INQUIRY INTO THE PROVISIONS OF THE DIGITAL RESTART FUND BILL 2019

Questions on Notice

#	Question	Lead	Draft Response
1	Are cluster DRF contributions above and beyond the (2.5%) efficiency dividends?	P21	The 2.5% efficiency dividend is a whole-of-government commitment to reduce overall cluster budgets. All clusters contributed to the DRF based on a Treasury formula, which is in addition to the efficiency dividend.
2	Is law required to set up a special deposit account? Can't Treasury just give permission?	P21	There is one Special Deposits Account. It continues to exist by virtue of s. 4.15(1) of the *Government Sector Finance Act 2018* (*GSF Act*). Funds are established in the Special Deposits Account. Legislation (or statutory authority) is required to establish a fund in the Special Deposits Account. Section 4.15(2) of the *GSF Act* provides that the Special Deposits Account is to consist of: "(a) all accounts of money that the Treasurer is, *under statutory authority*, required to hold otherwise than for or on account of the Consolidated Fund, and (b) all accounts of money that are directed or authorised to be paid to the Special Deposits Account *by or under legislation*"
3	Are there only two special deposit accounts in NSW?	P21	There is one Special Deposits Account in NSW. There are over 80 Funds established within the Special Deposits Account.
4	You had a company called Avocado Consulting get paid $65,000 to evaluate the FLIMS system and test it using live data of people's details. There is no report to be seen as to what they did and what the result was. How does that comply with the Privacy and	P23	This is not related to the Digital Restart Fund Bill.

	Personal Information Protection (PIPP) guidelines?		
5	What are the latest figures as to the number of data breaches that took place last year?	P26	It is not a statutory requirement for Digital.NSW and Customer Service ICT Division/ Cyber Security NSW to collect or publish information on the number of data breaches that take place each year. This question would be best directed to the Information and Privacy Commission (IPC).
6	Are the number and type of data breaches published?	P26	It is not a statutory requirement for Digital.NSW and Customer Service ICT Division/ Cyber Security NSW to collect or publish information on the number of data breaches that take place each year. This question would be best directed to the Information and Privacy Commission (IPC).
7	I think I read in a report they released at the end of last year we were talking circa 3,000 to 4,000 data breaches. Is that figure close?	P26	Digital NSW and Customer Service ICT Division/Cyber Security NSW do not have a statutory or functional requirement to monitor, collect or report on data breaches. Please refer to the IPC's reporting arrangements which can be found on their website. Furthermore, you can refer to the NSW Auditor-General's Report into Internal controls and governance (November 2019) report.
8	What is the total digital and ICT spending across all of the clusters across Government? How much is the $100M DRF fund compared to?	P28	The total spend on all ICT and digital (including personnel and services) is approximately $3.8bn for the financial year 2018. At $50m per annum over two years ($100m total), the DRF represents approximately 1.3% of total government spend on ICT and Digital"
9	Auditor-General's information received is that to 31 March 2019, there had been 3,324 breaches. I will just put that on the record but feel free to give us any other information you think is relevant. Are 30 percent of agencies are not even measuring data breaches?	P28	Digital.NSW and Customer Service ICT Division/Cyber Security NSW do not have a statutory or functional requirement to monitor, collect or report on data breaches. Please refer to the NSW Auditor-General's Report into Internal controls and governance (November 2019) report.

| 10 | In terms of DRF spending so far: $2.3 million on a public housing mobile phone app. When was that actually developed? Can you give us any detail about that? Is it operational at the moment? Is it different and/or additional to what already exists? When will it be available? | P29 | The Digital Tenant Lease (DTL) solution represents an extension to the available features of the in-production IVY ('I Visit You') app. DTL is fully funded though DRF and the DTL functions cover digitisation and mobility of new lease process with digital forms, electronic signatures, automated reminders and notifications. DTL will provide 50% of time savings on all new lease agreements, cut down on administration, reduction of paper use, better services to citizens with more face-to-face time with new tenants, and with lease agreements which can be completed at the property or other convenient locations. |

When was that actually developed?
DTL project team mobilised in August 2019 with a Discovery phase in September 2019. Development has started in October 2019. Based on feedback from users and successful testing, the solution is anticipated to start being used by tenants this year.

Can you give us any detail about that?
DTL represents an extension to the available features of the in-production IVY ('I Visit You') app. DTL is fully funded though DRF and the DTL functions cover digitisation and mobility of new lease process with digital forms, electronic signatures, automated reminders and notifications. DTL will provide 50% of time savings on all new lease agreements, cut down on administration, reduction of paper use, better services to citizens with more face-to-face time with new tenants, and with lease agreements which can be completed at the property or other convenient locations.
DTL offering also includes video tutorial tools to explain to the incoming tenant their obligations, with many incoming tenants having no experience entering a lease.

Is it operational at the moment?
IVY app is operational, however DTL features are planned to be piloted this year, informing a subsequent state-wide implementation.

			Is it different and/or additional to what already exists? DTL is an extension to the existing IVY app; it however represents a first in providing a fully digitised and mobile experience to the lease establishment process for new tenants. **When will it be available?** DTL features are planned to be piloted this year, informing a subsequent state-wide implementation.
11	$1.2 million to improve the tracking of firearms acquisition and disposal, there has been significant expenditure—I think $6.3 million already—on the systems my colleague referred to. Is this part of the $6.3 million the Government has already spent, or is this additional on top of that?	P29	The $1.2 million is in addition to the amount already spent on FILMS.
12	But what is it ($1.2M) doing? How is it different to the two systems that are proposed to be in place at the moment, FLIMS and the Falcon? Is the $1.2M going towards a replacement for the already failed $6.3M?	P29	The original FLIMS/Firearms and Licensing Communications Online Network (FALCON), funding has resulted in the digitisation of forms to allow businesses and individuals to submit applications to acquire and renew firearms licenses, via Service NSW website. A new program, the Firearms Registry Middle-Out Transformation Program, is currently underway to build on the initial FLIMS/FALCON work to streamline and digitise Firearms Registry services and processes. This DRF funding is being used to accelerate research and prototype development work required for the broader Firearms Registry Middle-Out Transformation Program.

			Specifically, the DRF work will support the development of a digital approach to capturing and tracking data related to the acquisition and disposal of firearms via the firearms dealer network.
13	Can you give us a guarantee that in culling two-thirds of the websites that are public facing at the moment, there will not be less information available—that this will not be a cover-up exercise where information is disappearing out of the public realm, as it routinely has with governments of all persuasions? This is one of the issues in navigating the digital age: Government information does often disappear off these websites.	P30-31	The current NSW Government landscape of agency websites results in information of interest to our customers being spread across multiple locations, requiring customers to navigate that complexity to pull together the information they need. The website consolidation program will redesign that experience, bringing disparate information together into an easy to navigate single location. The redesigned nsw.gov.au website will make it easier for citizens and businesses to locate information and advice about government services and activities, exercise their rights and responsibilities as a citizen, meet obligations as a citizen or business operator, and find answers to common questions. This is not intended to result in less information being available, but rather, make it easier to find. All online content will be managed in accordance with the State Record and Archives NSW Government records and information management principles (https://www.records.nsw.gov.au/recordkeeping/rules/standards/records-management).
14	The project of eliminating unnecessary websites is in a trial phase. Is that correct? When was the decision reached to do that?	P31	The strategy was approved in November 2019. A Minimum Viable Product (MVP) will be launched late February 2020 to test and improve on specific front and backend website features. Ongoing development, consolidation and continuous improvement will then continue on nsw.gov.au.
15	I am asking about the positive right to own my own data and to ship it around. This is a well-developed discussion at a Federal level, where the Productivity Commission has talked about the economic gains to be made by strengthening the right of Australian citizens to	P32	NSW Government are exploring this approach and aligns with the privacy by design principles implemented by the Information and Privacy Commission.

	have greater right over the information they provide to government or to private organisations, and to make sure it is held in a form and delivered to the customer in a form that they can then take elsewhere. To what extent is that principle informing the New South Wales Government approach?		