



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2021-2022 Supplementary Questions

Portfolio Committee No. 1 – Premier and Finance

FINANCE, EMPLOYEE RELATIONS

Hearing: 4 March 2022

Answers due by: 31 March 2022

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FINANCE, EMPLOYEE RELATIONS

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

Garnishee orders

1. How many residents have a garnishee order on pause as at 7 March 2022?
2. What is the total value of garnishee orders on pause as at 7 March 2022?
3. What is the lowest debt amount subject to a garnishee order on pause as at 7 March 2022?
4. What is the highest debt amount subject to a garnishee order on pause as at 7 March 2022?
5. For each year between 2015 and 2022, what were the pre-programmed rules used in the Fines Enforcement System and Debt Profile Report to issue garnishee orders?

Business Connect Program

6. Was the \$3.5 million to employ 20 new Business Connect advisers, announced in August 2021, in addition to the \$39.3 million allocated to Business Connect over four years in the 2021-22 Budget?
7. Have all 20 advisers been appointed?
 - (a) If not, why not?
 - (b) Can you provide a breakdown of the timing of appointments of all 20 advisers?
8. Can you provide a breakdown of how much of the \$3.5 million announced in August 2021 was spent on new advisers, more hours for existing part-time advisers, resources and events?
9. How many advisers are contracted to the Business Connect Program?
 - (a) How many are contracted on a full-time basis?
 - (b) How many are contracted on a part-time basis?
10. What is the breakdown of Business Connect contracts, broken down by name of contractor, contract value and number of business hours of support provided in 2021?
11. How many total business hours of support were provided in 2021?
12. How many people are employed by the Government in the Business Connect Program?
 - (a) How many full-time positions?
 - (b) How many part-time positions?
 - (c) What positions are employed, including number of people working in each role?
13. How many Business Connect webinars were held in 2021?

- (a) What is the breakdown of how many people registered and how many people actually took part on the day for each webinar held in 2021?
14. How many Business Connect in-person workshops were held in 2021?
- (a) What is the breakdown of how many people registered and how many people actually took part on the day for each workshop held in 2021?
15. Why are businesses limited to accessing 8 hours of support in a financial year, including business advice, live webinars, workshops and events?
16. How many businesses accessed the 4 hours of free business support in 2021?
17. How many businesses accessed more than 4 free hours of business support in 2021?
18. What were the total fees charged for business advice in 2021?
19. What were the total fees charged for workshops, events and webinars in 2021?
20. Do current contracts for Business Connect suppliers end on 31 March 2021?
- (a) Have contractors been appointed to run the program from 2022-2025?
 - (b) If not, when will contractors be appointed and what are the interim arrangements for the period between 31 March 2022 and when the new contracts begin?
21. What are the KPIs for contractors providing business advice?
- (a) How often are contractors reviewed against KPIs?
 - (b) How many contractors failed to meet KPIs in 2021?
 - (c) What performance management was implemented for contractors that did not meet KPIs?
22. How many businesses did Business Connect advisers support to start in 2021?
23. How many businesses accessing Business Connect support experienced growth in 2021?
- (a) What was the smallest amount of growth reported?
 - (b) What was the largest amount of growth reported?
 - (c) What was the average amount of growth reported?
24. How many new jobs were created by businesses accessing Business Connect support in 2021?
25. Given the June 2021 Business Connect Program Evaluation Report states on page 7 “As no specific targets have been set for these outcomes, it is difficult to say what extent the program has achieved its outcome”, will specific targets be set for Business Connect 2022-2025?
- (a) If not, why not?
 - (b) If so, what are the targets?
26. What changes have been implemented in the Business Connect program as a result of the June 2021 Business Connect Program Evaluation Report?

27. How many complaints were received about the Business Connect program in 2021?
- (a) How many complaints related to the quality of advice from business advisers?
 - (b) How many complaints related to the conduct of business advisers?
 - (c) How many complaints related to receiving unsolicited referrals?
 - (d) What were the three most common complaints?
28. How does Business Connect differ from the Business Concierge offered by Service NSW?
29. Will the Government review Business Connect and Business Concierge to ensure there is no, or limited, overlap between the services?
- (a) If not, why not?
 - (b) If so, what is the timing of the review?

Incorrect offence on penalty notices

30. If an offence is incorrectly recorded on a penalty notice, is that fine void?
- (a) For example: if a penalty notice from a fixed speed camera records the speed limit as 40km/h and the speed travelled as 53km/h but records the offence as “Motor vehicle exceed speed limit – 10km/h and under – Camera recorded – individual” – would that penalty notice be void?
 - (b) Can a penalty notice be re-issued with the correct offence?
 - (c) If the fine had been paid, would a person be entitled to a refund?
 - (d) If demerit points were deducted for the offence, would those be re-instated?
31. The Revenue NSW website says that if Revenue NSW believes a fine “does not properly disclose the offence”, the fine can be cancelled. Would an incorrect offence on a penalty notice fall under the definition of a fine not properly disclosing the offence?