



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2019-2020 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE

Hearing: Monday 9 March 2020

Answers due by: 5.00 pm Tuesday 7 April 2020

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Customer Service

Questions from the Hon Mark Buttigieg MLC (on behalf of the NSW Labor Opposition)

Coronavirus (COVID-19)

1. What actions is the Department of Customer Service taking to respond to the coronavirus (COVID-19) pandemic?
2. What actions is Service NSW taking to respond to the coronavirus (COVID-19) pandemic?
3. What actions is the Department of Customer Service taking to support and protect its staff during the coronavirus (COVID-19) pandemic?
4. What actions is Service NSW taking to support and protect its staff during the coronavirus (COVID-19) pandemic?
5. Has the Department of Customer Service and/or Service NSW received additional financial resources to address the impacts of the coronavirus (COVID-19)?
 - (a) If so, what additional resources have been provided to the Department of Customer Service and/or Service NSW?

Volunteer firefighter payment

6. How many people have applied for the payment for volunteer firefighters which is being administered by Service NSW?
7. How many people have received the payment for volunteer firefighters which is being administered by Service NSW?
8. What is the total value of payments made to people who have received the payment for volunteer firefighters which is being administered by Service NSW?
9. How many people in NSW are estimated to be eligible for the payment for volunteer firefighters which is being administered by Service NSW?

Stamp duty relief for bushfire-affected homeowners

10. How many people have applied for stamp duty relief for bushfire-affected homeowners?
11. How many people have received stamp duty relief for bushfire-affected homeowners?
12. What is the total value of payments made to people who have received stamp duty relief for bushfire-affected homeowners?

13. How many people in NSW are estimated to be eligible for stamp duty relief for bushfire-affected homeowners?

Bushfire Recovery Grants worth up to \$50,000

14. How many small businesses and not-for-profit organisations have applied for bushfire recovery grants?
15. How many small businesses and not-for-profit organisations have received bushfire recovery grants?
16. What is the total value of payments made to small businesses and not-for-profit organisations which have received bushfire recovery grants?
17. How many small businesses and not-for-profit organisations in NSW are estimated to be eligible for bushfire recovery grants?

Bushfire Recovery Grants worth up to \$15,000

18. How many applications have been received by Service NSW for the bushfire recovery grants worth up to \$15,000 which were previously administered by the Rural Assistance Authority?
19. How many applications have been successful for the bushfire recovery grants worth up to \$15,000 which were previously administered by the Rural Assistance Authority?
20. What is the total value of payments made by Service NSW for the bushfire recovery grants worth up to \$15,000 which were previously administered by the Rural Assistance Authority?
21. How many entities in NSW are estimated to be eligible for the bushfire recovery grants worth up to \$15,000 which were previously administered by the Rural Assistance Authority?

Payment of accounts

22. Page 47 of the Annual Report for Service NSW for 2018-19 contains information regarding the percentage of accounts paid on time. In relation to this:
 - (a) What percentage of accounts for Service NSW were paid on-time in:
 - i. November 2019;
 - ii. December 2019;
 - iii. January 2020; and
 - iv. February 2020?
 - (b) What percentage of invoices received from small businesses were paid on-time in:

- i. November 2019;
- ii. December 2019;
- iii. January 2020; and
- iv. February 2020?

Regional Seniors Travel Card

- 23. How many people have applied for a Regional Seniors Travel Card?
- 24. How many Regional Seniors Travel Cards have been issued?
- 25. How many people are eligible to receive a Regional Seniors Travel Card?
- 26. Why were veterans not included in the eligibility criteria for the Regional Seniors Travel Card when the program was launched?
- 27. Are veterans currently able to apply for, and receive, the Regional Seniors Travel Card?
 - (a) If not, by what date will they be able to do so?
- 28. On what date did the NSW Government first contact the Commonwealth Government to begin making arrangements for veterans to receive the Regional Seniors Travel Card?
- 29. Does Service NSW collect feedback from people whose application for a Regional Seniors Travel Card was unsuccessful?
- 30. Other than the Regional Seniors Travel Card, what other programs administered by Service NSW involve the provision of people's personal information to for-profit entities such as banks?

