



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2020-2021 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

BETTER REGULATION AND INNOVATION

Hearing: Friday 5 March 2021

Answers due by: 31 March 2021

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BETTER REGULATION AND INNOVATION

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

Employees

1. Minister, for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio:
 - (a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
 - (b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
 - (c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
 - (d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
 - (e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
 - (f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
 - (g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
 - (h) How many female and how many male SEB or SEB-equivalent employees are there?
 - (i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?
 - (j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
 - (k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
 - (l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
 - (m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
 - (n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
 - (o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
 - (p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
 - (q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
 - (r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?

- (s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
 - (t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
 - (u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent.
 - (v) What steps are you taking to eliminate the gender pay gap?
 - (w) What timeframe have you set to eliminate the gender pay gap?
2. Cluster Secretary- for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your Cluster:
- (a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
 - (b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
 - (c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
 - (d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
 - (e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
 - (f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
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 - (h) How many female and how many male SEB or SEB-equivalent employees are there?
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 - (k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
 - (l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
 - (m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
 - (n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
 - (o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
 - (p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
 - (q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?

- (r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?
- (s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
- (t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
- (u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent.
- (v) What steps are you taking to eliminate the gender pay gap?
- (w) What timeframe have you set to eliminate the gender pay gap?

Tow Truck Industry Act 1998

- 3. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 4. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 5. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 6. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 7. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 8. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Scams

- 9. What assistance can Fair Trading give to NSW consumer who are concerned they may have been scammed?
- 10. What action has Fair Trading taken against scammers in the past 12 months?

Artificial Intelligence

- 11. In relation to the development of an AI policy, what AI is currently used by the Better Regulation Division?
- 12. Are there plans to use AI in triaging Fair Trading complaints?
- 13. What assessment or the use of AI in triaging Fair Trading complaints has been undertaken to date?
- 14. Are there plans to use AI in triaging SafeWork complaints?

15. What assessment or the use of AI in triaging SafeWork complaints has been undertaken to date?
16. What budget is allocated to implementing the use of AI In the Better Regulation Division?
17. What cost benefit analysis had been undertaken in relation to implementing the use of AI in the Better Regulation Division?

BRD - 2019 Annual Customer Satisfaction Measurement Survey

18. The 2019 Annual Customer Satisfaction Measurement Survey found “Consumer ‘wait time’ experiences often occur due to lack of adequate staff, information and proactive communication”. This is a significant failing. What is being done to address the lack of adequate staff and the lack of access to relevant, valuable and timely information?
19. The 2019 survey also claims “Consumers perception of NSW Government services has increased in 2019 compared to 2018” but what work has been done on individual agencies and perceptions of them?
20. For example, what are customers’ and traders’ perceptions of Fair Trading?
21. For example, what are employees’ and employers’ perceptions of SafeWork?
22. Other than the customer satisfaction measurement survey, what market research has the Better Regulation Division undertaken concerning perceptions of Fair Trading?
23. What market research has the Better Regulation Division undertaken concerning perceptions of SafeWork?

Fair Trading Amendment (Short-term Rental Accommodation) Act 2018

24. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
25. How many complaints were received in 2018/19, 2019/20 and 2020/21?
26. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
27. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
28. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
29. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Blitzes

30. How many staff were involved each time and what was the outcome of each?
31. From 16 February, inspectors were undertaking a compliance blitz on construction sites from Ballina to Tweed Heads focusing on site housekeeping, height safety, falling objects, electrical, moving plant operations, and controlling risks related to silica and asbestos?
32. What information prompted SafeWork to prioritise the north coast?
33. How many staff were involved in this blitz? What is the cost of undertaking the blitz given the distance from the region to the SafeWork office?
34. How does Fair Trading prioritise which regulations to enforce and which areas to target? The Shadow Minister for Consumer Protection understands that Liquor & Gaming, SafeWork NSW and NSW Fair Trading targeted hospitality venues for COVID-19 breaches in August 2020.
 - (a) What other businesses or areas have been subject to COVID-19 blitzes?
35. How many inspections and fines were issued?
36. How many repeat offenders have been identified for COVID-19 breaches?
37. How many reports of illegal fireworks were received by SafeWork?
38. How many fines were issued and what was the total value?
39. How many inspections were carried out by SafeWork on New Years Eve?
40. Why were the Public Order and Riot Squad police called to enforce SafeWork responsibilities in south west Sydney?
41. What education or training activities take place before or after a blitz?

