



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 2 – HEALTH

## **BUDGET ESTIMATES 2024-2025**

### **Supplementary questions**

Portfolio Committee No. 2 – Health

**Water, Housing, Homelessness, Mental Health, Youth, the North Coast  
(Jackson)**

Hearing: Friday 14 March 2025

**Answers due by: 5.00 pm Thursday 10 April 2025**

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**BUDGET ESTIMATES 2024-2025**  
**SUPPLEMENTARY QUESTIONS**

<b>Questions from Ms Cate Faehrmann MLC</b>
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**Ginidgera Weir**

- (1) When is the raising of Ginidgera Weir scheduled to be completed?
  - (a) Is it on track?
  - (b) When is the review of the environmental factors expected to be completed?

**Commonwealth water purchases**

- (2) Please provide a list of all NSW water sold to the Australian Government since 22 May 2022, including: WAL Number, volume, consideration, the program they were acquired under.

**Independent Irrigation Operators**

- (3) The Water Management Amendment (Water Access Licence Register Reform) Bill 2024 was passed on 15 October 2024. It contained the amendment of the Water Management Act 2000 No 92 to include after section 123(5):

*— (5A) It is a condition of an operating licence that an irrigation corporation must be a member of a dispute resolution organisation prescribed by the regulations.*

- (a) Which organisation is the dispute resolution organisation for the Irrigation Corporations?
  - (b) Have the operating licences of any Irrigation Corporations been amended to include the condition that the irrigation corporation must be a member of a dispute resolution organisation prescribed by the regulations?
    - i. If not, when are the operating licences expected to be amended?
    - ii. If so, which Irrigation Corporations have become members of a dispute resolution organisation prescribed by the regulations?
- (4) There have been many complaints about Irrigation Companies. Will the dispute resolution organisation have the ability to address all of these complaints, including, irrigation Companies:
  - (a) taking or borrowing water from customer accounts, without authorisation,
  - (b) inflating water charges to customers,

- (c) threatening to withhold water delivery to customers,
- (d) issuing delivery shares inequitably, inconsistently and without transparency, and
- (e) using their information asymmetry in the water market in a way that could be considered insider trading.

### **Floodplain Harvesting Licences and Supplementary Available Water Determinations**

- (5) The Government recently assessed that irrigation extractions exceeded allowable valley limits in the New South Wales Border Rivers, the Gwydir and the Namoi. In response, it reduced the potential long-term average of floodplain harvesting in the New South Wales Border Rivers and the Gwydir; and it reduced the 2023/24 Supplementary allocations in the Lower Namoi. Why did the Government adopt a different approach to manage valley limits in the NSW Border Rivers and Gwydir valleys compared to the Namoi valley?

### **Calculating the Annual Permitted Take**

- (6) In calculating the Annual Permitted Take, is there a statutory requirement to use the model used to determine the Baseline Diversion Limit or the Sustainable Diversion Limit?
  - (a) Can the Annual Permitted Take be calculated without using the model used to determine the Baseline Diversion Limit or the Sustainable Diversion Limit?
  - (b) Is the Annual Permitted Take calculated without using the model used to determine the Baseline Diversion Limit or the Sustainable Diversion Limit?

### **Nature Conservation Council of New South Wales Inc v Ministers for Water, Property and Housing and Minister for Energy and Environment**

- (7) With regards to the Nature Conservation Council of New South Wales Inc v Ministers for Water, Property and Housing and Minister for Energy and Environment:
  - (a) Please provide the list of documents made available through the discovery process.
  - (b) Please provide the documents that were made available through the discovery process?
  - (c) What were the settlement terms in that case?

### **Phelps and Ors v Minister Administering the Water Management Act 2000**

- (8) With regards to Phelps and Ors v Minister Administering the Water Management Act 2000:
  - (a) Please provide the list of documents made available through the discovery process.

- (b) Please provide the documents that were made available through the discovery process?

**River access licences and water taken from a declared floodplain**

- (9) Can a regulated or unregulated river access license take overland flow water from a declared floodplain?
  - (a) If so, what is the enabling provision/s or condition/s to allow this?

**Information requested under Question on Notice**

- (10) On 10 January 2025, a Question on Notice to the Water Minister on the most recent Baseline Diversion Limit modelling for rivers asked for:
  - (a) average winter crop area (hectares),
  - (b) average summer crop area (hectares),
  - (c) average total crop area (hectares), and
  - (d) average evaporation (megalitres) from:
    - i. on-farm-storages, and
    - ii. on-farm channels.
  - (e) An answer was received on 3 February 2025 relating to the Border Rivers, Gwydir and Macquarie water sources. However, no answer was provided for the Namoi and Barwon-Darling water sources. Why was the information requested for the Namoi and the Barwon-Darling not provided?
  - (f) In relation to the most recent Baseline Diversion Limit modelling for the Upper Namoi and Lower Namoi Regulated River Source, and the Barwon-Darling Unregulated River Source, could you please list by river reach:
    - i. average winter crop area (hectares)?
    - ii. average summer crop area (hectares)?
    - iii. average total crop area (hectares)?
    - iv. average evaporation (megalitres) from on-farm-storages?

**Economic reviews**

- (11) With regards to the Economic analysis of the influence of the timing and productivity of water by The Centre for International Economics, (August 2024):

- (a) Please provide the Terms of Reference.
- (b) What was the source for the average area under irrigation?
- (c) Was the analysis conducted consistently with Treasury guidelines to undertake a cost-benefit analysis?
- (d) Why did the analysis not include the benefit of increased flows on other people: Aboriginal communities, downstream water irrigators, riparian landholders, and river towns; and other industries: like inland fishing, tourism and floodplain grazing?

### **Connectivity Expert Panel**

- (12) When will the Government respond to the Connectivity Expert Panel Report?
- (13) Will the government respond to each of the 24 recommendations made in the Connectivity Expert Panel Report?
- (14) When will the Terms of Reference of the Interagency Connectivity Working group be made public?
- (15) Is it the intention of the government that the Interagency Connectivity Working Group has a meaningful role reviewing the hydrological and socio-economic modelling, including inputs and assumptions?
- (16) Will the parameters of the additional economic modelling to be done by the Department be assessed by the Interagency Connectivity Working Group?
- (17) When do you anticipate key stakeholders will be consulted on the results of the hydro hydrological and socio-economic modelling. , enhance and restore water sources, their associated ecosystems, ecological processes and biological diversity?

### **Coastal Extraction Management Unit**

- (18) What percentage of entitlement volumes for each coastal Extraction Management Unit (EMU) are local water utilities, and what percentage are major water utilities?
- (19) Excluding water utilities, could the Minister provide a breakdown of total water entitlement volumes grouped by pump size class, in each coastal EMU?
- (20) What is the budget for the Coastal Sustainable Extraction Project, that is expected to be implementable by December 2026?
- (21) Will the Coastal Sustainable Extraction Project consider the risks to sustainable extraction if a large percentage of pumps in individual catchments are exempt from metering?

<b>Questions from Hon Chris Rath MLC (on behalf of the Opposition)</b>
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## **Water**

### **IPART determination on WAMC and Water NSW Bulk Water Pricing proposal**

- (22) Local Water Utility submissions to the IPART's review of WAMC and Water NSW 2025-2030 pricing included Upper Hunter Shire who calculated increased bulk water prices would double their water delivery charges by 2029-30, Lachlan Shire an additional \$187 per household by 2029-30, and Lithgow City an 83% compound increase CPI adjusted. These increases will be passed directly onto customers. Is the Government doing anything to relieve the negative flow-on effect to regional households and economies?

