



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2022-2023

Supplementary Questions

Portfolio Committee No. 5 – Regional NSW and Stronger Communities

MULTICULTURALISM, SENIORS

Hearing: 1 September 2022

Answers due by: 28 September 2022

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Multiculturalism, Seniors

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

Elder abuse

1. How much of the NSW Government Seniors budget is dedicated to the prevention of Elder Abuse?
 - (a) What actions does the Department of Communities and Justice carry out to prevent or educate about Elder Abuse?
2. Is a “whole of government” approach taken to elder abuse?
 - (a) If so, which departments are involved in the prevention of and dealing with Elder Abuse, and what is their role?
 - (b) Are there regular meetings between the departments to discuss elder abuse and relevant actions taken in this area?
3. The Elder Abuse in NSW Parliamentary Inquiry report was released in June 2016. How is the NSW Government measuring its outcomes following the recommendations made in that report?
 - (a) How is progress being reported to the public?
 - (b) What are the main focus areas currently being pursued in the NSW Government’s response to this report?
4. How is the NSW Government raising awareness of abuse, neglect and exploitation of older people in the community?
 - (a) How is the NSW Government measuring the success of its awareness campaigns in relation to elder abuse?
5. How has the NSW Government promoted the Ageing and Disability Helpline?
 - (a) How are seniors in regional, rural and remote areas specifically being educated about the Ageing and Disability Helpline?
 - (b) How are seniors from Culturally and Linguistically Diverse communities being educated about the Ageing and Disability Helpline?
 - i. How is the success of these awareness programs being measured?
6. Now that the NSW Steering Committee on the Prevention of Abuse of Older People has overseen the establishment of the Ageing and Disability Helpline, does it still meet?

- (a) If so, what is now its primary purpose?
 - i. How often does it meet?
 - ii. What goals is it working towards in the 2022-2023 financial year?
7. What has been the take up of the Ageing and Disability Commission's free online learning module on recognising and responding to elder abuse?
- (a) Are there plans to further expand this training beyond the two modules currently offered?
8. Is the Let's Talk Elder Mediation and Support Service currently funded?
- (a) If so, what is the timeframe for which it is funded?
 - i. What is its annual budget?
 - (b) If not, what was the basis upon which its funding was ended?
 - (c) Is there any program operating providing a similar service to the community?

Aged Crime Prevention Officers (ACPOs)

9. What involvement will the Minister for Seniors have in the NSW Police review into the rollout of the Aged Crime Prevention Officers?
- (a) Has the Minister for Seniors had input into the scope of the review?
10. Will the Minister advocate for the number of ACPOs to be increased to 56 as promised?
- (a) When will they be in place, as promised?

Local government rates

11. Is the rebate available for local government rates, water and sewerage charges in NSW being reviewed?
- (a) If so, when will the review be carried out?
 - (b) If not, does the NSW Government recognise the increased stress being put on seniors by the widening gap between the rebates and rates?

Seniors Regional Travel Card

12. Are there plans to adjust the geographical eligibility criteria for the Seniors Regional Travel Card?
13. The Seniors Regional Travel Card program has been criticised for its boundaries which, in areas such as Lake Macquarie-Newcastle, mean that people on one side of the street are eligible while the other is not. What is the justification for the current boundaries of the program?

- (a) Is there any scope for having them reviewed?
- (b) Will the boundaries be reviewed during the trial?

Energy rebate

- 14. How is the Department of Communities and Justice working to improve the uptake of the Seniors Energy Rebate?
- 15. Does DCJ have a take up target for the Seniors Energy Rebate in 2022-2023?
 - (a) If so, what it is?

Seniors rebates

- 16. There are 53 rebates available to seniors in NSW. Is there a list of rebates/savings measures on offer by the NSW Government that seniors can access in hard copy?
 - (a) If so, where can it be accessed?
 - i. How is it publicised?

Housing

- 17. What support is available to seniors to help navigate the process of applying for social housing?
 - (a) What additional support is available for people with limited literacy?
 - (b) What additional support is available for people with limited technology skills?

Seniors Budget

- 18. How much is the total Seniors budget?
- 19. How many people are directly employed in the Seniors team of the Department of Communities and Justice?
 - (a) How many Full Time Equivalent positions?
 - (b) What roles are included in the team?
 - (c) How much of the staffing allocation is specifically tasked to event organisation?
 - (d) How much of the Seniors Budget allocation goes towards event organisation and management?
- 20. How many Full Time Equivalent positions were in the Seniors team in:
 - (a) 2021/2022?
 - (b) 2020/2021?

(c) 2019/2020?

21. What is the breakdown of the expenses covered by the \$950,000 budget of the Ministerial Advisory Council on Ageing?

(a) How many times a year does the Ministerial Advisory Council on Ageing meet?

(b) What is its main function in terms of guiding ageing policy?

(c) What particular aspects of ageing policy is the Council currently considering/responding to?

Tech Savvy Seniors

22. How many seniors took part in the Tech Savvy Seniors program in the following years:

(a) 2021-2022?

(b) 2020-2021?

(c) 2019-2020?

23. A 2021 evaluation of the program by ACIG stated that, despite providing good access through multilingual trainers and resources, some people still experienced a barrier to participation due to dialect issues or the uneven geographical distribution of multilingual trainers. Has this issue been addressed?

(a) If so, has there been a measurable impact on engagement with Culturally and Linguistically Diverse communities as a result?

(b) If not, what plans are in place to address this issue?

24. The 2021 evaluation found the reach of the program into Aboriginal and Torres Strait Islander cohorts was “weak”. Have there been efforts made to include more Aboriginal and Torres Strait Islander people in the program?

(a) If so, what was the change made?

i. What was its impact?

(b) If not, what plans are in place to address this issue?

Sexual assault

25. Stakeholders within the seniors and sexual assault space have shared their concerns about sexual assaults, particularly on elderly women living in aged care. What steps is the NSW Government taking to address this area of concern?

Information availability

26. According to the COTA 50+ Report 2022 older people report that it is getting harder for them to access information that is not on the internet. How is the NSW Government catering to people who are not literate or have limited access to smart phone and computer technology?

Retirement villages

27. In metropolitan areas, retirement village residents can access their retirement village exit entitlement within six months, and in all regional, rural and remote areas it can be as long as 12 months. Have concerns been raised about the fairness of this dual standard with the NSW Government?
- (a) Is there any plan to change the eligibility to the exit entitlement to a single timeframe across the state?

Third-party contractors or consultancies

28. For every agency, department, or state-owned corporation within your portfolio, please provide the following:
- (a) A list of all third-party contractor or consultancies engaged in communications services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (b) A list of all third-party contractor or consultancies engaged in PR services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (c) A list of all third-party contractor or consultancies engaged in marketing services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,

- iv. Total cost paid
- (d) A list of all third-party contractor or consultancies engaged in Government relations or lobbying services, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (e) A list of all third-party contractor or consultancies engaged in industry or peak body membership, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (f) A list of all third-party contractor or consultancies engaged in policy or strategy development, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (g) A list of all third-party contractor or consultancies engaged in project management, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (h) A list of all third-party contractor or consultancies engaged in accounting and audit, including:
 - i. Contractor name,

- ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (i) A list of all third-party contractor or consultancies engaged in legal services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (j) A list of all third-party contractor or consultancies engaged in any other services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid