



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2017-2018

Supplementary Questions

Portfolio Committee No. 2 – Health and Community Services

MENTAL HEALTH, WOMEN, AGEING

Hearing: Tuesday 5 September 2017

Answers due by: Friday 29 September 2017

Budget Estimates Secretariat

Phone 9230 2412

budget.estimated@parliament.nsw.gov.au

MENTAL HEALTH

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

LGBTIQ Mental Health

1. Since the Federal Government announced the same sex marriage postal vote, have any LGBTIQ community mental or advocacy groups provided advice to you or your office regarding the adverse impact of the 'no' campaign on LGBTIQ mental health outcomes?
2. As mental health Minister, do you recognise that the same sex marriage postal vote may have adverse impact LGBTIQ mental health outcomes?

Clinical Psychologists

3. For each Adult Inpatient Mental Health Unit in NSW, please advise:
 - (a) The number beds at the unit.
 - (b) The number of FTE clinical psychologists positions funded in the 2016/17 financial year.
 - (c) The number of FTE clinical psychologists positions funded in the 2017/18 financial year.

Medicine dosing errors

4. For each Adult Inpatient Mental Health Unit in NSW, please advise:
 - (a) The number of medicine dosing errors recorded on the Incident Information Monitoring System (IIMS) in the 2016/17 financial year?
 - (b) The number of medicine dosing errors recorded on the Incident Information Monitoring System (IIMS) in the 2017/18 financial year?

Seclusion

5. How many seclusion rooms in New South Wales mental health units have access to:
 - (a) Running water and toilet facilities;
 - (b) Natural sunlight through a window?
6. Will you publish the outcome of the Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities in full?
7. If so, on which date?

8. Will you adopt the recommendations made in the Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities within 6 months of them being published?
9. What is the total cost of the Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities

Suicides in care

10. How many mentally ill or mentally disordered patients have committed suicide while receiving treatment or care in a publicly funded mental health unit in the 2016/17 financial year?
 - (a) Please advise the number per adult inpatient mental health unit.

Clozapine Report at Cumberland Hospital

11. Have all the recommendations made in a May 2015 report "Independent review and report of the use and effectiveness of Clozapine and maintenance electroconvulsive therapy (mECT) as treatment modalities within the rehabilitation services of Cumberland Hospital" been implemented?
 - (a) If not, then why not?

Cases of aspiration pneumonia

12. How many cases of aspiration pneumonia were observed in NSW mental health facilities in 2016/17?
 - (a) Please advise the number per adult inpatient mental health unit.
13. How many cases of aspiration pneumonia arose from the use of clozapine as a treatment modality in 2016/17?

John Feneley

14. Was former Mental Health Commissioner John Feneley offered the opportunity to serve an additional term as Mental Health Commissioner?
 - (a) If not, then why not?

Forensic Patients

15. How many forensic patients who have killed another person were granted unconditional or conditional release into the community by the Mental Health Review Tribunal in 2016/17?

16. How many submissions have you made to the Mental Health Review Tribunal since becoming Minister for Mental Health?
 - (a) How many of these submissions related to forensic patients?
 - i. Of these, how many leave applications did you oppose?
17. How many forensic patients have breached their conditions of leave since you became the Minister for Mental Health?
18. Would a forensic patient released into the community appear on any Police register?
19. Are you aware of how many forensic patients are on leave in the community as at 6 September 2017?
20. Are forensic patients released into the community monitored by GPS tracking devices such as wrist bands or foot bands?
 - (a) If not, then why not?
21. Will you publish the outcome of the Review of the Mental Health Review Tribunal in respect of forensic patients in full?
 - (a) On which date will the outcome of the review be published?
 - (b) What is the cost for conducting this review?

Raftery Coronial Recommendations

22. Given that another mentally ill patient has died recently at Newcastle's Mater Mental Health unit, will the NSW Government now fast track the implementation of the recommendations made into the Coronial Inquest into the death of Ahlia Raftery?
23. If not, then why not?
24. Do you consider the Mater Mental Health Unit to be well resourced?