### **SDLAM Acceleration program**

- (23) Last year DCCEEW Water Group tendered for a managing contractor to oversee the accelerated SDLAM projects. What were the reasons for seeking to engage a managing contractor?
- (24) In late January 2025, after a tender process, DCCEEW announced it would not be proceeding with the managing contractor model but would directly engage contractors in a staged package of works. Do the reasons for seeking a managing contractor no longer apply?
- (25) What work was not done in relation to the program pending engagement of a managing contractor?
- (a) Is it possible to quantify the length of time in days, weeks or months between the decision to pursue the managing contractor model and abandoning the tender?
- (26) How many additional staff has or will DCCEEW employ to engage and manage contractors for these works?
- (27) How many additional staff will be located in the Riverina, Murray, or other regions where the works will be undertaken?

### **Sydney Water Account error and annual report**

- (28) In PC2 hearing on 14 March, Roch Cheroux advised that Sydney Water submitted its annual report, including a \$440.8 million differed tax adjustment to the Minister by the November deadline. Why was the Report not released until 25 February?

- (29) Did the \$440.8 million accounting error or delay in releasing the annual report play a part in IPART's decision to defer its 2025-2030 pricing determination for Sydney Water by three months?
- (30) The reporting error appeared in Sydney Water's submission to the 2023-2024 half yearly review. Was Sydney Water's balance sheet out by \$440.8 million when it prepared its 2025-2030 pricing proposal for IPART?
- (31) Sydney Water is proposing to increase customer bills by 18% next year and 7% annually for the next four years, plus inflation. Will correcting the accounting error have either upward or downward pressure on these proposed increases?

### **PFAS and the Australian Drinking Water Guidelines**

- (32) In Supplementary Questions in September, the Government said it would consider the implications for local water utilities of new PFAS thresholds anticipated in the Australian Drinking Water Guidelines once more detail on changes became available. The NHMRC released proposed changes in October with final guidance coming in April. What work is the Government now doing to scope the investment required in local water utilities?
- (33) Does the Government have an estimate on the additional investment in town water and sewer required to address PFAS?
- (34) Two of Warialda's five bores are offline due to PFAS with a third also out of service. With the Safe and Secure Water Program fully allocated out to 2028, what funding options can the Government offer Gwydir Shire Council to sink new bores outside the contamination zone?
- (35) At Tarcutta, Riverina Water County Council spent \$20,000 in one month just on testing. Is the Government offering any financial support to local water utilities for testing?

### **Safe and Secure Water Program**

- (36) To tackle the emerging PFAS issue, will the Government reconsider its decision to provide no additional funding for the Safe and Secure Water Program beyond the \$1.1 billion committed by the previous Coalition government?
- (37) Does the Government have a costing on the backlog of town water supply and sewerage projects across the State outside of the SOCs?
- (38) Does the Government have a list of the backlog of town water and sewerage projects?

### **Draft Water Sharing Plans and prescribed wetlands**

- (39) Is the Government confident that all landholders affected by proposed prescribed wetlands attached to draft water sharing plans are aware?

### **Reconnecting River Country Program**

- (40) With the Landholder Negotiation scheme, will the Government rule out ongoing compensation payments per flow event to landholders?

### **Minimum Inflows method review Project**

- (41) The Minimum Inflows Project is updating the “drought of record” to incorporate the Millennium drought and the Tinderbox drought and incorporating climate change into the method for determining available water which informs water allocations. Will this increase water security for high priority needs such as town water at the expense of water reliability for general security allocations, such as agriculture and industry?
- (42) The Office of Chief Scientist has an expert panel working on the methodology. Are DCCEEW obliged to adopt it’s recommendations when they are delivered?
- (43) Does either the OCSE panel or DCCEEW project consider the relative risk appetites for impacts on high priority water security vs general security reliability?
- (44) When the Department explored a similar proposal in 2013-2014, using the Lachlan as an example where the millennium drought is the worst on record, the Department found a 5 % long term reduction in general security allocations, a 50 % reduction in 5 % of years, and a 20 % reduction in 10 % of years. Whereas it found not using the millennium drought made an average difference for high priority extractions of 0.2 % per year, 5-8% difference in less than 5% of years, and 8% in less than 1 % of years. The Department concluded that changing the drought of record was an inappropriate balance between productive use of water and drought security, and alternative measures including improving infrastructure and alternative water sources were preferable to setting water aside in reserves. Will DCCEEW be doing the same type of assessment this time around?
- (45) Will the social and economic impacts of reducing the reliability of general security water entitlements be taken into consideration?

### **Mamre Road precinct stormwater developer contributions and the aerotropolis**

- (46) Is the Government determined to maintain the same approach to stormwater management at the Aerotropolis development precinct as at the Mamre Road precinct?



- (a) Airports being giant expanses of concrete, would a similar approach to stormwater management at the Aerotropolis require vastly more land and stormwater infrastructure per hectare?

### **Sydney Water connections to new homes**

- (47) What actions is the NSW Government taking to address the delays in housing delivery caused by Sydney Water's inability to provide timely water and wastewater connections to growth areas?
- (48) It was previously estimated that over 54,000 lots are facing development delays due to a lack of sewer and water connections, is this still the case?
- (49) How many lots are being impacted by delays to development caused by Sydney Water delays?
- (50) The issues with water connections by Sydney Water to the Oxford Gardens development in Ingleburn have been raised before at Budget Estimates – what is the current status of water connection to the development?
- (51) What is the status of Sydney Water approving the temporary sewage pumping station for the Oxford Gardens development?
- (52) If it has not occurred already, can you provide a clear timeline for when the Section 73 certificate will be issued for the Oxford Gardens development, given the significant delays and the financial impact on over 80 families?

### **National Water Agreement**

- (53) The Commonwealth's schedule was for a new National Water Agreement to be signed-off by the end of 2024. When do we anticipate an agreement will be reached?
- (54) Why was a national agreement not reached by the end of 2024 timeframe?
- (55) What consultation has the State done in relation to the National Water Agreement?
- (56) Has work begun on the NSW Action Plan?
- (57) What consultation is planned in relation to the NSW Action Plan under the National Water Agreement?

### **Sydney Water**

- (58) Why has Sydney Water's debt dramatically increased under the Minns Labor Government, and how will this impact future water bills for customers?

- (59) Can Sydney Water confirm whether it has received direct instructions from the government to delay price increases to avoid political backlash?
- (60) How much has Sydney Water overspent on infrastructure projects, and how many have been delayed or abandoned due to budget pressures?
- (61) Has Sydney Water been forced to absorb financial losses due to the government's mismanagement of housing and infrastructure policy?
- (62) Why has the government refused to allocate additional funding for Sydney Water's critical infrastructure projects, despite record population growth?
- (63) Can Sydney Water confirm whether investment in water security projects has been reduced due to government budget cuts?
- (64) How much of Sydney Water's operational budget has been redirected to politically motivated projects?
- (65) Can Sydney Water confirm if it has been pressured to reduce infrastructure spending to artificially suppress price increases?
- (66) How many capital works projects have been delayed or cancelled due to Minns Labor's economic mismanagement?
- (67) Why is Sydney Water being forced to borrow more money, increasing debt levels and future costs for customers?
- (68) Can Sydney Water guarantee that every single litre of drinking water supplied meets Australian Drinking Water Guidelines without contamination issues?
- (69) Has Sydney Water been forced to delay or reduce testing frequency due to government funding constraints?
- (70) How many times in the last 12 months has Sydney Water failed to meet water quality benchmarks?
- (71) Can Sydney Water confirm whether water quality concerns have been raised internally but not disclosed to the public?
- (72) Has the government instructed Sydney Water to downplay or withhold information about potential contamination risks?
- (73) Why has the government not committed to expanding desalination capacity to prevent future water shortages?

- (74) Can Sydney Water confirm whether treatment plants are operating beyond safe capacity due to a lack of investment?
- (75) Is it true that Sydney Water does not have enough resources to respond to a major contamination event?
- (76) What steps has Sydney Water taken to address the growing risk of contamination from deteriorating infrastructure?
- (77) Has the government provided Sydney Water with sufficient funding for emergency water treatment measures?
- (78) Given the extreme weather events in recent years, has Sydney Water raised concerns with the government about water infrastructure resilience?
- (79) How many water main breaks have occurred in the past 12 months, and why has the leakage rate increased well beyond Sydney Water's targets?
- (80) Can Sydney Water confirm whether service outages have increased due to a lack of maintenance investment?
- (81) Has the government forced Sydney Water to prioritise politically sensitive areas for infrastructure spending, rather than areas with the greatest need?
- (82) Why have pipeline maintenance budgets been reduced, leading to more leaks and system failures?
- (83) How many Sydney Water assets are operating with outdated or failing equipment?
- (84) Why has Sydney Water's response time to leaks and service failures worsened under this government?
- (85) How many pump stations are currently running at reduced capacity due to lack of maintenance?
- (86) Why have customers experienced water pressure problems in multiple suburbs, and what is being done to fix them?
- (87) Is Sydney Water being forced to cut back on critical upgrades due to Minns Labor's failure to plan for future demand?
- (88) Can Sydney Water confirm how many times raw sewage has been released into Sydney's waterways in the past year?

- (89) Why has Sydney Water's wastewater system recorded pollution incidents at more than double the target levels?
- (90) Can Sydney Water confirm whether any sewage overflows have resulted in legal action or environmental fines?
- (91) Has Sydney Water had to divert funds away from environmental protection measures due to government budget cuts?
- (92) Why has Sydney Water failed to meet sewage overflow reduction targets, causing further environmental damage?
- (93) Is it true that Sydney Water lacks sufficient staff and resources to properly respond to pollution events?
- (94) How many of Sydney's beaches and rivers have been affected by sewage overflows in the past 12 months?
- (95) Can Sydney Water guarantee that stormwater drains in flood-prone areas are properly maintained?
- (96) Why has the NSW Government failed to approve emergency funding for wastewater treatment infrastructure?
- (97) Has Sydney Water been pressured to downplay environmental concerns to protect the government's political image?
- (98) Has Sydney Water received any directives from the Minns Government regarding pricing or financial reporting?
- (99) Has Sydney Water been instructed to delay disclosing financial difficulties to the public?
- (100) Has the government pressured Sydney Water to withhold information about rising costs or budget cuts?
- (101) Can Sydney Water confirm if its financial forecasts have been altered to make government policy appear more successful?
- (102) Has Sydney Water raised concerns about government interference in contract negotiations?
- (103) Can Sydney Water confirm whether any projects have been stalled due to delays in government approvals?
- (104) How many government ministers have intervened in Sydney Water's operational decision-making in the past year?

- (105) Can Sydney Water confirm whether it has been forced to absorb financial losses due to bad decisions made by the government?
- (106) Is it true that Sydney Water has internally warned the government that current infrastructure cannot meet future population demands?
- (107) Has the government instructed Sydney Water to hold off announcing major project delays until after the next election?
- (108) Why has the government failed to provide a clear long-term funding commitment for Sydney Water's infrastructure needs?

### **Sydney Water Advertising**

- (109) How much taxpayer money has Sydney Water spent on paid media and advertising in the last 12 months, and how does this compare to the previous year?
- (110) Can Sydney Water confirm whether it has increased its paid advertising spend in politically sensitive periods, such as before elections or major government announcements?
- (111) Why has Sydney Water spent money on brand awareness campaigns when it is a monopoly provider with no competition?
- (112) How much of Sydney Water's advertising budget has been directed towards government-friendly media outlets?
- (113) Has Sydney Water been instructed by the Minns Labor Government to increase or reduce advertising spend based on political considerations?
- (114) Can Sydney Water justify spending public money on glossy TV commercials instead of fixing leaking pipes and upgrading infrastructure?
- (115) How much has Sydney Water spent on digital advertising across social media platforms, and what has been the direct benefit to customers?
- (116) What proportion of Sydney Water's advertising budget is spent on social media influencers, and why is this necessary for a state-owned monopoly?
- (117) Can Sydney Water confirm whether it has used behavioural advertising techniques to push government messaging under the guise of public service announcements?
- (118) How many paid media campaigns have been focused on reputation management for Sydney Water rather than delivering actual customer benefits?

- (119) Has Sydney Water used taxpayer funds to run any campaigns that align with the Minns Labor Government's broader political agenda?
- (120) How much has Sydney Water spent on paid search advertising, and why is a state-owned corporation bidding on Google keywords when it has no competitors?
- (121) Can Sydney Water confirm whether any of its paid media strategies have been designed to counteract negative news coverage of infrastructure failures or service complaints?
- (122) Has Sydney Water allocated advertising spend towards politically convenient messages, such as sustainability, while failing to meet its own environmental targets?
- (123) Why is Sydney Water running expensive brand-building campaigns rather than focusing on service delivery and reducing customer complaints?
- (124) How much taxpayer money has been spent on focus groups, market research, and A/B testing for Sydney Water's advertising campaigns?
- (125) Can Sydney Water provide a breakdown of how much has been spent on creative agencies, media buying, and production costs for its recent advertising campaigns?
- (126) Has Sydney Water engaged in native advertising or sponsored content to shape media narratives in favour of the government?
- (127) Can Sydney Water confirm whether any of its paid media campaigns have been influenced by ministerial direction?
- (128) Has Sydney Water used taxpayer funds to run media training sessions for executives to manage bad publicity instead of focusing on fixing infrastructure problems?
- (129) How many paid media campaigns by Sydney Water have been aimed at managing public perception of rising water prices rather than addressing cost-of-living concerns?
- (130) Can Sydney Water confirm whether any of its advertising contracts were awarded to agencies with links to Labor-aligned strategists or media figures?
- (131) Why has Sydney Water allocated funding to high-end print magazine advertising when its customer base is entirely residential and commercial consumers?
- (132) How much taxpayer money has been spent on ad placements in sports sponsorships, and what is the measurable return on investment for ratepayers?
- (133) Has Sydney Water conducted any internal audits to ensure advertising spend is being used effectively rather than to promote the government's political interests?

- (134) Can Sydney Water confirm whether it has ever coordinated its advertising calendar with the Premier's Office or any other government department?
- (135) How much of Sydney Water's advertising budget is dedicated to crisis management rather than service improvement initiatives?
- (136) Why is Sydney Water running paid social media campaigns promoting itself when customers have no alternative providers?
- (137) Has Sydney Water used paid advertising to downplay or distract from major service failures, such as water contamination or infrastructure delays?
- (138) Can Sydney Water confirm whether it has received any directives to shift advertising spend towards certain media platforms for political reasons?
- (139) Why is taxpayer money being used for paid advertising by Sydney Water when every household in Sydney has no choice but to use its services?
- (140) How much taxpayer money has Sydney Water spent on digital advertising across social media platforms, search engines, and online publications in the last 12 months?
- (141) Can Sydney Water confirm whether it has used **programmatic advertising** to target specific demographics, and if so, what data sources were used to justify this spend?
- (142) Has Sydney Water purchased **Google AdWords or paid search placements**, and if so, why is a state-owned monopoly bidding on search terms with no competitors?
- (143) Can Sydney Water provide a **full breakdown of its digital advertising spending** by platform, including Facebook, Instagram, TikTok, LinkedIn, YouTube, and other paid media channels?
- (144) How much taxpayer money has been spent on **sponsored content and native advertising** in online media outlets, and why is Sydney Water paying for editorial-style promotions?
- (145) Has Sydney Water engaged **third-party digital marketing agencies** for paid media campaigns,, and what is the total cost of these contracts?
- (146) Has Sydney Water conducted **A/B testing on digital ad messaging**, and if so, what were the objectives, key findings, and total costs involved?
- (147) Can Sydney Water confirm whether its **retargeting and behavioural tracking** strategies involve collecting customer data, and how this aligns with privacy regulations?