Jobs Cuts

- 31. Page 30 of the Annual Report of Service NSW for 2018-19 states the agency had an unbudgeted provision of \$2.4 million for redundancies. In relation to this:
 - (a) How many staff took redundancies in 2018-19?
 - (b) Were these redundancies forced or voluntary?
 - (c) How many staff have taken redundancies so far in 2019-20?
 - (d) Were these redundancies forced or voluntary?
- 32. How many full-time equivalent positions existed across the Customer Service cluster:
 - (a) On 1 July 2019?
 - (b) On 1 March 2020?

33. How many full-time equivalent positions existed at Service NSW:
- (a) On 1 July 2018?
 - (b) On 1 July 2019?
 - (c) On 1 March 2020?
34. During the Budget Estimates Hearing on 9 March 2020, Service NSW CEO Damon Rees stated Service NSW would address 'budgetary challenges' through 'the consolidation of corporate services functions' which 'includes teams like finance, technology, people and culture, marketing, communications, risk governance' (Uncorrected transcript, p. 30). In relation this:
- (a) How many full-time equivalent positions have been, or will be, made redundant during the 2019-20 financial year in the teams responsible for:
 - i. Finance;
 - ii. Technology;
 - iii. People and culture;
 - iv. Marketing;
 - v. Communications; and
 - vi. Risk governance?
 - (b) How many full-time equivalent positions in 'frontline' roles have been, or will be, made redundant during the 2019-20 financial year?
 - (c) Page 9 of the Service NSW Annual Report for 2018-19 states that each week an average of 125,000 people visited a Service NSW Centre and 770,000 visits are made to the Service NSW website. In relation to this, does Service NSW consider staff who work in technology to be 'frontline' workers who should be quarantined from redundancies?
 - (d) Has Service NSW or the Department of Customer Service undertaken any analysis of the impact redundancies could have on frontline services and customer experience?
 - i. If yes, will this analysis be made available to the Committee?

Critical Communications Enhancement Program

35. What was the budget for the Critical Communications Enhancement Program in each of the following financial years:
- (a) 2016-17;

- (b) 2017-18;
 - (c) 2018-19?
36. What is the current budget for the Critical Communications Enhancement Program in each of the following financial years:
- (a) 2019-20;
 - (b) 2020-21;
 - (c) 2021-22;
 - (d) 2022-23?
37. How much was spent on the Critical Communications Enhancement Program in each of the following financial years:
- (a) 2016-17;
 - (b) 2017-18;
 - (c) 2018-19; and
 - (d) 2019-20 (to date)?
38. What percentage of works for stages 1, 2 and 3 of the Critical Communications Enhancement Program were forecast to be completed in each of the following financial years:
- (a) 2016-17;
 - (b) 2017-18;
 - (c) 2018-19; and
 - (d) 2019-20 (to date)?
39. What percentage of works for stages 1, 2 and 3 of the Critical Communications Enhancement Program were completed in each of the following financial years:
- (a) 2016-17;
 - (b) 2017-18;
 - (c) 2018-19; and
 - (d) 2019-20 (to date)?
40. How many people reside in areas which are covered by:

- (a) Stage 1 of the Critical Communications Enhancement Program?
- (b) Stage 2 of the Critical Communications Enhancement Program?
- (c) Stage 3 of the Critical Communications Enhancement Program?
- (d) Stage 4 of the Critical Communications Enhancement Program?

Cyber security

- 41. Does Cyber Security NSW maintain a central register of cyber security incidents across all NSW Government agencies?
 - (a) If so:
 - i. When was this register established?
 - ii. What is the total number of incidents which have been recorded on this register to date?
- 42. How many cyber security incidents involving NSW Government agencies occurred in:
 - (a) 2017;
 - (b) 2018; and
 - (c) 2019?
- 43. What is the estimated cost of cyber security incidents involving NSW Government agencies which occurred in:
 - (a) 2017;
 - (b) 2018; and
 - (c) 2019?
- 44. How many people were affected by cyber security incidents involving NSW Government agencies in:
 - (a) 2017;
 - (b) 2018; and
 - (c) 2019?
- 45. Is it mandatory for all NSW Government agencies to report cyber security incidents to:
 - (a) Cyber Security NSW?
 - (b) The NSW Police Force?