Budget and FTEs

SafeWork

42. As the Deputy Secretary noted at the hearing BRD itemises funding from external sources to meet legislative requirements. What is the budget for SafeWork in 2018/19, 2019/20 and 2021?
43. How many FTEs are employed for Fair Trading?

Fair Trading

44. What is the budget for Fair Trading in 2018/19, 2019/20 and 2021?

45. How many FTEs are employed for Fair Trading?

Office of Racing

46. What is the budget for Office of Racing in 2018/19, 2019/20 and 2021?

47. How many FTEs are employed for Fair Trading?

Key management personnel remuneration

48. What post-employment benefits were paid to former staff in 2019? In 2020?

49. What termination benefits were paid to former staff in 2019?

(a) In 2020?

50. How many staff benefited from the termination benefits and post-employment benefits? What were their job titles?

Office refurbishments

51. How much was spent in 2019-20 on office refurbishments and where was the work done?

52. What is the budget for 2020-21 on office refurbishments and where will the work done?

53. What future work is planned and which offices will be refurbished?

54. How many regional offices of Fair Trading were there in 2011?

55. How many staff were based in those regional offices?

56. As of today how many offices of Fair Trading outside of Sydney are there?

57. How many inspectors are based outside of Sydney?

58. How many regional offices of WorkCover were there in 2011?

59. How many staff were based in those regional offices?

60. As of today how many offices of SafeWork outside of Sydney are there?

61. How many inspectors are based outside of Sydney?

62. Does SafeWork still run its “Safer Small Towns Program” to provide face to face workplace health and safety advice in rural and regional NSW?

Food price monitoring

63. What monitoring of food prices in remote Aboriginal communities has Fair Trading undertaken in rural and remote NSW to date?
64. What support will Fair Trading provide to the ACCC when it undertakes its enhanced market study?

Funeral insurance

65. Over the last twelve months, how many complaints have been received about funeral insurance?
66. How many of those complaints were from regional NSW?
67. How many were from Aboriginal people?
68. The ACCC's enforcement priorities for 2021 include Competition and consumer issues in the funeral services sector. Why doesn't NSW Fair Trading have a similar commitment to investigating complaints in the sector?

Legislation

69. What, if any, planned reviews are being done over the next 2 years for any of the acts and/or their regulations administered by the Minister for Better Regulation and Innovation?
70. Which regulations that fall under these acts are due to cease as at 1 March 2021, and 1 March 2022?
71. Given that various regulations, as set out under the Subordinate Legislation Act, cease five years after being published, what mechanisms have you set up to ensure that regulations which are required to be maintained after this 5 year period remain in force?
72. Which acts in this portfolio are yet to commence?
73. Are there any acts that have commenced but have provisions that are yet to commence?
 - (a) What are they?
74. In terms of each of the acts, are there any provisions that need clarifying for the department/agency/office to be able to better support the Minister?
 - (a) What amendments have been proposed?

75. In terms of the jointly administered acts, how is the responsibility shared between the Ministers and their departments/agencies/offices?
- (a) With the Minister for Customer Service?
 - (b) With the Minister for Families, Communities and Disability Services?
 - (c) With the Attorney General and Minister for the Prevention of Domestic Violence?
 - (d) With the Minister for Police and Emergency Services?
 - (e) With the Treasurer?
 - (f) With the Minister for Water, Property and Housing?
 - (g) With the Minister for Energy and the Environment?
 - (h) With the Minister for Planning and Public Spaces?
76. How are these jointly administered acts operationalised between the Ministers and their departments/ agencies/offices?
77. What happens when there is a conflict in the administration of these acts between the Ministers and their departments/agencies/offices?
- (a) Other than matters that are referred to Cabinet, what is the mechanism to solve conflicts between the Ministers who share responsibility?

Rental Bond Board

78. How many DCS staff are allocated to managing rental bonds?
79. While income for the Board declined between 2018/19 and 2019/20, the Administrative Service Charge payable to DCS increased. What financial details can you provide concerning
- (a) Costs for the recovery of expenses that DCS incurred on behalf of the board?
 - (b) Associated personnel related costs and
 - (c) Other operating expenses?
80. How much is currently in the rental bond trust?
81. How much interest is expected to be earned on renters' bond money held in trust?
82. How much is this interest expected to increase over the next 3 budget years?
83. Is the interest accruing being used by the Government to fund other programs?

84. What does happen to all of the interest accrued prior to funds held in trust being returned to tenants?
85. Are there any plans for this to change over the next 3 budget years?
86. What process do tenants need to go through to access their bond money held in the trust at the end of the lease period?
87. Has this process changed over the last 3 years?
88. Are there any plans to change this process?
89. Have you considered any plans to make the process easier for tenants?

