statement, Budget 2016/17 Paper No. 2.

(b) Community housing infrastructure and maintenance?

\$14.8 million.

(c) Aboriginal housing infrastructure and maintenance?

Refer to Infrastructure Statement, Budget 2016/17 Paper No. 2.

170. As of July 1 2016, what is the number of residences in NSW currently available for use as:

(a) Public housing?

(b) Community housing?

(c) Aboriginal housing?

Information regarding social housing dwellings will be available in the FACS 2015/16 Annual Report and on the Housing Pathways website.

171. As of July 1 2017, what are the anticipated number of residences in NSW currently available for use as:

(a) Public housing?

- (b) Community housing?**
- (c) Aboriginal housing?**

The total number of social housing residences as at 1 July 2017 will be subject to the work programs of Land and Housing Corporation Community Housing Providers and Aboriginal Housing Providers.

172. From July 1 2015 to 30 June 2016, what was the income from the sell-off of state owned public housing properties in NSW?

NSW Land and Housing Corporation (LAHC) continually reviews the suitability of the properties it owns to ensure they meet the needs of the social housing system. LAHC may sell properties which have become uneconomical to maintain or repair, as well as properties which have a high market value, or properties which no longer align to the demand in the area. The money raised is used to fund the building of new homes, in highly accessible locations and which meet the needs of social housing tenants. If a property is not redeveloped for social housing purposes it is disposed of through an open market process.

173. What proportion of this income has been spent on increasing the supply of public housing?

- (a) What proportion of this income has been spent on increasing the supply of social housing?**
- (b) What proportion of this income has been spent on increasing the supply of aboriginal housing?**
- (c) What proportion of this income has not been spent on any of the above?**

Refer to supplementary question 172.

174. From 1 July 2015 to 30 June 2016, how many of each of these types of residences were built within private developments:

(a) Public housing residences?

FACS (NSW Land and Housing Corporation) is not involved in private developments.

(b) Community housing residences?

FACS is not involved in any private developments.

(c) Aboriginal housing residences?

FACS (the Aboriginal Housing Office) was not involved in private developments.

175. How many existing public housing residences will be demolished to make way for the proposed Waterloo development?

The Waterloo social housing estate will be redeveloped into a vibrant new community with new and more social housing, mixed with private and affordable housing. Details about the social housing dwellings will be subject to the master planning process.

Further information on the Waterloo redevelopment is available on the FACS website.

176. What proportion of the new Waterloo development will be:

- (a) Private residences?**
- (b) Public housing residences?**
- (c) Community housing residences?**
- (d) Aboriginal housing residences?**

Refer to supplementary question 175.

Waterloo development

177. How many of each of these types of residences will be built within the boundaries of the new Waterloo development:

- (a) Private residences?**
- (b) Public housing residences?**
- (c) Community housing residences?**
- (d) Aboriginal housing residences?**

Refer to supplementary question 175.

178. How many of each of these types of residences will be 'off-set' and built in other locations outside of Waterloo to meet the affordable housing requirements of the new Waterloo development:

- (a) Public housing residences?**
- (b) Community housing residences?**
- (c) Aboriginal housing residences?**

Refer to supplementary question 175.

179. What provision is made for 'off-set' of social housing in private developments in terms of:

- (a) What proportion of social residences can be offset?**
- (b) Restrictions on the proximity of sites where social housing can be offset?**

Refer to supplementary question 175.

Households assisted in Social Housing

180. Noting that approximately 60,000 applicants remain on the social housing waiting list:

(a) Why was the number of households assisted in social housing in 2015-16 approximately 1,300 households lower than had been forecast in the 2015-16 Budget?

The number of households assisted in social housing equates to the number of tenancies managed by FACS, the Aboriginal Housing Office and community housing providers which in turn relates to the number of properties available for tenancing. Through Future Directions for Social Housing in NSW, over the next ten years the NSW Government will deliver up to 23,000 new and replacement social housing dwellings.

(b) Why has the Government forecast that no additional households, and in fact a total that is approximately 100 households lower than the revised 2015-16 figure, will be assisted in social housing in 2016-17?

Refer to supplementary question 180(a).

Aboriginal Housing

181. How many Aboriginal Housing dwellings will be commenced and how many will be completed in 2016-17 from the \$53 million capital expenditure allocation?

The budget provides for 65 commencements and 65 completions in 2016/17.

182. Can you provide some detail of the initiatives involved in the \$15 million funding allocation to reform and strengthen the Aboriginal housing sector?

\$15 million will contribute to the ongoing reform of Aboriginal Community Housing sector. This will increase suitable and sustainable housing for Aboriginal people and improve Aboriginal housing services in NSW.

183. Why was the Aboriginal Housing Office's 2015-16 expenditure (particularly under Grants and Subsidies) approximately \$12 million less than forecast in the 2015-16 Budget?

This was due to a delay in the negotiation of National Partnership Agreement on Remote Indigenous Housing (NPARIH). All Commonwealth funds not spent in the 2015/16 year were carried forward to future years ensuring there was no loss of funding.

184. The 2015-16 Budget Papers indicated that \$28.4 million was allocated for repair and maintenance of Aboriginal housing but the 2016-17 Budget Papers indicate that the amount for the current financial year is \$15 million. Have the expected maintenance requirements of Aboriginal housing stock been reduced by 50% in the past year, and if so, how? Or is there some other explanation for such a dramatic cut to the annual maintenance funding?

The total amount of spending allocated for maintenance in the 2016/17 Aboriginal Housing Office (AHO) budget is \$31.7 million.

Land and Housing Corporation

185. How many new dwellings will be commenced and how many will be completed in 2016-17 from the Land and Housing Corporation \$376 million capital expenditure allocation for new works and works in progress?

The total number of social housing residences as at 1 July 2017 will be subject to the work programs of NSW Land and Housing Corporation.

186. Of the Land and Housing Corporation's current housing stock, how many dwellings are forecast to be removed from the available social housing stock in 2016-17 due to:

- (a) property sales?**
- (b) redevelopment plans for the property?**
- (c) any other reasons (please provide details)?**

Refer to supplementary question 172.