- (148) Has Sydney Water allocated digital advertising spend **\*\*towards crisis management messaging\*\***, and if so, what were the circumstances and total expenditure?
- (149) How much has Sydney Water spent on **\*\*video advertising campaigns\*\*** on YouTube and other streaming platforms, and what evidence exists to show this benefited customers?
- (150) Has Sydney Water **\*\*manipulated ad targeting parameters\*\*** to focus digital advertising on electorates that are politically sensitive to the Minns Labor Government?
- (151) Can Sydney Water confirm whether **\*\*it has worked with government departments\*\*** to align digital media campaign timing with broader government messaging?
- (152) Has Sydney Water run **\*\*any paid digital campaigns\*\*** aimed at counteracting negative press or criticism rather than providing genuine service information?
- (153) How much has Sydney Water spent on **\*\*influencer partnerships\*\*** and social media collaborations, and what metrics were used to assess the effectiveness of this spend?
- (154) Can Sydney Water confirm whether it has **\*\*used paid digital advertising to amplify certain political narratives\*\***, such as sustainability efforts, while failing to meet environmental targets?
- (155) Why has Sydney Water engaged in **\*\*paid Facebook and Instagram ad campaigns\*\*** when its customers have no alternative provider?
- (156) How much of Sydney Water's digital advertising budget has been spent on **\*\*TikTok and other youth-targeted platforms\*\***, and what is the justification for this expenditure?
- (157) Has Sydney Water used **\*\*geo-targeting techniques\*\*** in its digital ads to prioritise messaging in electorates of political interest?
- (158) Has Sydney Water's digital advertising included **\*\*email marketing campaigns with paid promotional boosts\*\***, and if so, what was the return on investment?
- (159) Can Sydney Water confirm whether it has conducted **\*\*internal reviews or audits\*\*** on the effectiveness of its digital advertising spend, and if so, what were the findings?
- (160) How much has Sydney Water spent on **\*\*artificial intelligence-driven ad placements\*\***, and has it assessed whether AI-driven campaigns provided value for money?

## **Mental Health**

- (161) What support is available for carers to better look after their mental health and build social connections to improve their mental health and wellbeing?



- (162) What is your government doing to support young carers and their mental wellbeing?
- (163) Minister, how many FTE staff specialist psychiatrists held permanent positions with NSW Health as at:
- (a) 28 December 2024?
  - (b) 22 February 2025?
  - (c) 1 February 2025?
  - (d) 14 March 2025?
- (164) How many Locums or VMOs were employed by NSW Health as at:
- (a) 28 December 2024?
  - (b) 1 February 2025?
  - (c) 14 March 2025?
- (165) What has been the total cost to date of hiring locums and VMOs to fill vacancies created by the resignation of staff specialist psychiatrists since 22 January 2025?
- (166) How many staff specialist psychiatrists who have resigned on or since 22 January 2025 have since been engaged as locums or VMOs by NSW Health?
- (167) What is the government's plan to build back its psychiatric workforce?
- (168) What is the cost per week for public mental health patients to be relocated to private hospitals including the cost of the private psychiatrist whom they are admitted under?
- (169) What is the sessional rate for senior VMOs employed by NSW Health?
- (170) What is the hourly rate of a senior staff specialist psychiatrist?
- (171) What is the percentage more that VMOs are paid?
- (172) The budget papers in 2024-2025 state that a \$111.8 million package was announced to support community mental health and wellbeing by increasing the essential services available to people across NSW. Has this funding been utilised in paying locums in resulting from the psychiatrist resignations?
- (173) How many mental health-related emergency department presentations were there during:
- (a) December 2024
  - (b) January 2025

- (c) February 2025
  - (d) March 2025
- (174) For the above how many patients spent more than 24hours in emergency department?
- (175) What was the average length of stay in the emergency department?
- (176) Following their internal review, NSW Police Force recommended a partnership with NSW Health to explore models of response to mental health incidents in NSW. What actions are you taking as the Minister for Mental Health to ensure a practical and sufficient outcome between departments?
- (177) When will the Suicide Prevention Legislation be introduced?
- (178) What consultation has been undertaken in preparing the Suicide Prevention Legislation?
- (179) Which stakeholders have been consulted?
- (180) Mr David McGrath Consulting was commissioned in late 2023 to conduct the NSW Psychosocial Research Project to identify the unmet need for psychosocial supports in NSW outside the NDIS. When will you release this report?
- (a) If not, why not?
- (181) Has the NSW Psychosocial Research Project report been drafted?
- (a) When was it given to you?
  - (b) What was the cost to prepare the report?
- (182) The Mental Health Commission Review was commissioned in November 2023, and the report outcomes were to be submitted to you by 31 August 2024. When will you release this report?
- (a) If not, why not?
- (183) Has the Mental Health Commission Review report been drafted?
- (a) When was it given to you?
  - (b) What was the cost to prepare the report?
  - (c) Have you seen that report?
- (184) Minister, do you acknowledge that Official Visitors appointed by yourself are essentially your ‘eyes and ears’ of Mental Health, playing an essential role in the protection of mental health consumers and their human rights?

- (185) In December 2024, you were asked to declare the number of Official Visitors in NSW from previous years for the period 2018 to 2024. These figures show a significant decrease, with 100 Official Visitors working in NSW Health in 2019 and 84 Official Visitors employed in 2024. What is the reason for this decrease?
- (186) The underpayment of Official Visitors has been raised in the 2023 Annual Report, in direct correspondence to your office and through various briefs to the Ministry. In a meeting with Mr Cameron McLeod, the Principal Official Visitor, you acknowledged it was an issue, expressed sympathy for the cause and intimated you were working towards a solution. Minister, what is the solution and when will it be implemented so that the Official Visitor workforce increases?
- (187) Minister, on 11 November 2024 you met with Mr McLeod and were reminded that Official Visitors have not had a pay increase or any adjustment for CPI increases since 2019. Their payrate of \$42 per hour does not include any sick leave, annual leave, long service leave, carers leave, domestic violence leave or parental leave. This rate is not reflective of the skills, experience or responsibilities of Official Visitors under the Mental Health Act. Will you reassess the hourly rate and the conditions of service for Official Visitors?
- (188) Are Official Visitors paid from the treasury, health or mental health budget?

### **Mental Health Review Tribunal**

- (189) How many hearings have been delayed or compromised due to the Tribunal's outdated IT system, and why was this issue allowed to persist for years under this government?
- (190) Can you confirm whether the Tribunal's current data system has ever lost or corrupted patient records, and if so, how many times?
- (191) Why has the government failed to consult the Tribunal on the construction of new forensic mental health facilities, leading to some without appropriate hearing rooms?
- (192) Given the Tribunal has explicitly stated that it is unable to meet its statutory obligations due to a lack of staff and funding, why has this government failed to provide adequate resources?
- (193) How does the government justify funding increases to other areas while the Tribunal struggles with record case loads and inadequate staffing?
- (194) The Tribunal President has stated that the safety of staff and visitors at its current premises is a major concern. Please list these concerns and what measures have been implemented?