Fair Trading enforcement

90. How many level 1 actions (guidance and advice on self regulation and trader education) were undertaken in 2018/19, 2019/20 and 2020/21?
91. How many level 2 actions (warnings) were undertaken in 2018/19, 2019/20 and 2020/21?
92. How many level 3 actions (penalty notice and public naming) were undertaken in 2018/19, 2019/20 and 2020/21?
93. How many level 4 actions (prosecution, civil penalty, court orders, enforceable undertakings, notices to show cause) were undertaken in 2018/19, 2019/20 and 2020/21?
94. How many level 5 actions (criminal penalty, disciplinary action, disqualification orders) were undertaken in 2018/19, 2019/20 and 2020/21?

Residential tenancies

Residential Tenancies Act 20210

95. How many residential tenancies were there in 2018/19, 2019/20, 2020/21?
96. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
97. How many complaints were received in 2018/19, 2019/20 and 2020/21?
98. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?

99. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
100. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
101. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
102. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
103. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?
104. How many evictions were there in 2018/19, 2019/20 and 2020/21?
105. How many retaliatory evictions were there in 2018/19, 2019/20 and 2020/21?
106. How many no grounds evictions were there in 2018/19, 2019/20 and 2020/21?

Community Land Management Act 1990

107. How many community land schemes were there in 2018/19, 2019/20, 2020/21?
108. How many residents of community land schemes were there in 2018/19, 2019/20, 2020/21?
109. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
110. How many complaints were received in 2018/19, 2019/20 and 2020/21?
111. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
112. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
113. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
114. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
115. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
116. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Residential (Land Lease Communities) Act 2013

117. How many residential land lease communities were there in 2018/19, 2019/20, 2020/21?
118. How many residents of residential land lease communities were there in 2018/19, 2019/20, 2020/21?
119. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
120. How many complaints were received in 2018/19, 2019/20 and 2020/21?
121. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
122. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
123. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
124. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
125. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

Retirement Villages Act 1999

126. How many retirement villages were there in 2018/19, 2019/20, 2020/21?
127. How many residents of retirement villages were there in 2018/19, 2019/20, 2020/21?
128. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
129. How many complaints were received in 2018/19, 2019/20 and 2020/21?
130. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
131. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
132. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
133. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
134. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

Strata Schemes Management Act 2015

135. How many strata schemes were there in 2018/19, 2019/20, 2020/21?
136. How many residents of strata schemes were there in 2018/19, 2019/20, 2020/21?
137. How many strata schemes were dissolved in 2018/19, 2019/20, 2020/21 due to a collective sale?
138. How many strata schemes were dissolved in 2018/19, 2019/20, 2020/21 due to a sale by a single owner?
139. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
140. How many complaints were received in 2018/19, 2019/20 and 2020/21?
141. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
142. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
143. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
144. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
145. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

Boarding Houses Act 2012

146. How many boarding houses were there in 2018/19, 2019/20, 2020/21?
147. How many boarding houses were there in each LGA in 2018/19, 2019/20, 2020/21?
148. How many residents of boarding houses were there in 2018/19, 2019/20, 2020/21?
149. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
150. How many complaints were received in 2018/19, 2019/20 and 2020/21?
151. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
152. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?

153. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
154. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
155. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
156. What is the status of the recommendations arising from the August 2020 report of the Boarding Houses Act 2012 – Statutory Review?
 - (a) Did the government accept all recommendations?
157. How many people were consulted on the statutory review?
 - (a) When will the Shared Accommodation Bill be introduced?

Short term rental accommodation

158. How many short term holiday lettings were there in 2018/19, 2019/20, 2020/21?
159. How many short term holiday lettings were there in each LGA in 2018/19, 2019/20, 2020/21?
160. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
161. How many complaints were received in 2018/19, 2019/20 and 2020/21?
162. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
163. How many matters progressed to the NSW Civil and Administrative Tribunal in 2018/19, 2019/20 and 2020/21?
164. How many matters progressed to higher courts in 2018/19, 2019/20 and 2020/21?
165. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
166. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
167. How many guests have been added to the exclusion register?
168. How many hosts have been added to the exclusion register?
169. How many properties are listed on the mandatory short-term rental accommodation premises register?

170. What is the budget for promoting a greater understanding by guests and hosts of the mandatory Code of Conduct for the Short-term Rental Accommodation Industry?