Questions from Hon Shaoquett Moselemene MLC (on behalf of the NSW Labor Opposition)

Homelessness Funding and Support

187. Will the NSW Government step in to cover the any funding lost by organisations under the National Partnership on Homelessness Agreement (NPHA) should the Federal Government discontinue the agreement from July 2017?

- (a) If not, then why not?**

The National Partnership Agreement on Homelessness (NPAH) has been in place since 2009 and continues to deliver successful outcomes in reducing homelessness across the state.

Both the NSW Government and the Commonwealth have a commitment to improving homelessness outcomes and remain actively engaged in discussions on future policy and funding arrangements.

188. What is the Minister's position on the NPHA?

The NSW Government remains committed to long term sustainable change to effectively respond to, reduce and prevent homelessness.

189. What steps is the NSW Government taking to persuade their federal colleagues to continue their support for the Agreement?

The Council of Australian Governments (COAG) agreed in April 2016 that reforms to housing and homelessness services would be taken forward by relevant Ministers in the context of the existing work on housing affordability.

NSW has been engaged in discussions with other jurisdictions, including the Commonwealth, at the Housing and Homelessness Ministers' forum on future arrangements for homelessness policy and funding.

Social Housing Tenants

190. How many Specific Performance orders in 2015/2016 were granted by the NSW Civil and Administrative Tribunal for the payment of tenancy charges by social housing tenants?

This data is maintained by the Tribunal.

191. How many 'Notice of Terminations' under Section 87 of the Residential Tenancies Act 2010 were made to social housing tenants in 2015/2016 on the basis of arrears?

This data is maintained on individual client files.

192. How many 'Notice of Terminations' have been issued under Section 87 of the act arising from the 'strikes' system provided for by Section 154C of the Residential Tenancies Act 2010?

Nil.

193. How many former social housing tenants are currently categorised on the NSW Housing Register as a 'Less than satisfactory former social housing tenants or occupant'?

This number varies.

194. How many former social housing tenants are currently categorised on the NSW Housing Register as a 'Unsatisfactory former social housing tenants'?

This number varies.

195. How many are listed as 'Unsatisfactory former social housing tenants' on the basis of rent arrears?

This data is not available.

196. In 2015/2016 how many 'Unsatisfactory former social housing tenants' were re-listed on the NSW Housing Register?

Three.

197. What is the total amount of uncollected arrears currently owed by former social housing tenants?

Arrears of rentals over the years of the former Labor government and the current Government vary from year to year and are dependent upon individual circumstances and whether or not it is appropriate to write off the rental arrears.

198. What is the total amount of uncollected arrears currently owed by former social housing that occurred in 2015/2016?

Refer to supplementary answer 197.

Temporary Accommodation

199. What was the 2015/16 expenditure in total for temporary accommodation?

\$21.16 million compared to \$26.69 million in 2010/11.

200. How many clients received Temporary Accommodation in the financial year 2015-16?

21,561 in 2015/16 compared to 16,739 in 2010/11.

201. What was the total number of nights of accommodation provided and average number of nights of accommodation provided?

This number varies.

202. How many clients entered into a tenancy agreement following their TA?

This information is not available.

Sale of properties

203. How many new properties have been added to the social housing portfolio as a result of investment of funding solely from the Millers Point sale?

The Millers Point sales will generate an estimated \$500 million dollars for investment into 1,500 new social housing properties across NSW. Already close to 650 new homes are under construction or completed. New social housing has been built in more than 20 suburbs around Sydney, including Bankstown, Canley Heights, Chester Hill, Condell Park, Padstow, Penrith, Sadler, Smithfield, and Yagoona.

Please refer to www.facs.nsw.gov.au for more details.

Social and Affordable Housing Fund

204. What is the estimated number of dwellings that are anticipated to be built from the \$1 billion social and Affordable Housing Fund?

The Social and Affordable Housing Fund (SAHF) Phase 1 will deliver up to 3,000 additional Social and Affordable homes.

205. When is the first property expected to be completed?

As the procurement process is underway and is subject to probity requirements, FACS cannot provide details on when the first property is expected to be available.

206. Will Services Agreements for the SAHF still be awarded in September 2016?

The Social and Affordable Housing Fund Phase 1 program timeframe has been extended by twelve weeks to late November 2016.

Maintenance Systems

207. Has the new Maintenance system for Public Housing that finally went live on 1st April 2016 delivered:

- (a) the projected cost reduction?**
- (b) enhancement of the quality of the built asset owned by the Department?**

The new model is expected to drive improvements in delivering a more effective maintenance system.

Outstanding Maintenance

208. What is the current value of outstanding requests for maintenance works to social housing properties in NSW?

The number of maintenance requests changes daily.

Ivanhoe Estate

209. How many residents remain at the Ivanhoe Estate?

345 people remain at Ivanhoe Estate.

210. How many residents have been transferred from the Ivanhoe Estate?

122 people have vacated from Ivanhoe Estate.

211. Have all existing tenants within the Ivanhoe Estate been relocated to a social housing property within the Ryde area if they have indicated this as their preference?

58 per cent of tenants who have moved relocated to their preferred zone at Sydney's Northern Suburbs. The remaining tenants have either selected and relocated to a different area, or relocated to other parts of Sydney after viewing and favourably accepting a property that was not initially within their preferred area.

(a) Will the remaining tenants be relocated to a social housing property within the Ryde area if they have indicated this as their preference?

FACS will make every effort to meet tenants preferred areas.

212. How frequently do Relocation Officers communicate with residents at the Ivanhoe Estate?

FACS relocation staff communicate with tenants frequently.

(a) What commitment was given to Ivanhoe Estate residents regarding the frequency of communication from Relocation Officers?

At the commencement of the redevelopment/relocation project, tenants were informed that their relocation officer would stay in touch with them throughout the relocation process. Relocation officers provide regular follow up visits with relocated tenants to ensure they are comfortably resettled in their new homes and communities.

213. What is the timeframe for the demolition of the Estate?

Details about the demolition of the estate will be known as an outcome of the tender process, which is currently underway.