- (195) Why has the government taken no action despite the Tribunal's warning that hearing lists are unsustainable, leading to delays and rushed hearings?
- (196) How does the government justify the fact that more forensic patients are being apprehended under Section 109 orders, indicating increased breaches and risks to the public?
- (197) Given the Tribunal has had to intervene in multiple cases where patients were denied NDIS and Medicare support, why hasn't the government acted to address these failures?
- (198) How many forensic patients have been released without appropriate supervision due to a lack of staff or resources, and what risk does this pose to the public?
- (199) The Tribunal has highlighted a lack of funding for community-based mental health services, leading to more hospitalisations. Why has the government ignored these warnings?
- (200) How many forensic patients have been released into unsuitable accommodation due to gaps in the mental health system, and what steps are being taken to prevent this?
- (201) Why does the Tribunal not have a dedicated policy officer, education officer, or research officer, despite the growing complexity of forensic mental health cases?
- (202) What percentage of forensic patients have been unable to access the necessary support services upon release, and what is the government doing to address this?
- (203) Can you guarantee that all forensic patients released in the last 12 months had appropriate supervision, housing, and medical support?
- (204) Why does the Tribunal not have the necessary hearing room space to meet its obligations, and why has this government failed to provide appropriate facilities?
- (205) Given the Tribunal President has stated they lack the resources to hold sufficient hearings, how does the government justify its claim that mental health services are properly funded?
- (206) Why has the government failed to increase funding despite the Tribunal's annual case load increasing by over 10%?
- (207) What is the average wait time for a forensic patient's hearing, and how does this compare to previous years under the Coalition government?
- (208) How many forensic patients have breached their orders in the past 12 months, and how does this compare to previous years?
- (209) Why are Tribunal hearings still being conducted in unfit premises with security concerns, despite clear warnings about risks to staff and patients?

- (210) How many registered victims have applied for non-association or place restriction orders due to forensic patient releases, and how has this number changed under this government?
- (211) Given that victims feel the system does not support them, why has the government not implemented alternative forums for their concerns, as recommended by the Tribunal?
- (212) Has the government conducted a risk assessment on the impact of forensic patient releases on community safety, and if so, will you release the findings?
- (213) How many forensic patients have been transferred from correctional facilities to mental health facilities in the past 12 months, and what proportion were due to inadequate prison mental health services?
- (214) Given that forensic patients with cognitive impairments face significant gaps in service provision, why has the government not addressed this long-standing issue?
- (215) How does the government explain the Tribunal's claim that forensic patients with cognitive impairments are more vulnerable due to a lack of targeted services?
- (216) What is the total budget allocation for forensic mental health services, and how does this compare to previous years?
- (217) Why has there been a 14% increase in Mental Health Inquiries, and does this not indicate a worsening crisis under this government?
- (218) What specific budget measures has the government implemented to ensure forensic patients are properly monitored and supported post-release?
- (219) How many forensic patients have had their cases delayed due to Tribunal under-resourcing, and what impact has this had on public safety?
- (220) Has the government considered expanding Tribunal funding to support the increased case load, and if not, why not?
- (221) How does the government justify forensic patients being forced to remain in detention longer than necessary due to lack of community-based services?
- (222) How many victims have withdrawn from participating in Tribunal reviews due to distress caused by the process, and what measures are being taken to support them?
- (223) Given the rise in apprehension orders, what measures is the government taking to prevent forensic patients from breaching their conditions?

- (224) Has the government considered increasing funding for the Tribunal to recruit additional forensic psychiatrists, given the increasing demand for independent reports?
- (225) Why does the Tribunal have to rely on its own case law to determine 'sufficient time in custody,' rather than having clear legal guidance?
- (226) How many forensic patients are currently residing in aged care facilities, and does the government have any plans to improve aged forensic care?
- (227) What is the average length of time a forensic patient spends in custody before being deemed to have served 'sufficient time,' and how does this compare to previous years?
- (228) Given the Tribunal's increasing workload, why has the government not provided funding for additional full-time Tribunal members?
- (229) What is the government doing to ensure forensic orders are properly communicated to NDIS providers, following reports of breaches due to lack of understanding?
- (230) How does the government justify a 6% overall increase in Tribunal hearings, yet no matching increase in resources?
- (231) What proportion of forensic patient breaches result in re-apprehension, and what measures are being taken to prevent repeat breaches?
- (232) Has the government conducted a review of the Tribunal's operational capacity, and if so, will it release the findings?
- (233) Why did the Tribunal have to directly intervene in multiple cases to ensure patients received proper care, instead of government agencies doing their job?
- (234) What steps is the government taking to ensure that the Tribunal's recruitment process for members is not delayed again, as occurred in 2024?
- (235) Given that Tribunal members have raised concerns over unsustainable workloads, what action is the government taking to address burnout and retention?
- (236) Why does the Tribunal report state that public mental health services are failing to provide adequate support, yet the government insists they are properly funded?
- (237) How many forensic patients have been denied parole or release due to inadequate community support services?
- (238) Why has the government not responded to the Tribunal's repeated calls for more funding to deal with the increasing complexity of forensic cases?

## **Housing**

### **Delivery of Social Housing**

- (239) From the Budget announcement of \$5.1 billion to deliver new social homes over the forward estimates, is it still the case that this is for 8,400 new social homes?
- (240) How much of the \$5.1 billion been released or disbursed yet?
- (241) What proportion of each of the mechanisms is planned for the distribution of the 30%?
- (242) What is the timetable, i.e. How much and in what form will be available for community housing providers in FY24/25, FY25/26 and FY26/27 for the release of funds, land or other mechanisms?
- (243) What is the current (as at 1 March 2025) number of social homes in NSW?
- (a) Of that number, how many are:
    - i. Currently inhabited?
    - ii. Being refurbished?
    - iii. Are vacant because they are being sold?
    - iv. Listed for demolition?
    - v. Otherwise vacant?
- (244) Assuming 8,400 new social homes are built over the forward estimates, what is the projected net number of social homes, allowing for the retirement of stock?
- (245) How many bedrooms are there across social homes in NSW at present?
- (246) With the addition of 8,400 new social homes what is the projected number of bedrooms across social housing properties across NSW?
- (247) How many development applications have been submitted for new social housing properties since 1 September 2024, by month?
- (a) How many dwellings would these DA's create, by month of submitted DA?
  - (b) For what suburbs have these DA's been submitted – list the suburb, number of DA's and number of dwellings?
  - (c) How many of these DA's have been approved?
  - (d) How many of these DA's are still pending?

- (e) How many of these DA's have been refused?
- (248) LAHC was allocated \$338,121,000 in 2024-25 for new supply funding, after only 47% of the funding allocated in the 2023-24 budget was used, how much money has been used in 2024-25 from this Budget allocation?
- (249) What percentage of the \$5.1 billion has been allocated to the following:
  - (a) planning and design costs
  - (b) administrative costs
  - (c) feasibility studies
- (250) How many of the 8,400 social homes promised have already been allocated to specific sites, and how many still need to be identified?
- (251) What percentage of these homes will be located in metropolitan Sydney versus regional areas?

### **Social Housing Waitlist**

- (252) Have you set a goal on how much you want the social housing priority waitlist to be reduced by in 12 months time?
- (253) Has the CEO of Homes NSW been set targets to reduce the social housing waitlist?
  - (a) If so, what are these targets?

### **Housing from Land Audit**

- (254) How many parcels of land have been transferred to Homes NSW as a result of the land audit so far?
- (255) Can you please provide a list of all the sites which Homes NSW has announced will be built on from the land audit so far?
  - (a) For all of these sites:
    - i. which government entity currently owns this site?
    - ii. how many homes you anticipate to build?
- (256) How much has Homes NSW spent on legal fees to enable the transfer of land from other departments, since 1 July 2024?
- (257) How much has Homes NSW paid for land parcels to date?