Australian Consumer Law

171. Following comments in July 2019 by Rod Sims, chairman of the Australian Competition and Consumer Commission (ACCC) that "Uber Eats has committed to changing its contract terms that we believe are unfair, because they make restaurants responsible and financially liable for elements outside of their control," what consideration has been given by Fair Trading to investigating compliance with the Australian Consumer Law (ACL)?
172. Does Fair Trading believe that the ACL and NSW Fair Trading laws are sufficient to regulate food delivery services?
173. At September 2019 estimates the Deputy Secretary told the committee that in relation to Uber eats and unfair contract terms "it is also for the ACCC and if it is a national company like Uber we will defer to the ACCC" and "we defer to the ACCC because it is better to have a remedy that is Australia-wise". Would you like to comment further on that?
174. Even if there is a localised issue such as e for gig economy workers do you see no role for NSW Fair trading in enforcing the Australian Consumer Law, or for SafeWork in enforcing he NSW Work Health and Safety Act?
175. How many enquiries about food delivery services were received in 2018/19, 2019/20 and 2020/21?
176. How many complaints about food delivery services were received in 2018/19, 2019/20 and 2020/21?
177. How many investigations about food delivery services were conducted in 2018/19, 2019/20 and 2020/21?
178. How many enforcement actions concerning food delivery services were conducted in 2018/19, 2019/20 and 2020/21?
179. On how many occasions have food delivery services appears in the complaints register?

Fair Trading dispute resolution centres

180. How many complaints were received at each of the following centres in 2018/19, 2019/20 and 2020/21:
- (a) Albury
 - (b) Armidale

- (c) Bathurst
- (d) Broken Hill
- (e) Coffs Harbour
- (f) Dubbo
- (g) Gosford
- (h) Goulburn
- (i) Grafton
- (j) Lismore
- (k) Newcastle
- (l) Orange
- (m) Parramatta
- (n) Port Macquarie
- (o) Queanbeyan
- (p) Tamworth
- (q) Tweed Heads
- (r) Wagga Wagga
- (s) Wollongong

181. How many of the complaints received at each centre were resolved?

Fair Trading complaints

182. How many complaints received in 2018/19, 2019/20 and 2020/21 were referred to other state agencies, federal agencies or ombudsmen?

- (a) How many complaints were referred to state agency, federal agency or ombudsman?

Social media

183. What was the expenditure on social media monitoring in 2018/19, 2019/20 and 2020/21?

184. What was the expenditure on search engine optimisation in 2018/19, 2019/20 and 2020/21?

185. What was the expenditure on boosted posts and advertising on social media in 2018/19, 2019/20 and 2020/21?

Fair Trading targets

186. What evidence suggests that Fair Trading has successfully reduced consumer harm in targeted areas?
187. What evidence suggests that Fair Trading has successfully increased consumer confidence?
188. What evidence suggests that Fair Trading has successfully made effective partnership[s] with consumer groups and government; and with industry?
189. What evidence suggests that Fair Trading has successfully reduced non-compliance in targeted areas?
190. What evidence suggests that Fair Trading has successfully supported fair competition or a levelled the playing field?
191. What evidence suggests that Fair Trading has successfully increased satisfaction with and trust in Fair Trading?
192. What evidence suggests that Fair Trading has successfully increased focus on harm reduction strategies?
193. What evidence suggests that Fair Trading has successfully informed and promoted rights and responsibilities as a regulator?
194. What evidence suggests that Fair Trading has successfully assisted vulnerable consumers?
195. What evidence suggests that Fair Trading has successfully helped business to comply with the law?
196. What evidence suggests that Fair Trading has successfully achieved better outcomes for consumers and business?
197. What evidence suggests that Fair Trading has successfully educated and increased awareness for consumers and business?
198. What evidence suggests that Fair Trading has successfully prioritised high risk sectors and developed Sector Action Plans?
199. What evidence suggests that Fair Trading has successfully ensured their services are customer-centric, simple and timely?

Charitable Fundraising Act 1991

200. How many applications for authority to fundraiser were received in 2018/19, 2019/20 and 2020/21?
201. How many applications for authority to fundraiser were refused in 2018/19, 2019/20 and 2020/21?
202. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
203. How many complaints were received in 2018/19, 2019/20 and 2020/21?
204. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
205. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
206. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
207. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Australian Consumer Law

Misleading and Deceptive conduct

208. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
209. How many complaints were received in 2018/19, 2019/20 and 2020/21?
210. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
211. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
212. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
213. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Unfair contract terms

214. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
215. How many complaints were received in 2018/19, 2019/20 and 2020/21?

216. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
217. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
218. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
219. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Guarantees and warranties; repairs, replacements and refunds

220. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
221. How many complaints were received in 2018/19, 2019/20 and 2020/21?
222. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
223. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
224. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
225. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Product and service safety

226. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
227. How many complaints were received in 2018/19, 2019/20 and 2020/21?
228. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
229. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
230. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
231. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Clear and accurate pricing

232. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
233. How many complaints were received in 2018/19, 2019/20 and 2020/21?

- 234. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 235. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 236. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 237. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Scams and cybercrime

- 238. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 239. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 240. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 241. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 242. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 243. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Sales practices

- 244. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 245. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 246. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 247. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 248. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 249. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Credit and financial services

- 250. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 251. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 252. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 253. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 254. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 255. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Guarantees and warranties; repairs, replacements and refunds

- 256. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 257. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 258. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 259. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 260. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 261. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Privacy

- 262. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 263. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 264. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 265. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 266. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 267. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Enforcement action undertaken by Fair Trading

268. How many complaints were received in 2018/19, 2019/20 and 2020/21?
269. What improvements were undertaken following complaints in 2018/19, 2019/20 and 2020/21?

Fair Trading complaints

270. How many enquiries were received in 2018/19, 2019/20 and 2020/21 broken down by LGA?
271. How many complaints were received in 2018/19, 2019/20 and 2020/21 broken down by LGA?
272. How many investigations were conducted in 2018/19, 2019/20 and 2020/21 broken down by LGA?
273. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21 broken down by LGA?
274. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21 broken down by LGA?

Tow Truck Industry Act 1998

275. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
276. How many complaints were received in 2018/19, 2019/20 and 2020/21?
277. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
278. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
279. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
280. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Pawnbrokers and Second-hand Dealers Act 1996

281. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
282. How many complaints were received in 2018/19, 2019/20 and 2020/21?

- 283. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 284. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 285. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 286. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Co-operative Housing and Starr-Bowkett Societies Act 1998

- 287. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 288. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 289. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 290. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 291. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 292. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Entertainment Industry Act 2013

- 293. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 294. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 295. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 296. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 297. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 298. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Funeral Funds Act 1987

- 299. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 300. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 301. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 302. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 303. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 304. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Innkeepers Act 1968 and relevant provisions transferred to Fair Trading Act 1987

- 305. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 306. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 307. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 308. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 309. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 310. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Hairdressers Act 2003

- 311. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 312. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 313. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 314. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 315. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 316. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Motor Dealers and Repairers Act 2013

- 317. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 318. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 319. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 320. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 321. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 322. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Paintball Act 2018

- 323. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 324. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 325. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 326. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 327. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
- 328. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Plumbing and Drainage Act 2011

- 329. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
- 330. How many complaints were received in 2018/19, 2019/20 and 2020/21?
- 331. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
- 332. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
- 333. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

334. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Property, Stock and Business Agents Act 2002

335. How many enquiries were received in 2018/19, 2019/20 and 2020/21?

336. How many complaints were received in 2018/19, 2019/20 and 2020/21?

337. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?

338. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?

339. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

340. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Retail Trading Act 2008

341. How many enquiries were received in 2018/19, 2019/20 and 2020/21?

342. How many complaints were received in 2018/19, 2019/20 and 2020/21?

343. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?

344. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?

345. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?

346. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Swimming Pools Act 1992

347. How many enquiries were received in 2018/19, 2019/20 and 2020/21?

348. How many complaints were received in 2018/19, 2019/20 and 2020/21?

349. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?

350. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?

351. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
352. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Tattoo Parlours Act 2012

353. How many enquiries were received in 2018/19, 2019/20 and 2020/21?
354. How many complaints were received in 2018/19, 2019/20 and 2020/21?
355. How many investigations were conducted in 2018/19, 2019/20 and 2020/21?
356. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21?
357. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21?
358. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

Work health and safety

359. How many deaths have occurred on NSW work sites since January 2019?
360. How many of these have resulted in prosecutions?
361. Can a table be provided listing:
- (a) Date of fatality
 - (b) Cause of death
 - (c) Location
 - (d) Name of person conducting a business or undertaking
 - (e) Outcome of investigation and enforcement undertaken by SafeWork
362. Why doesn't SafeWork NSW report fatality statistics for the public similar to what SafeWork Australia and other state based bodies do?
363. What measures is the Minister taking to reduce the number of fatalities?