- (c) The Australian Cyber Security Centre?
46. Have any NSW Government agencies terminated any contractual relationships with private companies due to breaches of those companies' obligations to mitigate cyber security risks or protect people's private information?
- (a) If so, how many contractual relationships have been terminated for these reasons?
47. Does Cyber Security NSW maintain a register of private companies which are barred from performing work for the NSW Government due to a failure to mitigate cyber security risks or protect people's private information?
- (a) If so, how many companies are listed on this register?
48. A submission by the Department of Customer Service to the Public Accounts Committee dated 14 August 2019 states Cyber Security NSW would train 75 executives in cyber security awareness by the end of September 2019. Did this occur?
49. How many cyber security personnel have accessed the technical skills training portal provided by Cyber Security NSW?
50. How many cyber security personnel are employed across the NSW Government?
51. How many full-time equivalent employees work for Cyber Security NSW?
52. Page 40 of the Annual Report of Service NSW for 2018-19 states "there remain residual risks" for Service NSW in relation to cyber security. In relation to this:
- (a) What are the residual risks which Service NSW has identified in relation to cyber security?
- (b) What actions have been taken to address these risks?
53. How many NSW Government agencies are currently at 'maturity level zero' for one or more of the Australian Cyber Security Centre's 'Essential Eight' strategies to mitigate cyber security risk?

Service NSW Centres

54. Will the NSW Government establish a permanent Service NSW Centre in Shellharbour?
55. Will the NSW Government establish any new permanent Service NSW Centres outside metropolitan Sydney during the next four years?
56. By what date will the NSW Government open a new Service NSW Centre in Merrylands?
57. By what date will the NSW Government open a new Service NSW Centre in Randwick?
58. By what date will the NSW Government open a new Service NSW Centre in Revesby?

59. By what date will the NSW Government open a new Service NSW Centre in Northmead?
60. By what date will the NSW Government open a new Service NSW Centre in Engadine?
61. By what date will the NSW Government open a new Service NSW Centre in Glenmore Park?
62. By what date will the NSW Government open a new Service NSW Centre in Prestons or Edmondson Park?
63. By what date will the NSW Government open a new Service NSW Centre in Roselands?
64. By what date will the NSW Government open a new Service NSW Centre in North Sydney?
65. By what date will the NSW Government open a new Service NSW Centre in Schofields?

Branding, advertising and communications

66. How many full-time equivalent employees in the Department of Customer Service currently work on branding, advertising and communications?
67. What is the Department of Customer Service's budget in 2019-20 for branding, advertising and communications?
68. How much did Service NSW spend on branding, advertising and communications in:
 - (a) 2017-18; and
 - (b) 2018-19?
69. How much has Service NSW spent on branding, advertising and communications in 2019-20 to date?

NSW Government website changes

70. On 3 February 2020, an article in *The Australian* reported that Minister for Customer Service Victor Dominello planned to abolish 500 NSW Government websites. The article stated the webpage of the Long Service Corporation and an E10 fuel compatibility website had been identified for abolition. In relation to this:
 - (a) What are the domain names of the other 498 NSW Government websites which are planned to be abolished under this initiative?
 - (b) What methodology was used to determine that these website should be abolished?
 - (c) What consultation has the NSW Government undertaken with the public and affected stakeholders in relation to this initiative?

(d) Has the NSW Government undertaken any market research, polling or focus groups in relation to this initiative?

i. If so, what was the cost of this research?

71. How much will the initiative to consolidate NSW Government websites cost, and what are the estimated savings which this initiative will deliver?

72. By what date will the initiative to consolidate NSW Government websites be completed?

Regional Seniors Travel Card: Processing times

73. How many staff are employed to process application times for the Regional Seniors Travel Cards?

74. How many people have applied for the scheme online?

75. How many people have applied for the scheme using the phone line?

76. How many people have applied for the scheme by attending a Service NSW location?

77. What is the typical wait-time between applicants applying and receiving their card?

78. The Government had budgeted for an uptake of 40% for the program over the course of the first year, but the Minister for Regional Transport and Roads has said that the take-up rate is already at 45% with 180,000 people applying in the first 5 weeks. In terms of resourcing and staffing, did Service NSW also plan for a 40% take-up of the scheme?