- (258) How many applications on the waiting list (general) have been fulfilled during 2024 (to date)?
- (259) How many applications on the waiting list (priority) have been fulfilled during 2024 (to date)?
- (260) How many children were on the social housing waitlist on 28 February 2024?
- (261) How many males aged 60 and over were on the social housing waitlist on 30 June 2024?
- (262) How many females aged 60 and over were on the social housing waitlist on 30 June 2024?

### **Teloepa**

- (263) How much have the renovations cost, to date?
- (264) What is the project Budget for these renovations?
- (265) For what period of time are the Towers expected to house social housing tenants?
- (266) What if any planning has been done to provide additional services to Teloepa in light of residents moving back to the Wade Street towers
- (267) Has there been any coordination with local services, including police, health, education, NDIA on what additional resources would be required to support the residents moving back into the towers?
- (268) Will there be any disruption to the Light Rail given the refurbishment works?

### **Self Assessments by LAHC and AHO**

- (269) What Given that LAHC, AHO and Landcom are able to self-assess social and affordable developments of up to 75 dwellings, including residential flat buildings over three storeys where these are permissible:
- (a) How many self-assessments has LAHC made so far?
    - i. How many proposals were approved?
    - ii. How many are pending?
    - iii. How many were rejected?
    - iv. Can a list of all of these self-assessments by LAHC be provided?
  - (b) How many self-assessments have the AHO made so far?
    - i. How many proposals were approved?
    - ii. How many are pending?
    - iii. How many were rejected?

- iv. Can a list of all of these self-assessments by AHO be provided?
- (270) How many DA's have been submitted to date from the reform to "reduce the minimum lot size for dual occupancies being delivered as a complying development by agency for:
- (a) LAHC?
  - (b) AHO?
  - (c) Community Housing Providers?
  - (d) Aboriginal Housing Providers?
- (271) How many DA's have been submitted for dual occupancies to date as a result of stage 1 of the Low and Mid Rise Reforms by:
- (a) LAHC?
  - (b) AHO?
  - (c) Community Housing Providers?
  - (d) Aboriginal Housing Providers?

#### **LAHC Capital Maintenance from Budget**

- (272) Page 2-9 of the Infrastructure Statement stated under "LAHC Capital Maintenance":  
"\$700.0 million of this [being \$1.3 billion for maintenance] will be met from proceeds from land transfers from Homes NSW in the DCJ, sourced from the \$4.0 billion new funding for social housing"
- (a) Can you please explain this process in further detail?
  - (b) So is the funding for new social housing construction in DCJ only really \$3.3 billion?
    - i. Why did the Government not just give DCJ \$3.3 billion and then LAHC \$700 million for maintenance? Why the creative accounting?
- (273) How many land transfers have occurred from "land transfers from Homes NSW"?
- (a) What is the total value of these land transfers?

#### **"Repair and Restore Maintenance Blitz"**

- (274) The Government announced in July 2024 that 750 homes would be "revamped" as part of the Repair and Restore Maintenance Blitz:
- (a) As of today, 14 March 2024, how many homes have had their revamps, by LGA:

- i. Completed?
  - ii. Started?
  - iii. Notified to tenants, but not yet to commence?
  - iv. Scoped?
- (b) When are the “first tranche” of 750 homes expected to be all fully revamped?
- (c) How much funding was allotted for the “first tranche” of 750 home revamps?
  - i. How much funding has been spent, to date?
- (275) With there being a shortage in builders and tradespeople in the system – how confident is the Government that there will be enough labour to be able to conduct this maintenance on time and on budget?
- (276) Has the program been impacted by a shortage of trades?
- (277) What was the target set by government for the number of renovations to be started by the EOFY?
- (278) What was the target set by government for the number of renovations to be completed by the EOFY?
- (279) For the contractors contracted by government to complete the “Repair and Restore Maintenance Blitz”, what measures are in place to hold these six companies accountable for their contractors' work?
  - (a) How did the NSW Government ensure that the selection process for maintenance service providers was fair/transparent and prioritised local contractors?
  - (b) In that same media release, it has detailed that the contracts went live from 1 July, did work commence on that date?
  - (c) When did the first work commence from this “maintenance blitz”?
  - (d) Within this program, exactly, what percentage of maintenance work has been allocated to local contractors?

### **Maintenance Hub**

- (280) Has the Maintenance Hub been launched, and how is it progressing?
  - (a) How much did the Maintenance Hub cost to launch?
- (281) Has the promised app been launched yet?

- (a) If so, has there been any app outages?
- (b) If so, how many, and for how long?
- (c) If not, when will we get the promised app?
  - i. What stage is the app in development?

**Social Housing Maintenance misc.**

- (282) How much has been spent on social housing maintenance in FY 2024/25 to date?
- (283) How many **urgent** requests for maintenance to social housing properties have been made in FY 2024/25 to date?
- (284) How many requests for maintenance to social housing properties have been made in FY 2024/25 to date?
- (285) What is the average wait time for fulfilment of social housing maintenance, on this date?
- (286) How many maintenance requests remain unfulfilled, to date?
  - (a) What is being done by the NSW Government to ensure local businesses advantaged for work?
- (287) What penalties or oversight mechanisms exist to prevent unfair practices of these companies, such as forcing contractors to accept new terms or pricing mid-way through a job?
- (288) How does Homes NSW ensure contractors are only assigned work within their licensing qualifications?
- (289) What reporting mechanisms exist for contractors to raise safety concerns?
- (290) Are you aware of reports of gas leaks being assigned to unlicensed builders?
  - (a) If so, what action has been taken?
- (291) Are you aware that subcontractors are told to “expect financial loss” on some tasks?
- (292) Does Homes NSW or the Contractor set the payment codes for trade use?
  - (a) Who monitors this?
  - (b) Do you think that codes should be more expensive in 2024 than 2015?
  - (c) Do you agree that outdated and inconsistent payment codes means that Homes NSW is not compensating their tradies fairly?

(293) Do you think that is fair for tradies are subcontractors to Homes NSW?

### **Federal Government Support**

(294) The HAFF is a \$10 billion program from the Commonwealth, how much money has NSW received from it, to date?

(295) How many projects have been funded in NSW from the HAFF?

(a) How many homes in total?

(296) How many homes have commenced construction from funding from the HAFF?

(297) How many homes have had tenants move into homes built from HAFF funding?

(298) Have any agreements with CHPs or other housing organisations been signed, to the knowledge of the NSW Government, as a result of successful applications for HAFF funding?

(a) If so, how many agreements?

i. How many homes are going to be delivered as a result?

(b) If not, when will this process start?

(c) Are agreements signed directly between the Commonwealth and CHP's/other organisations?

(299) The Federal Government have committed that the \$2 billion Social Housing Accelerator would have “all funding to be committed by states and territories by 30 June 2025” – has this occurred yet?

(a) If not, when it is anticipated that funding will be committed to NSW?

(b) Will this funding from the Commonwealth be reflected in the 2025/26 NSW Budget?

i. If so, under which Department/agency?

(c) Is there an estimation of how much funding NSW will receive from the Accelerator?

i. Will the number be between \$600 million and \$650 million?

(300) From the National Agreement on Social Housing and Homelessness, how much has the NSW Government received from that program in FY 2024/25?

(a) Have the Commonwealth provided the NSW Government a projection for funding in FY 2025/26

- (b) How much does NSW anticipate to receive in FY 2025/26?

**Construction of Social Housing Dwellings 2023/24**

(301) What is the number of new social housing dwellings constructed in FY 2024/25 to date?