214. Why are residents forced to pay the cost of relocation upfront and then receive reimbursements at a later date?

The Relocation Team pays all the relocation associated expenses, Tenants are not required to provide funds up front. FACS also arranges all costs related to utility connections.

215. Will the Minister institute a more humane process for relocations than the "My Property Choice" lotto?

My Property Choice is an informal process that provides tenants choice in their future accommodation. This FACS product has been well-received by many tenants in the community and has led to successful relocations.

216. What will the final ratio of private, social, and affordable housing at the Ivanhoe Estate be when the redevelopment is complete?

In line with the *Future Directions for Social Housing in NSW* the government expects the redevelopment of the Ivanhoe estate to deliver a 70:30 ratio of private/affordable to social housing.

217. The Minister has advised that Ivanhoe Estate will feature 556 social housing dwellings. Does this commitment stand?

Yes.

218. Will you commit to increasing the amount of affordable housing on the site, given the shortage of affordable housing in NSW?

Refer to supplementary question 216.

Waterloo Estate

219. Regarding a sign erected at the Waterloo Estate on February 14 2015, did the Department give consent to the sign in question being erected?

(a) If not, will the sign be removed?

(b) If so, why was the local community not consulted prior to this decision being made?

As a property owner, the Land and Housing Corporation (LAHC) is responsible for tenant safety and consults with tenant representatives on issues that impact on their welfare. The Waterloo Green provides a thoroughfare for many elderly residents and tenants are concerned about the risks involved in introducing a shared pathway. Consultation with Council, peak cycling groups and tenant representatives has been ongoing to pursue options that promote resident safety and access for cyclists.

220. What reports, analysis or evaluations have been conducted relating to the redevelopment of the Waterloo estate?

(a) Will the Minister commit to releasing these reports?

As part of the master planning process, details of plans and reports will be available through the public consultation process.

221. How many residents currently reside at the Waterloo Estate?

This number varies as people move into and out of the estate.

222. Have any residents been transferred out of the estate arising from plans to redevelop the site?

No.

223. When does the Minister intend to begin the transfer of residents out of the Waterloo Estate?

The Waterloo redevelopment is a long term project that will happen in stages over the next 15 to 20 years. Residents will not be moving all at the same time and most people will not need to move for years.

224. How many social housing dwellings are available in the Sydney FACS District?

(a) How many of those are in the Sydney CBD area?

Information about the NSW Housing Register and housing properties are available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au

225. How many social housing dwellings are available in the South-Eastern Sydney FACS District?

(a) How many of those are in the Sydney CBD area?

Refer to supplementary question 224.

226. What does the Minister envision the final ratio of private, social, and affordable housing at the Waterloo Estate be when the redevelopment is complete?

Refer to supplementary question 176.

227. At the conclusion of the Waterloo Estate redevelopment, what will be the total number of:

- (a) Private dwellings**
- (b) Social housing dwellings**
- (c) Affordable housing dwellings**

Refer to supplementary question 176.

228. Is the Waterloo master plan currently publicly exhibited for community feedback and comment?

- (a) If not, why not?**
- (b) If not, when will the master plan be publicly presented for community feedback and comment?**

The master planning process for Waterloo will commence in late 2016 and will involve community consultation and feedback.

229. Can the Minister give details of the size and location of the property sales program over the next three years, outside of the Communities Plus redevelopment sites, and provide:

- (a) the number of properties proposed to be sold,**
- (b) the location of the dwellings ,**
- (c) the quantum of funds expected to be raised**
 - i. if these funds will be used to fund operating costs or new properties**
 - ii. the location of these properties.**

Under its property sales program NSW Land and Housing Corporation (LAHC) continually reviews the suitability of the properties it owns to ensure they meet the needs of the social housing system. LAHC may sell properties which have become uneconomical to maintain or repair, as well as properties which have a high market value, or properties which no longer align to the demand in the area. The money raised is used to fund the building of new homes, in highly accessible locations and which meet the needs of social housing tenants.

230. Does the Minister still have plans for title transfer of social housing from the Department to Community Housing Providers?

- (a) If not, why not?**

Under *Future Directions for Social Housing in NSW* the NSW Government will transfer management of up to 35 per cent of all government owned social housing dwellings to the community housing sector.

Social Housing Rental Bonds

231. Does the Minister intend to require tenants to pay a 'Rental Bond' as flagged by the NSW Minister for Finance and Services on 16 October 2012 and again on 24 January 2016 which stated that Rental bonds will be imposed for new social housing leases in the second half of 2016 for the first time?

Future Directions for Social Housing in NSW commits to the introduction of a rental bond scheme for new public housing tenants in properties managed by FACS. It is intended that the rental bond scheme will be introduced in the first half of 2017, once arrangements are in place with Fair Trading to allow tenants to pay in instalments.

New public housing tenants will be able to pay the bond in instalments over at least two years to ensure affordability.

The scheme will enable new public housing tenants to save a bond whilst being a public housing tenant, to help make the transition to a private rental if they wish.

The scheme will also encourage tenants to be responsible for the properties that they live in.

232. What month of 2016 will the bond system be introduced?

Refer to supplementary question 231.

233. Does the Minister have further plans to make the bond system retrospective?

No.

234. If so,

(a) from what date will the tenants be required to pay a rental bond?

Refer to supplementary question 233.

(b) who will administer the bond?

FACS will collect the bond and remit it to NSW Fair Trading who hold the bond in trust, as they do with private tenancy bonds.

(c) who will hold the bond?

NSW Fair Trading.

(d) what would be the mechanism for repayment of the Bond at the end of the tenancy?

Repayment of the bond will be in accordance with NSW Fair Trading process for claiming private tenancy bonds.

(e) who will arbitrate any dispute over the repayment of the bond?

The New South Wales Civil and Administrative Tribunal, as per private tenancy bonds.

(f) will the tenant receive interest on the bond?

Interest will be treated in accordance with Fair Trading guidelines.

(g) If not, what will the Department do with any interest earned on the bond?

It is intended that the interest earned on the bond payments will be used by FACS to offset the cost of delivering social housing.

(h) will there be any administration fees charged against the bond?

Tenants will not be charged administration fees.