Joint Select Committee on Bushfires report

364. What work has been undertaken to implement Recommendation 35 of the Final Report of the NSW Bushfire Inquiry, “That, in order to improve the provision of evidence-based public health messaging about air quality during bush fire events, Government develop a public education campaign and supporting systems before the next bush fire season. This should include: ... employers, to support development of appropriate workplace health and safety guidance for outdoor workers ...”
365. When will the workplace health and safety guidance for outdoor workers be released?

COVID-19

366. What is the government doing to ensure that workplaces like aged care facilities, hospitals, transport providers, hospitality and other industries exposed to the risk of Coronavirus are taking preventative measures to protect their workers?
367. Does SafeWork consider that vaccination should be mandatory or compulsory in those workplaces?
368. Does the Minister support the voluntary or mandatory takeup of the COVID-19 vaccine?
369. Are there industries in which the NSW government should require employees be vaccinated due to the high risk nature of their employment?
370. Are there industries in which the NSW government believes that employers should be free to decide whether to require employees be vaccinated, in accordance with the employer’s duty of care to their employees?
371. How should an employer manage having an anti-vaxxer staff member working alongside a staff member who is immune compromised or otherwise unable to be vaccinated?
372. In 2020 how many incident notifications were made to Safework concerning diseases?
373. Which diseases were notified?
374. How many notifications were for COVID-19?
375. How many of those COVID-19 notifications related to a NSW government workplace?

Respect@Work report of the National Inquiry into Sexual Harassment in Australian Workplaces

376. What actions have been undertaken by SafeWork internally in relation to the five key areas identified in the report?

- (a) Data and research to deliver useful industry-based information about the nature of sexual harassment and effectiveness of actions.
- (b) Primary prevention of sexual harassment through education, media and community-wide initiatives.
- (c) A refocused legal and regulatory framework, which recognises the mutually reinforcing roles of workplace, safety and human rights laws.
- (d) Better workplace prevention and responses, which are leader-driven, victim-centred, practical and adaptable.
- (e) Better support, advice and advocacy for people who experience sexual harassment.

377. What actions have been undertaken by SafeWork in relation to the five key areas identified in the report across the NSW public sector?

378. What actions have been undertaken by SafeWork internally in relation to the five key areas identified in the report in NSW businesses?

379. How does SafeWork respond to the recommendation that sexual harassment laws should be amended to explicitly make the creation or facilitation of a “hostile environment” at work unlawful?

380. How does SafeWork respond to the recommendation concerning the creation of a positive duty on employers to take “reasonable and proportionate measures” to eliminate sexual harassment from their workplaces?

SafeWork enforcement activity

381. How many safety notifications were received in 2018/19, 2019/20 and 2020/21 broken down by LGA?

382. How many proactive workplace visits were undertaken in 2018/19, 2019/20 and 2020/21 broken down by LGA?

383. How many investigations were conducted in 2018/19, 2019/20 and 2020/21 broken down by LGA?

384. How many penalty notices were issued in 2018/19, 2019/20 and 2020/21 broken down by LGA?

385. How many prohibition notices were issued in in 2018/19, 2019/20 and 2020/21 broken down by LGA?

386. How many prosecutions were conducted in 2018/19, 2019/20 and 2020/21 broken down by LGA?
387. How many prosecutions were successful in 2018/19, 2019/20 and 2020/21 broken down by LGA?
388. How many enforceable undertakings were agreed in 2018/19, 2019/20 and 2020/21 broken down by LGA?
389. What was the total amount of penalties and fines issued in 2018/19, 2019/20 and 2020/21?

SafeWork investigations

390. Under the model legislation there were provisions in Schedule 2 for tripartite consultation as per our obligations under ILO Convention 144 Tripartite Consultation. This was not implemented in NSW as at the time there was a OHS and WC Advisory Board, and then a Safety and Return to Work Support Board which was abolished. What formal forums exist for tripartite consultation with SafeWork at present?
391. How many formal arrangements exist where you regularly meet with larger employers (PCBUs or primary duty holders) to consult?
392. How many formal arrangements exist where you regularly meet with workers and their representatives, which under the legislation are unions?
393. How many WHS prosecutions have SafeWork launched since January 1 2019?
394. How many Improvement Notices has SafeWork launched since January 1 2019?
395. How many prohibition Notices has SafeWork launched since January 1 2019?
396. How many of these improvement and prohibition notices have been applied to the Governance and Appeals Unit for a review under Section 224 of the Work Health and Safety Act 2011?
397. How many notices have been overturned at the Governance and Appeals Unit?
398. How many appeals have been made to the IRC since January 1 2018 of the decisions of the Governance and Appeals Unit under Section 229 of the WHS Act?
399. How many of these have been overturned/sustained?
400. How many Health and Safety Representatives have been notified across NSW to the regulator (SafeWork) under Section 74 of the WHS Act?