Resourcing and Capacity Inquiry

25. Will you conduct an inquiry into the resourcing and capacity of publically funded mental health units in order to prevent the death of patients such as Miriam Merten, Ahlia Raftery and Nikola Nastovski?
26. If not, then why not?

Illawarra Mental Health Services

27. How many front line government staff are currently working in mental health services in the Illawarra?
28. How many front line government staff were working in mental health services in the Illawarra;
 - (a) In 2016-17?
 - (b) In 2015-16?
 - (c) In 2014-15?
29. How many extra front line government staff will the Minister fund for mental health services in the Illawarra in 2017/18 to address the growing needs in the community?
30. Can the Minister please outline any plans to increase front line government mental health staff in the coming years in the Illawarra?
31. Can the Minister outline how government coordinates the various public and private mental health service providers in the Illawarra region to ensure patients receive optimum care and treatment.

Office Administration

32. How many staff are in your ministerial office?
 - (a) What was the average salary for staff members in your office during 2016-17?
 - (b) What is the estimated average salary for a ministerial staffer in your office in 2017-18 based on current appointments?
33. How many blackberries/iphones/smart phones are assigned to your staff?
 - (a) For each phone, how much was each bill in 2016-17?
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- (a) What are these services/newspapers/magazines/journals/periodicals?
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- (a) What were the gifts purchased?
- i. Who were they gifted to?
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44. Were any planes or helicopters chartered by you or your office and paid for with public money in 2016-17?

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

Hospitality

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

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Labour Hire Firms

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

(a) The names of the firms utilised

(b) The total amount paid to each firm engaged

(c) The average tenure period for an employee provided by a labour hire company

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Media and Public Relations

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

49. 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?

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

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

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

53. Have you had media training or speech training?

(a) If yes, who paid for it?

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

Facebook

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

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

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Department/Agency Travel

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

Consulting

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

- (a) For what specific purposes or matters was legal advice sought?
- 61. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2016-17:
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 - i. And the cost of these services
 - (b) Photography
 - i. And the cost of these services
 - (c) Acting training
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Department/Agency Staffing

- 62. What was the number of senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?
 - (a) How much was this number in 2011-12?
- 63. What was the expenditure on senior executive service employees employed by Departments/agencies within your portfolio in 2016-17?
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- 64. What was the number of internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?
 - (a) How much was this number in 2011-12?
- 65. What was the expenditure on internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?
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- 66. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2016-17?
 - (a) Of these redundancies, how many were:
 - i. Voluntary

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

67. 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?

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

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

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

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

Smart Phone Accounts

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

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

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

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Probity Auditor

78. 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.

Questions from Dr Mehreen Faruqi MLC

Use of artificial intelligence

79. What current uses of artificial intelligence does the department undertake?

Note: Please include all uses of AI including uses for resource allocation and administrative support, big data analysis, replacement and assistance of experts and researchers, procedural matters, or summarising diverse data – for reference this might include:

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

80. What planned uses does the department have for artificial intelligence?
81. What policy guidelines, if any, guide the exploration and use of artificial intelligence by the department?
82. What research, if any, has the department undertaken regarding the use of AI in Government services?

WOMEN

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

Penalty Rates

83. Knowing that cuts to penalty rates will disproportionately affect women in this state, do you as NSW Minister for Women support the Fair Work Commission's decision to cut penalty rates?
84. Does the Minister agree that given women represent more than half the workforce in the sectors affected by the FWC decision, reductions to take-home pay will further exacerbate the existing gender wage gap?
85. Does the Minister agree that given women represent more than half the workforce in the sectors affected by the FWC decision, reductions to take-home pay will further exacerbate the existing gender wage gap?
86. Is the Minister concerned that the decision to cut penalty rates will work against the Government's priority of strengthening women's workforce participation?

Women and Apprenticeships

87. Do you support the former Minister for Women, Pru Goward's view that under the NSW 2021 – the State Plan - a priority action is to increase the number of women completing apprenticeships in non-traditional trades?
88. As a result of the severity of the cuts made by your Government to TAFE since 2011, NSW has lost 63,000 apprenticeships – a 44% decline over the last five years. This decline has fallen disproportionately on women – with a 60% decline of women in apprenticeships compared to a 34% decline in men. What steps have you taken as the Minister for Women to increase the number of women taking up apprenticeships?
89. Have you met with Minister Barilaro to raise your concerns?