Millers Point

235. In relation to the sale of Land and Housing Corporation properties at Millers Point, how many tenants (households) were relocated in 2015-16?

FACS relocated 60 of those households.

**236. Which FACS allocation zones were these tenants relocated to?
(a) How many tenants were assigned to each of those allocation zones?**

Tenants were generally relocated to areas they preferred and houses which suited their needs. The majority chose to be allocated properties in and around the inner suburbs of Sydney.

237. When calculating the amount of revenue from disposals of Land and Housing Corporation properties at Millers Point, have the selling expenses and the carrying amount of the assets been deducted from the sales proceeds?

(a) If not, what is the accurate net figure?

Net sale proceeds are after agents' selling costs.

238. In relation to the proceeds of sale from Millers Point and The Rocks, which specific social housing construction projects have been funded by these proceeds to date?

Refer to supplementary question 203.

Sirius Building

239. Has the government received any expressions of interest or proposals for the purchase of the Sirius Building, or development of its site?

(a) If so, please provide the details of these proposals.

This matter should be referred to Government Property NSW.

240. In relation to the proposed disposal of the Sirius building at The Rocks, how many tenants (households) were relocated in 2015-16?

(a) How many tenants were assigned to each of those allocation zones?

Ten households relocated from Sirius during 2015/16, to a range of areas.

Transfer of social housing properties

241. How many Land and Housing Corporation properties are to be transferred to management by non-government housing providers over the next 4 years?

Refer to supplementary question 230.

242. With these stock transfers, will private providers of housing services be eligible to tender for management of the properties, or will the transfers be restricted to community housing providers?

Registered community housing providers and new providers who can demonstrate the ability to achieve registration will be eligible to submit proposals.

243. What potential does the Minister see for private providers of accommodation services, like Serco (and others), in managing social housing for the government?

Refer to supplementary question 242.

Premiers Innovation Initiative

244. Have any proposals [sic] received to improve the supply of social-housing assets under the Premier's Innovation Initiative?

Yes.

245. Have any of those proposals received been approved or progressed?

Assessments are undertaken in accordance with the Premier's Innovation Initiative and only progress if they satisfy those requirements.

Land and Housing Properties

246. What was the total number of Land and Housing Corporation dwellings sold or redeveloped (NSW-wide) in 2015-16?

Refer to supplementary question 172.

247. What was the total number of additional Land and Housing Corporation dwellings added to supply (NSW-wide) in 2015-16?

Information regarding social housing dwellings will be available in the FACS 2015/16 Annual Report.

248. What was the net increase (construction and acquisition minus sales and redeveloped existing units) in Land and Housing Corporation dwellings for 2015-16?

Information regarding social housing dwellings will be available in the FACS 2015/16 Annual Report.

249. What is the number of Land and Housing Corporation dwellings estimated to be sold or redeveloped in 2016-17?

Information regarding social housing dwellings will be available in the FACS 2015/16 Annual Report.

250. What is number of additional Land and Housing Corporation dwellings estimated to be added to supply in 2016-17?

The total number of dwellings added to supply in 2016/17 will be subject to the work programs of the Land and Housing Corporation.

251. What is the estimated net increase (construction and acquisition minus sales and redeveloped existing units) in Land and Housing Corporation dwellings for 2016-17?

The total number of social housing residences will be subject to the work program of the Land and Housing Corporation.

252. What was the value of NSW Land and Housing Corporation's physical assets as at 30 June 2015?

Refer to FACS 2014/15 Annual Report.

253. What was the value of NSW Land and Housing Corporation's physical assets as at 30 June 2016?

Information regarding assets will be available in the FACS 2015/16 Annual Report.

Privatisation of Social Housing Properties

254. What is the total value of sale of all NSW Land and Housing Corporation assets in each Local Government Area in the 2015-16 financial year?

Refer to supplementary question 172.

255. What is the total value of capital expenditure on new NSW Land and Housing Corporation assets in each Local Government Area in the 2015-16 financial year?

Information regarding LAHC'S assets will be available in the FACS 2015/16 Annual Report.

Future Directions for Social Housing

256. Of the \$55 million estimated to be spent on 'Future Directions for Social Housing' initiatives in 2016-17, excluding Rent Choice and Start Safely, what will the funding be spent on?

The remainder of the funding allocation on the 'Future Directions for Social Housing' initiatives will be spent on programs that will build opportunities for social housing clients to achieve independence through better education and employment outcomes, and targeted initiatives to help people improve their own communities.

257. What is the name and estimated cost of each of these initiatives?

Funding has been allocated in 2016/17 to support these initiatives, including to the following: expansion of the successful career pathways program and the FACS scholarship program; development of more innovative employment services for disadvantaged job seekers in social housing; improved access to quality early childhood education services for children living in social housing; home visits for mothers with babies living in social housing; and place plans in disadvantaged social housing estates in regional NSW. The final allocation for the initiatives will be finalised and provided in due course.

Expenditure

258. How much was spent on the Youth Private Rental Subsidy in 2015-16?

(a) How much is the estimated cost of this Subsidy in 2016-17?

Following the launch of *Future Directions for Social Housing in NSW*, this program will be significantly expanded.

259. How many individuals were in receipt of the Youth Private Rental Subsidy at any time in the financial year 2015-15 in the

- (a) Hunter region**
- (b) Tamworth region**
- (c) Orange region**
- (d) Bathurst region**
- (e) Penrith/Blue Mountains region**

In 2015/16, the Youth Private Rental Subsidy (YPRS) was provided to a total of 98 clients made up of:

- 81 clients in Hunter (Newcastle)
- 8 clients in New England (Tamworth)
- 3 clients in Orange (YPRS commenced operations in late April 2016)

- 5 clients in Bathurst (YPRS commenced operations in April 2016 with first client assisted in May 2016)
- 1 client in Penrith/Blue Mountains (YPRS commenced operations in April 2016 with first client assisted in May 2016).

260. How much was spent on Rentstart programs in 2015-16?

Rentstart programs were within the anticipated budgetary range.

(a) What is the estimated cost of Rentstart programs in 2016-17?

Refer to supplementary answer 260.