Regional Seniors Travel Card: DSP and Carers exclusions

79. Has the Minister or the Department provided feedback to the Deputy Premier, Minister for Regional Transport and Roads or Transport NSW regarding the exclusion of veterans, seniors with disability or carers?

80. What was that advice?

81. Did you have any say on whether seniors on a Disability Support Pension or a carers payment were excluded from the scheme?

82. Are Service NSW staff keeping a log of complaints, issues or enquiries about the card?

83. Is that log being regularly sent to the Department of Transport and Roads?

84. What feedback has Customer NSW given to the Department of Transport and Roads regarding the scheme?

85. What directive has been given to Seniors NSW staff when seniors on a DSP or carers payment visit Service NSW centres and find out they're ineligible to apply for the Regional Seniors Travel Card?
86. Is it true that Service NSW staff are informing ineligible seniors that the Minister is "reviewing" the eligibility for the scheme in relation to seniors on a DSP or carers payment?

Regional Seniors Travel Card: Veterans

87. How many veterans or war widows have attempted to apply for the scheme since the Government announced a backflip to allow them to apply for the scheme on February 15?
88. Why hasn't a manual system been set up to enable these vulnerable seniors to apply?
89. Do you think it's appropriate that veterans were first told they couldn't apply, then told they would be included, and then told they'd have to wait for another three months?
90. Is the hold up in processing these applications with Service NSW or with the Department of Regional Transport?
91. Given your assertion during Estimates that you would become personally involved should it subsequently be revealed that there was an additional wait in processing applications for veterans, what action have you taken to initiate a manual process for applications?

Regional Seniors Travel card: Westpac

92. Are there any other programs that Service NSW is involved in where a major bank is responsible for the operation of the program?
93. What aspects of the application process and deliberation is Service NSW responsible for? And Westpac?
94. When in the application process is the personal information of an applicant given to Westpac?
95. What protections are in place to ensure that personal data is not sold on to private entities or used to sell other Westpac products?
96. What feedback have you received from applicants specifically related to the involvement of Westpac or the use of personal data?

Regional Seniors Travel Card: Delays

97. Why were cards not available until applicants until February 2020?
98. When was the first cohort of cards sent out?

99. Who monitors how much has been spent on the scheme? Dept of Transport or Service NSW?
100. How many applicants so far have been from bushfire affected communities?
101. Has the Department made any effort to speed up the processing time for seniors in bushfire affected communities?

Regional Seniors Travel Card: Reporting

102. What is the process by which Customer Service or Service NSW reports the number of applications to Treasury and/or Transport NSW?
103. How frequently is this information conveyed?
104. Does Customer Service or Service NSW have a role to play in transferring information around the spending habits of cardholders?
105. At any stage does Customer Service or Service NSW obtain any information about the spending habits of cardholders?

Regional Seniors Travel Card: Digital Literacy

106. How has the Department worked to reduce the barriers to accessing the scheme for seniors on the basis of digital literacy?
107. Has Customer Service or Service NSW provided any advice to Transport NSW or the relevant ministers regarding the barriers faced by older people and people from CALD or NESB backgrounds when applying or managing the scheme?

Cost of Living Measures

108. What has been the total number of people who have taken up each of the Government's 70 rebates so far in 2019-2020?
109. What is the total number of eligible people for each rebate or savings projected by the Government?
110. What has been the total cost of these rebates and savings in this financial year?
111. What is the total cost for each rebate or savings projected by the Government?

Cost of Living One-Stop Shops

112. How many cost of living one-stop-shops have been established in NSW?
113. What has been the total cost of establishing cost-of-living one stop shops in Service NSW centres?

114. What was the total cost of branding, signage and livery for the cost of living one-stop shops?
115. What was the total cost of updating digital assets in relation to cost of living one-stop-shops?
116. What is the total cost of marketing and advertising cost of living one-stop-shops?
117. How many residents have used the cost of living one-stop-shops?
118. How many complaints have been recorded against the cost of living one-stop-shops?
119. How many staff are employed in the cost of living one-stop-shops?
120. How many people have used the online and phone services associated with cost of living on-stop-shops?
121. How many staff are employed in the operation of both of these services?
122. What is the total cost of operating both of these services?
123. How many complaints have been received in relation to both of these services?