401. How many Provisional Improvement Notices (PIN) been issued by Health and Safety Representatives (they won't know this answer as they do not record this)?
402. How many of these PINs have been referred to the Governance and Appeals Units for internal review under Section 224 of the Work Health and Safety Act?
403. How many Improvement Notices s191, and Provisional Improvement Notices that have gone past compliance, have been prosecuted for going over time since January 1 2019.
404. Of these referrals to the Governance and Appeals Unit, how many of the referrals were from a PCBU- Person Conducting a Business or Undertaking party (employer parties) respectively for each of the notice types above (Improvement Notices s 191, Prohibition Notice s 195, Inspector Decision on review of Provisional Improvement Notice (PIN) S 102)?
405. How many of these notices were removed by another inspector prior to the date of compliance?
406. Where is the power under the WHS Act to have an inspector remove another inspector's notice?

SafeWork inspectors

407. What reasons does the minister think are the reason for this decline?
 - (a) Is it understaffing, or related to the fact that 1 in 10 jobs sit vacant in SafeWork?
408. In the period 2019 – 2020 has the number of inspectors at SafeWork NSW gone up?
409. How many inspections took place in the financial year 18/19? How does that compare to the previous year?
410. How many inspections have taken place this financial year to date?
411. How many prosecutions took place in the in the financial year 18/19? How does that compare to the previous year?
412. How many prosecutions have taken place this financial year to date?
413. Has any of these resulted in a prison sentence?
414. Is this a number that you think is high enough to ensure the safety of workers in NSW?
415. Did the minister commit to the parents of Christopher Cassaniti to take any action in regards to their calls for the introduction of Industrial Manslaughter Laws in NSW?
416. How many jobs at SafeWork are currently vacant

SafeWork targets

417. What evidence suggests that SafeWork has embedded the 'Health and Safety Landscape' in NSW workplaces?
418. What evidence suggests that SafeWork has improved return to work practices?
419. What evidence suggests that SafeWork has prioritised sectors, harms, workers and workplaces where the most significant WHS risks exist?
420. What evidence suggests that SafeWork has high impact harms will be eliminated or significantly reduced high impact harms from:
 - (a) Falls from heights
 - (b) Quad bikes
 - (c) Forklifts
 - (d) Working live electric shocks/electrocutions
 - (e) Traumatic injury from poorly guarded machinery?
421. What evidence suggests that SafeWork has supported and protected at risk workers?
422. What evidence suggests that SafeWork has ensured that high risk workplaces are meeting compliance standards?
423. What evidence suggests that SafeWork is working with all NSW Government departments to support them as they deliver work health and safety initiatives?
424. What evidence suggests that SafeWork has exemplar regulatory services?
425. What research does SafeWork have on how it is perceived as a regulator?
426. What research does SafeWork have on how its enforcement of WHS law is perceived?

SafeWork enforcement

427. How many level 1 actions (guidance and advice on self regulation and trader education) were undertaken in 2018/19, 2019/20 and 2020/21?
428. How many level 2 actions (warnings) were undertaken in 2018/19, 2019/20 and 2020/21?
429. How many level 3 actions (penalty notice and public naming) were undertaken in 2018/19, 2019/20 and 2020/21?
430. How many level 4 actions (prosecution, civil penalty, court orders, enforceable undertakings, notices to show cause) were undertaken in 2018/19, 2019/20 and 2020/21?

431. How many level 5 actions (criminal penalty, disciplinary action, disqualification orders) were undertaken in 2018/19, 2019/20 and 2020/21?

Speak up save lives app

432. How many reports have been made of work health and safety concerns through the Speak up save lives app?

433. How many reports were investigated,?

434. Following investigation how many notices were issued?

435. Following investigation how many cases were prosecuted?

436. How many reports were made in languages other than English?

437. What was the cost to develop the app?

438. What is the annual cost to operate the app?

Key issues for SafeWork NSW emerging for the Review of Risks for Workplace Mental Ill-Health

439. What policy changes have been implemented by SafeWork following the identification of workplace risk factors following the Review of Risks for Workplace Mental Ill-Health?

440. Does SafeWork agree that “Psychosocial risk factors are unlike many physical risks, in that making a person aware of the risk factor can increase its potency” as identified in the report?

441. What guidance does SafeWork provide to employers concerning psychosocial safety climate?

442. What guidance does SafeWork provide to employers concerning legal requirements to put in place policies, training and grievance procedures to respond to sexual harassment?