261. How much was spent on the Bond Loans component of Rentstart in 2015-16?

Refer to supplementary answer 260.

(a) What is the estimated cost of the Bond Loans component of Rentstart in 2016-17?

Refer to supplementary answer 260.

262. Has the Rentstart Bond Loans scheme been evaluated, and if so, will the evaluation report be made publicly available?

Refer to supplementary answer 260.

263. What was the cost of the 'Housing Connect' initiatives in 2015-16?

Refer to supplementary answer 260.

264. What was the cost of the Private Rental Subsidy for FACS clients with HIV/AIDS in 2015-16?

Refer to supplementary answer 260.

(a) How many FACS clients were assisted with this subsidy in 2015-16?

Refer to supplementary answer 260.

265. What is the estimated cost of the Private Rental Subsidy for FACS clients with HIV/AIDS in 2016-17?

Refer to supplementary answer 260.

(a) What is the estimated number of FACS clients who will be assisted with this subsidy in 2016-17?

Refer to supplementary answer 260.

266. What was the cost of the Private Rental Subsidy for FACS clients with a disability in 2015-16?

Refer to supplementary answer 260.

(a) How many FACS clients were assisted with this subsidy in 2015-16?

Refer to supplementary answer 260.

267. What is the estimated cost of the Private Rental Subsidy for FACS clients with a disability in 2016-17?

Refer to supplementary answer 260.

(a) What is the estimated number of FACS clients who will be assisted with this subsidy in 2016-17?

Refer to supplementary answer 260.

268. What was the cost of the Start Safely program in 2013-15 and 2014-15, and what is the estimated cost of this program in 2016-17?

Start Safely programs were within the anticipated budgetary range.

269. How many residential properties were headleased by the LAHC from private owners for use as public housing in 2015-16?

Information regarding headleased properties will be available in the FACS 2015/16 Annual Report.

270. How many residential properties will be headleased by the LAHC from private owners for use as public housing in 2016-17?

The total number of headleased properties will be subject to the portfolio requirements of the Land and Housing Corporation.

271. What was the cost of Temporary Accommodation assistance in 2015-16?

Refer to supplementary answer 199.

(a) What is estimated cost of the Temporary Accommodation assistance in 2016-17?

Refer to supplementary answer 199.

272. The Commonwealth's Budget papers indicate that Commonwealth payments to New South Wales for Remote Indigenous Housing ceased after 2015-16 (with a \$48 million payment in 2015-16). What impact will the absence of this subsidy have on the Aboriginal Housing Office's budget in 2016-17, with respect to the Office's work with Aboriginal communities in remote and rural areas, and the capacity of the Department of Family and Community Services to make up for a shortfall?

The early buyout of the NPARIH will not have any impact on the available funding for the AHO for the 2016/17 financial year.

Rent and Sales Report

273. Does the Department of Family and Community Services plan to cease publication of the 'Rent and Sales Report'?

There are no plans to cease publication of the Rent and Sales Report.

Budget Breakdown

274. What was the breakdown of the Budget appropriation to the Department of Family and Community Services among each of its Service Groups, in 2015-16?

Refer to the 2015-16 Budget Paper.

275. What is the estimated breakdown of the Budget appropriation to the Department of Family and Community Services among each of its Service Groups, in 2016-17?

Refer to the 2015-16 Budget Paper.

Antisocial behaviour

276. In the 2015-16 financial year:

(a) How many applications for termination and possession orders has FACS NSW made to NCAT for "severe illegal behaviour" by public housing tenants?

Five.

(b) Of the applications referred to above, how many times did NCAT exercise its discretion and decline to make termination and possession orders?

Nil.

277. How many warnings have been issued to public housing tenants for “minor or moderate antisocial behaviour”?

252.

278. How many strike notices have been issued to public housing tenants for “minor or moderate antisocial behaviour”?

Ten.

279. How many strike notices for “minor or moderate antisocial behaviour” have been overturned following an appeal to the Housing Appeals Committee?

Nil.

Vacant Bedroom charges

280. How much revenue did the NSW Government collect in 2015/16 due to the Vacant Bedroom Charge?

Tenants can elect to pay a vacant bedroom charge to remain in their property.

281. How many tenants in total have paid a charge for a vacant bedroom in their property?

Over 2000.

Recognition as a Tenant

282. In relation to applications for Recognition As A Tenant in 2015/16:

- (a) How many applications were made?**
- (b) How many applications were approved?**

795 applications were made with a significant proportion approved.

- i. Of approved applications, how many were conditional on an offer of an alternative social housing property?**

This data is not available.

Debts Arising From Cancellation of a Rental Subsidy

283. In relation to debts arising from the cancellation of a rental subsidy:

- (a) How many tenants currently owe such a debt to FACS Housing?**

That data is not available.

- (b) What is the total amount currently owed to FACS on account of such debts?**

Refer to supplementary question 283 (a).

Rent Start Bond Loans

284. In relation to Rent Start Bond Loans in 2015/16:

- (a) How many applications were made?**
- (b) How many applications were approved?**
- (c) How many bond loans were repaid within 12 months?**
- (d) How many bond loans were not repaid as per the loan contract?**
- (e) How many bond loan recipients applied for a second bond loan before their first loan was repaid?**

Rent Start bond loans are one option provided to people to assist them to access private rental properties.

Relocation of tenants

285. In relation to the construction of new social housing dwellings on sites where existing tenanted stock owned by the NSW Land and Housing Corporation is to be demolished:

- (a) What assurances does the government provide to tenants that they may return to the neighbourhood once new social housing dwellings are constructed?**
- (b) What will be the process for relocating affected tenants in the first instance?**
- (c) What will be the relocation process for tenants who wish to return to the neighbourhood?**
- (d) What length of time should tenants expect these processes to take?**
- (e) What relocation expenses will government cover for each affected tenant?**

FACS will engage the tenant community at the earliest point of any potential redevelopment site. FACS staff will meet with tenants in their home and sensitively engage with tenants, family and support services. The tenants do not pay any upfront relocation expenses with FACS paying for all reasonable relocation costs. This includes removalist fees and the reconnection of utilities, as well as redirection of mail for three months. While some tenants may need to relocate on an interim basis into other housing in the local area, they will be offered the right to return if suitable properties are available when the new development is complete. Many will be able to move directly into the new social housing as the site is redeveloped.