NSW Council for Womens' Economic Opportunity Committee

90. How many meetings have been held?
 - (a) Have you attended?
 - (b) How does the Public have access to the minutes and actions of this committee?

Women's Strategy Plan

91. When will the Women's Strategy Plan be released?
- (a) Will funding be attached?
 - (b) Who is assessing the community feedback?
 - (c) When will the details of the strategy be announced

The Islamophobia In Australia report

92. The Islamophobia In Australia report, which surveyed 243 incidents involving physical, verbal and online attacks, found in cases where the gender of the victim was known, 67.7% were female. Nearly three quarters of abusers were male.
93. Has the Minister looked at the Islamophobia In Australia report, which surveyed 243 incidents involving physical, verbal and online attacks, found in cases where the gender of the victim was known, 67.7% were female. Nearly three quarters of abusers were male?
94. What action will the Minister undertake to prevent women of religious or ethnic backgrounds being attacked?
95. Has the Minister met with the Minister for Multiculturalism?
- (a) If yes, what action will be taken to stop these attacks?
 - (b) If not, why not?
96. Has the Minister met with the Minister for Police?
- (a) If yes, what action will be taken to stop these attacks?
 - (b) If not, why not?

Preventing bullying and violence against women

97. What is the State Government's policy to prevent the bullying of women in the workplace?

Women's Employment in the Public Sector

98. Does the Minister support the increase of women's representation in senior positions in the public sector to 50%
- (a) If so, how will the government achieve this target?
 - (b) If not, why not?

Women NSW

99. How many full-time equivalent employees work in the Office for Women NSW?
100. How many women are employed in the office for Women NSW?
101. How many women are casual, how many are part time, how many are full time that work in the office of Womens NSW?
102. What organisations representing women's matters has the Minister met with since becoming the Minister?
103. Has the Minister met with Ethnic Womens organisations?
 - (a) if so, which ones?
 - (b) if not, why not?
104. How many women are employed in your ministerial office? How many men?

Women in Local Government

105. Will the Minister implement the Joint Ministerial Advisory Council on Women in Local Government's Senior Staff Action Plan and Elected Representatives Action Plan?

Women in leadership roles

106. What funding does the 2017-18 State Budget provide to support women from disadvantaged communities participating in leadership programs?
107. Does the State Government support e-mentoring for women building their public sector careers in regional and remote areas, non-traditional occupations and senior positions?
108. What funding does the 2017-18 State Budget provide organisations that support Women from Non English speaking Backgrounds?
109. How many women from a Non English Speaking Background serve on the Governments Boards and Committees?
110. How Many Indigenous women serve on Government Boards and Committees?
111. How many women from rural and regional NSW serve on Government Boards and Committees?
112. How many women with a disability serve on a NSW Government Board, Committee or Advisory Council?

Women in non-traditional roles

113. Can the Minister provide information about the number of women currently working in non traditional roles, specifically those employed in 'blue collar' jobs in state agencies and utilities?
114. Can the Minister provide information about how many of these women are employed as apprentices or trainees?
115. Can the Minister provide information about what pay rates these women receive as tradespeople, relative to males employed in the same positions?
116. Can the Minister provide information about how many women in non traditional apprenticeships are employed by state government agencies through labour hire companies?
117. Can the Minister provide information about how many women in non traditional apprenticeships are employed by state owned corporations through labour hire companies?
118. What consultation if any, has there been with any community or trade union groups about improving the numbers of women employed in non traditional roles – in both state government agencies and state owned corporations?
119. What consultation if any, has there been with any industry, business, community or trade union groups about improving the career prospects for women employed in non traditional roles – in both state government agencies and state owned corporations?

Flexible Workplaces

120. The then-Premier announced on International Women's Day last year that the public service would allow all employees to access flexible working arrangements by 2019.
 - (a) Do you have a coordinating role for the implementation of this policy?
 - (b) Is there any monitoring of the implementation of this policy by individual departments?
 - (c) Is there any monitoring of the implementation of this policy by the NSW office for women?
 - (d) Is there any monitoring of the implementation of this policy by the department of Premier and Cabinet?
 - (e) Do you centrally register staff that access flexible work arrangements?
 - (f) How many staff in your department access flexible workplace arrangements?
 - (g) Can you describe the 'flexible working arrangements' that the staff in your department access?

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AGEING

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Elder Abuse

172. When will the Minister appoint a Public Advocate to investigate the scourge of elder abuse in New South Wales?

Homelessness Amongst Older women

173. Is the Minister aware of the issue of homelessness among older women?
174. Is the Minister aware of Homelessness NSW's Plan for Change: Homes for Older Women (February 2016)?
175. Is the Minister aware that in that document, Homeless NSW has said "Older women should not be homeless in 2016.....it is not acceptable that there is currently no NSW Government priority for addressing the housing needs of older women, despite increasing evidence that the numbers who are homeless, or living in housing stress, is growing."?
176. The Homeless NSW report *Plan for Change: Homes for Older Women* recommends that the NSW government should develop a strategy to address the homelessness of older women. What steps have been taken to develop a strategy?
177. The Plan also recommends that the NSW Government fund the development of trial affordable housing projects for older women. Do you support that recommendation?
178. In October 2016, the Women's Electoral Lobby and the Older Women's Network NSW in their response to the Foundations for Change-Homeless in NSW Discussion Paper referred to the NSW Ageing Strategy 2016 -2020. The Older Women's Network recommended that implementation of the Strategy should specifically seek to more closely integrate housing for older women under threat of homelessness with the provision of essential community services. Do you support this recommendation?
179. What steps have been taken to implement it?

Garrawarra Centre

180. Is the Minister aware that New South Wales has the highest number of aged care facilities operating under sanctions in Australia?

181. What action has the Minister undertaken to ensure that progress is being made to address the issues which led to the Centre being subject to sanctions?
182. Who has the Minister met with regarding the issues at Garrawarra Centre? When?
183. Has the Minister met with any members of staff at the Garrawarra Centre?
184. Has the Minister met with any registered nurses who work at the Centre?
185. Does the Minister support mandated patient to nurse ratios in aged care facilities such as exist in Victoria and Queensland?
186. Can the Minister confirm that the Garrawarra Centre and the Wallsend Aged Care facilities will remain a responsibility of the New South Wales Government?
187. What steps have been taken to address the failure to meet national accreditation standards at the state-run Garrawarra aged care facility? Can patients and their loved ones be reassured that they will receive quality care at these facilities?

Young people in aged care facilities

188. How many 'young people' are accommodated in residential aged care facilities in NSW?
 - (a) Of the people how many individuals are aged;
 - i. Younger than 20 years of age?
 - ii. Between 20 years and 30 years?
 - iii. Between 30 years and 40 years?
 - iv. Between 40 years and 50 years?
189. How many individuals less than the age of 50 are accommodated in residential aged care facilities within the Illawarra region?
190. How many facilities are available in NSW that are specifically designed for young people living with complex disabilities and require the services of residential aged care accommodation?
191. Will the Minister explain what resources will be made available to assist young people out of nursing homes or aged care facilities?

Office Administration

192. How many staff are in your ministerial office?
 - (a) What was the average salary for staff members in your office during 2016-17?

- (b) What is the estimated average salary for a ministerial staffer in your office in 2017-18 based on current appointments?
193. How many blackberries/iphones/smart phones are assigned to your staff?
- (a) For each phone, how much was each bill in 2016-17?
 - (b) How many phones have been lost or replaced due to damage in your office?
 - i. What is the cost of replacing those phones?
194. How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?
- (a) What was the cost of providing iPads or tablets to your Ministerial Office in 2016-17?
 - (b) How many iPads or tablets have been replaced due to lost or damage in 2016-17?
 - i. What was the cost of replacing these devices?
195. Has any artwork been purchased or leased for display in your ministerial office in 2016-17?
- (a) What is the cost of this?
196. Have any floral displays or indoor plants or potplants been hired or leased for display in your ministerial office in 2016-17?
- (a) If so, what was the cost of these items?
197. Have any floral displays or indoor plants or potplants been purchased for display in your ministerial office in 2016-17?
- (a) If so, what was the cost of these items?
198. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2016-17?
- (a) What are these services/newspapers/magazines/journals/periodicals?
 - i. Who is the subscriber for each of these?
199. What was the total amount your office spent on stationery?
200. What was the total value of all gifts purchased for use by you and your office in 2016-17?
- (a) What were the gifts purchased?
 - i. Who were they gifted to?
201. Do you purchase bottled water or provide water coolers for your office?