- (a) What is the number of social housing dwellings constructed in FY 2024/25 per LGA, to date?

(302) Can you please provide the number of social housing dwellings constructed in FY 2024/25, to date with:

- (a) 1 bedroom
- (b) 2 bedrooms
- (c) 3 bedrooms
- (d) 4 bedrooms
- (e) 5 or more bedrooms

**Projected construction of Social Housing Dwellings**

(303) What is the projected number of social housing dwellings to be constructed in FY 2024/25?

(304) What is the projected number of social housing dwellings to be constructed in:

- (a) FY 2025/26
- (b) FY 2026/27
- (c) FY 2027/28
- (d) FY 2028/29

**Unoccupied social housing properties**

(305) Currently, how many unoccupied social housing properties are in NSW?

- (a) Provide figures per LGA (to date)?

(306) What was the average time these properties remain unoccupied in?

- (a) September 2024
- (b) October 2024
- (c) November 2024
- (d) December 2024

- (e) January 2025
- (f) February 2025

### **Social Housing Tenants**

- (307) At most recent reporting of data, how many social housing tenants were there in NSW?
- (308) How many social housing tenants have, in the months of September 2024, October 2024, November 2024, December 2024, January 2025, February 2025:
- (a) Requested transfers?
  - (b) Left social housing to private tenancy?
  - (c) Left social housing to homelessness or unknown tenancy/location?
  - (d) Been evicted from social housing?

### **Social Housing Stock**

- (309) How many social housing homes are there in New South Wales with:
- (a) 1 bedroom
  - (b) 2 bedrooms
  - (c) 3 bedrooms
  - (d) 4 bedrooms
  - (e) 5 bedrooms
  - (f) 6 bedrooms
  - (g) 7 bedrooms
  - (h) 8 bedrooms
  - (i) 9 bedrooms or more

### **Complaints to Homes NSW**

- (310) How many complaints have Homes NSW received from tenants in social housing in the following months, broken down by agency?
- (a) September 2024
  - (b) October 2024
  - (c) November 2024

- (d) December 2024
  - (e) January 2025
  - (f) February 2025
- (311) How many complaints remain unresolved to Homes NSW, from tenants in social housing in the following months, broken down by agency?
- (a) September 2024
  - (b) October 2024
  - (c) November 2024
  - (d) December 2024
  - (e) January 2025
  - (f) February 2025

### **Homes NSW**

- (312) The government has promised to build 8,400 public homes—how many have actually commenced construction since the announcement?
- (313) Can you provide a detailed breakdown of where these homes are being built, electorate by electorate?
- (314) How many of the 8,400 homes have been allocated funding in the current financial year?
- (315) Given that the government claims this is the largest ever public housing investment, how does this compare to the Carr Government's public housing investments?
- (316) What measures have been put in place to prevent cost blowouts in construction?
- (317) How does the government plan to ensure these homes are not just announced but actually built, given its track record of failing to deliver on infrastructure?
- (318) What contingency plans exist if these projects experience delays or budget overruns?
- (319) How many homes are expected to be completed and occupied by the next election?
- (320) How much of this \$6.6 billion investment is actual new money, and how much is repurposed funding from existing programs?
- (321) What will the average cost per home be, and how does that compare to current social housing construction costs?



- (322) The government claims it will fix 30,000 public homes—how many homes have actually been repaired so far?
- (323) What was the total cost of repairs conducted in the last financial year?
- (324) Given that maintenance is now being brought in-house, how many staff have been recruited for this task, and what is the projected cost to taxpayers?
- (325) Will in-house maintenance teams be required to compete against private contractors for efficiency and cost-effectiveness?
- (326) How does the department define a “fixed” home—does this include partial repairs or only full refurbishments?
- (327) Have you conducted any audit of maintenance requests to ensure that the most critical repairs are being prioritised?
- (328) How many public housing properties are currently uninhabitable due to maintenance failures?
- (329) Can you provide a list of the most expensive individual maintenance jobs conducted in the past 12 months?
- (330) What accountability measures are in place to ensure that taxpayers are not funding refurbishments at exorbitant costs?
- (331) How many tenants have been relocated due to the government's failure to maintain properties to a habitable standard?
- (332) The government has allocated \$528 million to tackle homelessness—how much of this is new funding versus recycled funding?
- (333) What percentage of this funding will go towards building new crisis accommodation rather than just services?
- (334) The government talks about making homelessness "rare, brief and non-recurring"—what specific performance metrics will be used to measure success?
- (335) How many additional crisis accommodation beds will be operational by the next election?
- (336) Given the rise in rough sleeping, can the government guarantee that the homelessness rate will be lower by the next budget?
- (337) What percentage of homeless people assisted by government programs remain housed after 12 months?

- (338) What proportion of the homelessness budget is being spent on bureaucracy versus frontline services?
- (339) What is the breakdown of homelessness funding spent on Aboriginal-specific services compared to general homelessness programs?
- (340) Can you provide a detailed breakdown of funding allocations for crisis accommodation providers, and whether any politically affiliated organisations received funding?
- (341) How much funding has been allocated to private hotel stays for the homeless, and is this a cost-effective solution?
- (342) The department claims it is fixing the planning system—can you provide a list of major housing projects fast-tracked under these reforms?
- (343) What is the average approval time for social housing projects in NSW, and how does this compare to Victoria and Queensland?
- (344) What is the department doing to prevent councils from blocking affordable housing developments in areas of high demand?
- (345) The government has said it will build housing on empty and unused land—can you provide a list of these sites?
- (346) Given that government housing projects often face delays, what enforcement mechanisms exist to ensure projects are completed on time?
- (347) Has the department conducted any economic modelling on how these planning changes will impact private sector housing supply?
- (348) Can the department guarantee that housing approvals have not slowed since these reforms were introduced?
- (349) What specific planning barriers have been removed to expedite approvals for affordable housing projects?
- (350) The government claims to be extending the Homes NSW Cadetship Program—how many people have actually secured jobs through this program?
- (351) What is the average length of time that cadets stay employed in the housing sector after completing the program?
- (352) How much does the cadetship program cost per participant, and how does this compare to industry training programs?

- (353) How many graduates of the cadetship program have gone on to work in government roles versus private industry?
- (354) Given ongoing shortages in the construction workforce, what guarantees does the department have that there will be enough skilled workers to build these promised homes?
- (355) What evidence exists that this program will actually speed up housing construction, rather than just providing political optics?
- (356) Has the government engaged TAFE or other training providers to expand construction-related training for public housing projects?
- (357) How much of the cadetship funding is spent on administration, as opposed to actual training and employment outcomes?
- (358) Has the department identified any shortfalls in construction trades that could delay the housing rollout, and what is being done to address them?
- (359) Given that previous government-run cadetship programs have had limited success, what safeguards exist to ensure this isn't just another failed initiative?

#### **Homes NSW relationship with the Premier's Department**

- (360) How often does Homes NSW brief the Premier's Department on housing policy decisions, and has the Premier's office overridden any recommendations made by Homes NSW?
- (361) Has the Premier's Department ever intervened in or delayed the release of housing announcements to suit the government's agenda?
- (362) Are there any emails, meeting minutes, or correspondence between the Premier's Department and Homes NSW that directed housing projects to be prioritised in Labor-held electorates?
- (363) Has the Premier's Department given any direct instructions to Homes NSW to delay, amend, or modify housing commitments to avoid political backlash?
- (364) Has any advice been provided by Homes NSW that has been ignored or suppressed by the Premier's Department, particularly regarding housing shortages and project delays?
- (365) Has the Premier's Department ever requested that announcements about social housing be delayed or staggered for political gain rather than operational necessity?
- (366) Are there any instances where Homes NSW has been forced to change project locations or timelines due to directives from the Premier's Department?