Cumberland Hospital Patients

286. Has the Department of Family and Community Services had any conversations with other Departments about the rehousing of patients from the Cumberland Hospital facility when it is closed for redevelopment?

- (a) If so, which Departments?**

FACS does not have a formal agreement or partnership with other Departments in relation to the rehousing of patients from Cumberland Hospital.

287. What is the current wait time for social housing in the Western Sydney FACS district?

Information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au

288. How many people are currently on the waiting list for social housing in the Western Sydney FACS district?

This number changes frequently.

Sale of social housing properties in Newcastle electorate

289. Does the NSW Government intend to sell social housings properties at the following locations:

- (a) Watkins/Ocean Street, Merewether
- (b) Darby Street, Cooks Hill
- (c) Light Street Apartments
- (d) Nobby's Rd Apartments
- (e) Glebe Road Apartments
- (f) Parkway Avenue Apartments

Refer to supplementary question 172.

Bexley North Social Housing

290. Is the housing property at 84-86 New Illawarra Road Bexley North vacant?

The property is being considered for redevelopment.

291. Why is the property vacant?

Refer to supplementary question 290.

292. How long has the property been vacant for as at 31 August 2016?

Refer to supplementary question 290.

293. How many other properties in the South-Eastern Sydney FACS District have been vacant for extended periods of time as at 31 August 2016?

The number of social housing properties that are vacant in any area changes on a daily basis as properties are vacated by tenants and are prepared for reletting.

Maintenance

294. Is approval for any maintenance of Housing NSW properties always done by the Department of Finance?

Maintenance of social housing properties is the responsibility of the NSW Land and Housing Corporation.

295. Is any approval of maintenance of Housing NSW properties done by Housing NSW?

Refer to supplementary question 294.

296. What type of maintenance approvals are done by Housing NSW and by Department of Finance?

Refer to supplementary question 294.

297. How many maintenance jobs on Housing NSW properties are outstanding?

This number varies daily.

298. How many maintenance jobs on Housing NSW properties have been outstanding for more than 6 months?

The number of properties undergoing maintenance in any location can vary. FACS routinely carries out maintenance through responsive maintenance requests and planned maintenance programs to keep its properties in good condition and to ensure consistent maintenance standards across the state.

299. How many maintenance jobs on Housing NSW properties have been outstanding for more than 12 months?

Refer to supplementary question 298.

300. What is the process following a report to the Housing NSW Maintenance call centre right through to the completion of a job?

Social housing tenants now contact their local maintenance contractor direct (via freecall 1800 422 322) to report their maintenance issues.

Waiting list

301. How many people are on the waiting list for a Housing NSW property as of June 30 2016?

Over 60,000.

302. How many people are on the waiting list for a Housing NSW property as of June 30 2015?

This number has steadily increased.

303. How many people are on the waiting list for a Housing NSW property as of June 30 2014?

Refer to supplementary answer 302.

304. How many people are on the waiting list for a Housing NSW property as of June 30 2013?

Refer to supplementary answer 302.

305. How many people are on the waiting list for a Housing NSW property as of June 30 2012?

Refer to supplementary answer 302.

306. How many people are on the waiting list for a Housing NSW property as of June 30 2011?

Refer to supplementary answer 302.

307. How many people are on the waiting list for a Housing NSW property in the Hunter as of June 30 in each of the above years?

Refer to supplementary answer 302.

New Infrastructure

308. How many new properties has Housing NSW built in the years ended June 30 2011 - 2016?

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

309. How many of these properties have been built in the Maitland electorate for each of the above years?

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

310. Are these properties in the Maitland electorate 1,2,3 or 4 bedroom properties and what is the breakdown in each category for each of the above years?

Information regarding bedroom type is available from www.housingpathways.nsw.gov.au

Headleased Properties

311. How many properties did Housing NSW (or Finance on behalf of Housing NSW) headlease from private landlords in NSW as of June 30 in each of the years 2011-2016?

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

312. How many of these properties are in the Maitland electorate for each of these years?

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

313. What are the reasons that Housing NSW would headlease a property?

Head leasing forms part of the social housing new supply program, along with redevelopment of existing housing and new acquisitions.

Housing Programs

314. What other programs are offered by Housing NSW available to applicants on the Housing NSW waiting list that provide support when applying for housing in the private sector?

Programs offered by Housing NSW are available on the FACS Housing Pathways website.

Emergency Accommodation

315. What is the budget available to Housing NSW to provide emergency accommodation to people who are homeless?

This number changes from year to year.

316. How many people have Housing NSW helped into emergency accommodation as of June 30 in each of the years from 2010 – 2016?

The NSW Government is assisting more people than the former Labor government.

317. What is the shortest assistance in days for one person that Housing NSW has provided in emergency accommodation in each year to June 30 2010 - 2016?

Data for period June 2010 to June 2013 is not available.

318. What is the longest assistance in days for one person that Housing NSW has provided in emergency accommodation in each year to June 30 2010-2016?

This information is not currently available.

319. Is there a limit to how many days Housing NSW will provide in emergency housing to one person in a 12 month period?

Yes.

320. If so, what happens when this limit is reached?

FACS staff may approve an extension of assistance on a case by case basis.

Domestic Violence Leave and Awareness

321. For each department, statutory agency and/or other bodies in your portfolio please report:

- (a) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;
- (b) Whether or not all employees and/or contractors are eligible for domestic violence leave;
- (c) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;
- (d) Number of days available for eligible staff to access domestic violence leave in each financial year;
- (e) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;
- (f) Number of sick days available for eligible staff to access domestic violence leave in each financial year;
- (g) Whether or not all staff and/or contractors have access to Employee Assistance Programs?
- (h) What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?
 - i. Privacy and confidentiality of information about domestic violence
 - ii. Access to emotional, psychological, financial and medical support which may be required
- (i) Who has provided training on domestic violence in the workplace?
- (j) What percentage of staff in each agency has undertaken domestic violence training?
- (k) What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence

against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

Refer to supplementary question 129.