443. How many NSW businesses to date have signed up create mentally healthy workplaces?

444. Victoria, Western Australia, South Australia, and Queensland all have mental health plans for their public services – however NSW does not. When will the NSW Government deliver introduce a mental health plan for all public sector workers?

Compliance reporting

445. Following the Ombudsman’s release of a report titled “Investigation into actions taken by SafeWork NSW Inspectors in relation to Blue Mountains City Council workplaces” has

SafeWork reported on the progress of its implementation of the recommendations within three months of the report as required?

446. Did SafeWork make a payment as recommended by the Ombudsman?
447. How much did this cost NSW taxpayers?
448. What specific training materials have been amended as per the recommendations?
449. What quality assurance processes were implemented as per the recommendations?

Bullying

450. What guidance does SafeWork provide to employers concerning workplace bullying?
451. How does allowing SafeWork to investigate and “triage” a bullying complaint within the organisation uphold the recommendations of the 2013 Parliamentary Inquiry?
452. Considering Ombudsman’s report “Investigation into actions taken by SafeWork NSW Inspectors in relation to Blue Mountains City Council workplaces” found that undue pressure was placed on Inspectors to issue notices, does the Government have faith in those same managers to appropriately investigate internal bullying complaints?

Questions from Ms Abigail Boyd MLC

Greyhound racing

453. Please provide information about progress to date for each of the 120 Greyhound Industry Reform Panel recommendations that the Government accepted or accepted in principle, and explain what measurable outcomes have been achieved in each case.
454. Given the Minister's recent announcement in February 2021 on whole-of-life tracking, please advise whether the new system will track NSW dogs in the following groups (and if not, please advise in each case why case given the ongoing risk to untracked ex-racers):
 - (a) retired/adopted to non-industry participants by trainers/owners,
 - (b) retired/adopted to non-industry participants by GRNSW GAP program,
 - (c) retired/adopted to industry participants (while existing tracking includes this group, we'd like to confirm the new system will still cover this group),
 - (d) retired/adopted to the public by non-industry rehoming groups,
 - (e) moved interstate from NSW,

- (f) bred but not named,
- (g) exported (while existing tracking does not include this group, please confirm the new system will still not cover this group).

455. Section 25 of the Greyhound Racing Act 2017 makes reference to a process of consultation with GWIC to be undertaken by the responsible Minister before GRNSW's Operating Licence can be renewed.

- (a) Please outline the process involved in this consultation.
- (b) The current operating licence expires in July 2022. What is the timeline for consultation with GWIC on the licence?
- (c) What, if any, parts of this consultation, including opportunity for comment and release of outcomes, will be made available to the public?

Retirement Villages

456. What action has been taken to implement Recommendation 12 of the Greiner Report, which recommended the Government 'increase Fair Trading's oversight of retirement villages through targeted compliance activities that focus on retirement villages'?

- (a) What increased compliance activities have been undertaken by the Department of Customer Service in the 2019 and 2020 financial years?
- (b) In relation to the 47 offences for which penalty notices may be issued as listed in Schedule 53 of the Retirement Villages Regulation 2017 for the financial years 2019 and 2020, how many warnings and how many penalty notices have been issued?
- (c) Are there plans to increase the extent to which the retirement village laws are enforced, either by programmed activity or in response to intelligence extracted from complaints received? If so, what are those plans?

457. Other than the enactment of Section 197B of the Retirement Villages Act 1999, what action has been taken to implement Recommendation 13 of the Greiner Report, which recommended the Government 'increase the level of collection of village operator and sector data including a requirement that operators report certain data to Fair Trading such as key village information and contract types on offer'?

- (a) What action has been taken by the Secretary to collect data about the retirement village sector?
- (b) If no action has been taken, when will it be taken?
- (c) What information is intended to be collected?
- (d) If the information to be collected has not yet been decided upon, will sector stakeholders be consulted in the process of deciding what information is to be collected? When is it expected this will happen?

458. What action has been taken to implement Recommendation 14 of the Greiner Report, which recommended the Government ‘overhaul and enhance the public register of retirement villages to provide information on the sector to members of the public’

- (a) Has any action been taken to meet this recommendation?
- (b) If not, when is it expected it will be taken?
- (c) Will sector stakeholders be consulted when determining the intended enhancements that are to be made?

459. Since the introduction of provisions relating to the audit of retirement village accounts, has NSW Fair Trading conducted any inquiries designed to gauge whether they are operating as they were intended?

- (a) If so, what were the enquiries and what were the results?
- (b) If not, what plans are in train for such enquiries to be conducted?