- (a) What is the monthly cost of this?
202. What non-standard features are fitted to your ministerial vehicle?
- (a) What is the cost of each non-standard feature?
203. What was the total bill for your office in 2016-17 for:
- (a) Taxi hire
- (b) Limousine hire
- (c) Private hire care
- (d) Hire car rental
- (e) Ridesharing services
204. Were any planes or helicopters chartered by you or your office and paid for with public money in 2016-17?
- (a) If yes, will you please detail each trip, the method of transport and the cost?

Hospitality

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

Labour Hire Firms

207. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2016-17:
- (a) The names of the firms utilised
- (b) The total amount paid to each firm engaged
- (c) The average tenure period for an employee provided by a labour hire company
- (d) The longest tenure for an employee provided by a labour hire company
- (e) The duties conducted by employees engaged through a labour hire company
- (f) The office locations of employees engaged through a labour hire company
- (g) The highest hourly or daily rate paid to an employee provided by a labour hire company

Media and Public Relations

208. How many media or public relations advisers are employed for each of your portfolio agencies and what is the total cost to employ these advisers?
209. 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?
210. What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?
211. By how much has the number of media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?
212. By how much has the expenditure on media or public relations advisers employed for each of your portfolio agencies increased since 2011-12 to the current date?
213. Have you had media training or speech training?
 - (a) If yes, who paid for it?
 - (b) If paid by taxpayers, what was the amount paid in 2016-17?

Facebook

214. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2016-17?
215. How much did your Department/agency spend on Facebook advertising or sponsored posts in 2016-17?

Overseas Trips

216. 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?
217. 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?

Department/Agency Travel

218. What was the total expenditure in 2016-17 by Departments/agencies within your portfolio on:
 - (a) Taxi hire

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

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

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

Consulting

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

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

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

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

Department/Agency Staffing

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

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

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

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

224. What was the number of internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?
- (a) How much was this number in 2011-12?
225. What was the expenditure on internal legal counsel employees employed by Departments/agencies within your portfolio in 2016-17?
- (a) How much was this number in 2011-12?
226. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2016-17?
- (a) Of these redundancies, how many were:
- i. Voluntary
 - ii. Forced
- (b) What was the total cost of all redundancies?
227. 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?
228. Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?
229. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2016-17?
- (a) What were the reason/s for each dismissal?
230. What was the total amount your Departments/agencies spent on stationery?

Smart Phone Accounts

231. Do the Departments/agencies within your portfolio have an iTunes account?
- (a) What was the total expenditure in 2016-17 on iTunes?
- i. What applications/subscriptions/services were purchased through iTunes?
232. Do the Departments/agencies within your portfolio have an Android account?
- (a) What was the total expenditure in 2016-17 on Android?

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

Websites Visited

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

Merchant fees

235. 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.
236. 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.
237. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2016-17?

Probity Auditor

238. 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.”

Questions from Dr Mehreen Faruqi MLC

Use of artificial intelligence

239. What current uses of artificial intelligence does the department undertake?
240. What current uses of artificial intelligence does the department undertake?

Note: Please include all uses of AI including uses for resource allocation and administrative support, big data analysis, replacement and assistance of experts and researchers, procedural matters, or summarising diverse data – for reference this might include:

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

- Translation
- Document drafting

241. What planned uses does the department have for artificial intelligence?
242. What policy guidelines, if any, guide the exploration and use of artificial intelligence by the department?
243. What research, if any, has the department undertaken regarding the use of AI in Government services?