Sexual harassment and Anti-bullying training and awareness programs

322. For each department, statutory agency and/or other bodies in your portfolio please report:

- (a) Date of introduction of sexual harassment and anti-bullying training and awareness programs**
- (b) Whether or not all employees and/or contractors have received such training?**
- (c) Is this course mandatory for all employees/ contractors?**
- (d) How long for each session, how many sessions?**
- (e) Who delivers it?**
- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?**
- (g) How?**
- (h) What percentage of staff in each agency has undertaken sexual harassment and anti bullying training and awareness programs?**

Refer to supplementary question 130.

Construction of social housing

323. The Electoral District of Prospect has some of the longest waiting times and highest demand for social housing in NSW, of over 20 years in some parts of the electorate. Without any significant construction in the area, how does the Minister believe that the Government is able to alleviate this problem?

Refer to supplementary question 98.

Central Coast

324. What is the total number of social housing dwellings on the Central Coast?

- (a) Has the number at question 1 increased or decreased since 2011 and if so by how much?**

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

325. What is the address of each social housing dwelling on the Central Coast?

The Land and Housing Corporation does not disclose addresses of social housing dwellings for privacy reasons.

326. What is the total current number of people accommodated in social housing on the Central Coast?

(a) Has the number at question 3 increased or decreased since 2011 and if so by how much?

This number changes frequently.

327. What is the total number of social housing dwellings located in The Entrance electorate?

(a) Has the number at question 4 increased or decreased since 2011 and if so by how much?

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

328. What is the address of each social housing dwelling located in The Entrance electorate?

The Land and Housing Corporation does not disclose addresses of social housing dwellings for privacy reasons.

329. What is the total current number of people accommodated in social housing located in The Entrance electorate?

(a) Has the number at question 6 increased or decreased since 2011 and if so by how much?

This number changes frequently.

330. What is the total current number of people accommodated in social housing located on the Central Coast?

(a) Has the number at question 7 increased or decreased since 2011 and if so by how much?

Refer to supplementary question 326.

331. What was the total amount of applicants on the social housing waiting list on the Central Coast in March 2011?

- (a) What was the total number in 2012?**
- (b) What was the total number in 2013?**
- (c) What was the total number in 2014?**
- (d) What was the total number in 2015?**
- (e) What was the total number in 2016?**

This number changes regularly.

332. What was the total amount of applicants on the social housing waiting list in The Entrance electorate in March 2011?

- (a) What was the total number in 2012?**
- (b) What was the total number in 2013?**
- (c) What was the total number in 2014?**
- (d) What was the total number in 2015?**
- (e) What was the total number in 2016?**

Refer to supplementary question 331.

333. Has 8-12 Copnor Avenue, The Entrance been purchased by the Lands and Housing Corporation for use as social housing?

- (a) If so what price was paid?**
- (b) How many social housing units will be provided?**

Refer to supplementary question 172.

334. Was 8-10 Archbold Road, Long Jetty purchased for social housing?

- (a) If so what price was paid?**
- (b) How many social housing units will be provided?**

Refer to supplementary question 172.

335. Is 15 Kitchner Road, Long Jetty being developed for social housing?

- (a) If so what will the development cost be?**
- (b) How many social housing units will be provided?**

Refer to supplementary question 172.

336. How many social housing dwellings have been constructed by or for the Land and Housing Corporation or Housing NSW in The Entrance electorate since 2011?

- (a) What is the address for each of these?**
- (b) How much did each development cost to construct?**

Information regarding public housing dwellings is available in the relevant Annual Reports from 2011 onwards.

337. How many social housing dwellings have been constructed by or for the Land and Housing Corporation or Housing NSW on the Central Coast since 2011?

- (a) What is the address for each of these?**
- (b) How much did each development cost to construct?**
- (c) How many social housing dwellings have been obtained by purchase of an existing dwelling in The Entrance electorate since 2011? What is the address for each of these?**
- (d) How much did each development cost?**

Information regarding social housing dwellings is available in the relevant Annual Reports from 2011 onwards.

338. How many social housing dwellings have been obtained by purchase of an existing dwelling on the Central Coast since 2011?

- (a) What is the address for each of these?**
- (b) How much did each development cost?**

Information regarding social housing dwellings is available in the relevant Annual Reports from 2011 onwards.

Housing NSW properties within the Keira Electorate

339. Can the Minister provide details of how many Public Housing properties are in the Keira electorate?

Information regarding public housing properties will be available in the FACS 2015/16 Annual Report.

340. Are these properties meeting current demand?

Refer to supplementary question 339.

341. How many Housing NSW properties have been sold within the Keira electorate since 2011?

Information regarding public housing properties is available in the relevant Annual Reports from 2011 onwards.

342. How many Housing NSW properties have been built within the Keira electorate since 2011?

Information regarding public housing properties is available in the relevant Annual Reports from 2011 onwards.

343. Has the Minister visited any public housing estate in the Keira electorate since becoming Minister?

The Minister regularly visits housing properties across the state.

Housing NSW waiting list for the Illawarra

344. Approximately how many people in the Illawarra are currently on the Housing NSW waiting list?

Information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au

345. How long is the average wait time for a person on the general housing waiting list for the Illawarra?

Refer to supplementary question 344.

346. Approximately how many people in the Illawarra are currently on the priority housing waiting list?

Refer to supplementary question 344.

347. How long is the average wait time for a person on the priority waiting list for the Illawarra?

Refer to supplementary question 344.

348. How many of those people on the priority waiting list for the Illawarra have dependent children?

Refer to supplementary question 344.

Housing NSW Stock (Hunter)

349. The Newcastle Herald reported on 5 August 2016 “The department [FACS] says the proceeds from the sale of the eight inner-city properties [Light Street Bar Beach] will be used to fund 50 new social housing properties in the Hunter area” – where and when will these properties be built?

Refer to supplementary question 172.

350. The Minister is selling \$5 million of housing stock in the Newcastle suburb of Bar Beach, does the Minister have plans to sell any of the following beach side property in Newcastle:

- (a) 55 - 59 Watkins Street, Merewether?
- (b) 44 - 50 Ocean Street, Merewether?
- (c) 87 - 101 and 125 Parkway Ave, Merewether?
- (d) 255 - 273 Darby Street, Cooks Hill?
- (e) 1 – 15 Light Street, Bar Beach?
- (f) 4 - 16 Nickson Street, Bar Beach?
- (g) 15 - 17 Greenslopes Street, Bar Beach?
- (h) Nobby’s Road Apartments, 79 Nobbys Road, Newcastle East?
- (i) Peninsula Apartments 50 – 68 Nobby Road, Newcastle East?
- (j) Stokes Apartments 69 -72 Nobbys Road, Newcastle East?
- (k) Allan Apartments 73 - 78 Nobbys Road, Newcastle East?
- (l) Jackson Apartments 79 – 81 Nobbys Road, Newcastle East?

Refer to supplementary question 172.

351. How much NSW Housing Stock has been sold in the Hunter New England area in the following years:

- (a) 2010-11?
- (b) 2011-12?

- (c) 2012-13?
- (d) 2013-14?
- (e) 2014-15?
- (f) 2015-16?
- (g) Current year to date?
 - i. For each of the above amounts how much was reinvested into Housing Stock in the Hunter New England?

Refer to supplementary question 172.

Office Administration

- 352. How many staff are in your ministerial office?**
- (a) What was the average salary for staff members in your office during 2015-16?
 - (b) What is the estimated average salary for a ministerial staffer in your office in 2016-17 based on current appointments?

Refer to supplementary question 131.

- 353. How many blackberries/iphones/smart phones are assigned to your staff?**
- (a) For each phone, how much was each bill in 2015-16?
 - (b) How many phones have been lost or replaced due to damage in your office?
 - i. What is the cost of replacing those phones?

Refer to supplementary question 132.

- 354. How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?**
- (a) What was the cost of providing iPads or tablets to your Ministerial Office in 2015-16?
 - (b) How many iPads or tablets have been replaced due to lost or damage in 2015-16?
 - i. What was the cost of replacing these devices?

Refer to supplementary question 133.

- 355. Has any artwork been purchased or leased for display in your ministerial office in 2015-16?**
- (a) What is the cost of this?

Refer to supplementary question 134.

- 356. Have any floral displays or indoor plants or potplants been hired or leased for display in your ministerial office in 2015-16?**
- (a) If so, what was the cost of these items?

Refer to supplementary question 135.

357. Have any floral displays or indoor plants or potplants been purchased for display in your ministerial office in 2015-16?

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

Refer to supplementary question 136.

358. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2015-16?

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

i. Who is the subscriber for each of these?

Refer to supplementary question 137.

359. What was the total value of all gifts purchased for use by you and your office in 2015-16?

(a) What were the gifts purchased?

i. Who were they gifted to?

Refer to supplementary question 138.

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

(a) What is the monthly cost of this?

Refer to supplementary question 139.

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

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

Refer to supplementary question 140.

362. What was the total bill for your office in 2015-16 for:

(a) Taxi hire

(b) Limousine hire

(c) Private hire care

(d) Hire car rental

(e) Ridesharing services

Refer to supplementary question 141.

363. Were any planes or helicopters chartered by you or your office and paid for with public money in 2015-16?

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

Refer to supplementary question 142.

Hospitality

364. How much did your ministerial office spend on hospitality, including catering and beverages, in 2015-16?

Refer to supplementary question 143.

365. How much did your Department/agency spend on hospitality, including catering and beverages, in 2015-16?

Refer to supplementary question 144.

Labour Hire Firms

366. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2015-16:

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

Refer to supplementary question 145.

Media and Public Relations

367. How many media or public relations advisers are employed for each of your portfolio agencies?

Refer to supplementary question 146.

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

Refer to supplementary question 147.

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

Refer to supplementary question 148.

- 370. Have you had media training or speech training?**
(a) If yes, who paid for it?
(b) If paid by taxpayers, what was the amount paid in 2015-16?

Refer to supplementary question 149.

Facebook

- 371. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2015-16?**

Refer to supplementary question 150.

- 372. How much did your Department/agency spend on Facebook advertising or sponsored posts in 2015-16?**

Refer to supplementary question 151.

Overseas Trips

- 373. Were any of your overseas trips in the last financial year paid for in part or in full by using public money?**
(a) If so, did any of your relatives or friends accompany you on these trips?

Refer to supplementary question 152.

- 374. Have you undertaken any official overseas travel that was privately funded?**
(a) If so, what was the nature of these trips?
(b) Who paid for these trips?

Refer to supplementary question 153.

Department/Agency Travel

- 375. What was the total expenditure in 2015-16 by Departments/agencies within your portfolio on:**
(a) Taxi hire
(b) Limousine/private car hire
(c) Hire car rental
(d) Ridesharing services

Refer to supplementary question 154.

Consulting

- 376. How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2015-16?**
(a) For what specific purposes or matters was legal advice sought?

Refer to supplementary question 155.

377. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2015-16:

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

Refer to supplementary question 156.

Department/Agency Staffing

378. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2015-16?

- (a) Of these redundancies, how many were:**
 - i. Voluntary**

Refer to supplementary question 157.

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

- (a) What was the nature of these works/services?**
- (b) What was the total cost of these works or services?**

Refer to supplementary question 158.

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

Refer to supplementary question 159.

381. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2015-16?

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

Refer to supplementary question 160.

Smart Phone Accounts

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

- (a) What was the total expenditure in 2015-16 on iTunes?**

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

Refer to supplementary question 161.

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

(a) What was the total expenditure in 2015-16 on Android?

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

Refer to supplementary question 162.

Websites Visited

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

Refer to supplementary question 163.

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

Refer to supplementary question 164.

Merchant fees

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

Refer to supplementary question 165.

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

Refer to supplementary question 166.

388. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2015-16?

Refer to supplementary question 167.

Probity Auditor

389. Has your office or department used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company

and/or individual, the project, the engagement dates, and their total remuneration in tabular format.”

Refer to supplementary question 168.