- (367) What level of oversight does the Premier's Department have over Homes NSW funding approvals, and have they ever blocked or redirected funds based on political considerations?
- (368) Were there any key appointments within Homes NSW that were approved or recommended by the Premier's Department, rather than being independent selections based on merit?
- (369) Has the Premier's Department directed Homes NSW to engage with specific contractors, consultants, or developers who have ties to the Labor Party?
- (370) Has Homes NSW awarded any housing contracts, consultancies, or land sales to companies that have made political donations to the NSW Labor Party?
- (371) Have any former staffers from the Premier's office been employed by Homes NSW or any of its associated projects?
- (372) Has the Premier's Department been advised of any delays, funding shortages, or feasibility concerns related to the government's housing commitments? If so, why hasn't this been disclosed publicly?
- (373) Has the Premier's Department pressured Homes NSW to prioritise politically convenient projects over those with the highest need, particularly in marginal electorates?
- (374) Has the Premier's Department given any internal direction to Homes NSW to avoid using terms like "housing crisis" to downplay the severity of the situation?
- (375) Are there any instances where Homes NSW has been directed by the Premier's Department to avoid or limit responses to media inquiries or parliamentary questions?
- (376) Can you confirm whether the Premier's Department was consulted on, or attempted to edit, any official reports or data from Homes NSW before their public release?

### **Mental Health Commission of NSW**

- (377) Why did the Commission fail to fill \$614,000 worth of vacant staff positions while still spending \$194,000 on redundancies?
- (378) Can you explain how the Commission ended up \$1.098 million under budget on employee expenses, while mental health services remain overstretched?
- (379) Why did the Commission underspend on grants and subsidies, slashing the allocation from \$937,000 in 2022-23 to just \$272,000 in 2023-24?
- (380) What specific projects were defunded or deprioritised due to this cut in grants and subsidies?

- (381) Given the \$476,000 budget surplus, why has the Commission not redirected funds to front-line mental health services?
- (382) How can you justify an operating revenue shortfall of \$356,000, when mental health services are crying out for funding?
- (383) Why did the Commission report an increase in net assets of \$476,000, rather than investing those funds into urgent mental health programs?
- (384) How does the Commission explain an increase in cash reserves from \$1.142 million to \$1.422 million, despite the claimed funding shortfalls?
- (385) Why did the Commission's operating expenses exceed budget by \$508,000, while core services suffered?
- (386) How does the Commission justify entering into a five-year office lease with a 3.75% annual rent increase, while cutting mental health program funding?
- (387) Was the Commission's decision to lock into this long-term lease made in consultation with Treasury, and if so, why was it approved?
- (388) How does the Commission justify a \$219,000 loss from asset disposal, and who is accountable?
- (389) What oversight was in place when these assets were sold at a loss?
- (390) Why did the Commission spend over \$5.2 million on staff costs while failing to fill critical vacancies?
- (391) What actions have been taken to ensure funds are allocated to frontline services instead of bureaucracy?
- (392) Given the cost of consultants is rising across the NSW Government, what is the total amount spent on consultants and external advisers in 2023-24?
- (393) How does the Commission explain the failure to meet its employee services budget, while increasing other expenditure?
- (394) Why was one GIPA request refused by default, in breach of statutory response times?
- (395) What was the nature of the four remaining GIPA applications, and why were only two granted partial access?
- (396) What information did the Commission seek to withhold from public scrutiny in these GIPA requests?

- (397) Can the Commission provide a breakdown of the cost of processing GIPA requests, and how many staff members are assigned to this?
- (398) Why has the Commission failed to proactively publish key financial documents that would improve transparency?
- (399) What is the Commission hiding by failing to release additional information in response to public interest disclosures?
- (400) Can the Commission explain why funding for grants to grassroots mental health organisations was slashed, while spending on administration increased?
- (401) Why did the Commission underspend on key mental health initiatives, leading to lower-than-expected service provision?
- (402) What specific programs were affected by the \$1.098 million shortfall in budgeted employee-related expenses?
- (403) Can the Commission guarantee that no essential mental health services were cut or delayed due to this budget underspending?
- (404) What oversight measures exist to ensure that money allocated for mental health programs is actually spent on services, not administration?
- (405) What specific projects or service expansions were abandoned due to budget mismanagement and underspending?
- (406) Why has the Commission failed to provide a clear and detailed breakdown of how mental
- (407) What external audits have been conducted into financial management at the Commission, and what were the findings?
- (408) How does the Commission justify staffing cuts and unfilled vacancies, while mental health service wait times continue to increase?
- (409) How does the Commission explain its failure to meet its own strategic goals, despite millions of dollars in funding?
- (410) How many frontline mental health professionals could have been hired with the \$508,000 in excess operating expenses?
- (411) Why has there been no clear strategy for redirecting unused funds into urgent mental health service areas?
- (412) What accountability measures exist to ensure that service delivery goals are actually met?

- (413) Can the Commission confirm whether any mental health programs faced delays or cancellations due to funding failures?
- (414) What steps has the Commission taken to prevent future financial mismanagement?
- (415) Has the Commission identified any systemic issues in its financial and service delivery planning?
- (416) How does the Commission explain the \$194,000 spent on redundancies, while simultaneously leaving critical positions vacant?
- (417) How many staff left the Commission in 2023-24 due to job dissatisfaction, workplace culture, or concerns about management?
- (418) What steps have been taken to improve staff retention and morale given the reduction in temporary and contract staff?
- (419) Why has the Commission not provided detailed transparency on its workplace disputes and staffing concerns?
- (420) How does the Commission justify spending \$40,000 on workers' compensation insurance, while simultaneously failing to fill vacant frontline roles?
- (421) What feedback has the Commission received from frontline mental health staff about funding shortfalls impacting their work?
- (422) How does the Commission plan to address the ongoing concerns of mental health sector workers regarding funding allocations?
- (423) What specific instructions did the Minister provide regarding the budget shortfalls and financial mismanagement within the Commission?
- (424) What briefings did the Minister receive about the underspending on key mental health services?
- (425) Can the Commission confirm if the Treasury or Minister directed it to cut costs, or was this mismanagement entirely internal?
- (426) Has the Commission provided the Minister with a detailed plan to rectify the financial and operational failures in this report?
- (427) Will the Commission commit to publishing all budgetary details, including unused funds, to ensure full transparency for NSW taxpayers?

## **Homelessness**

- (428) When will the 2025 Street Count be conducted?
- (429) How many LGA are participating in the 2025 Street Count?
- (430) When will the results be released?
- (431) Have there been any variations in locations of the street counts for 2025?
- (a) If so, where?
  - (b) If so, why?
- (432) Could the Minister please provide the number people in Temporary Accommodation at its peak so far in 2024?
- (433) How many people accessed temporary accommodation, per month from March 2023 to March 2025?
- (434) How many people exited Temporary Accommodation in 2023?
- (a) Of those how many entered:
    - i. Social Housing
    - ii. Some form of rental assistance
    - iii. Other (list)
- (435) How many people exited Temporary Accommodation in 2024?
- (a) Of those how many entered:
    - i. Social Housing
    - ii. Some form of rental assistance
    - iii. Other (list)
- (436) 50% of young clients who presented to Specialist Homelessness Services had a current mental ill health or were experiencing alcohol or drug issues. What is your government doing to support these young people experiencing homelessness?
- (437) How many people existing prison were turned away from temporary accommodation in 2023-24?
- (a) How many were women?
  - (b) How many were men?
  - (c) How many were Aboriginal or Torres Strait Islander?



- (d) How many were young people?
- (438) Following Ex-Tropical Cyclone Alfred how many people are using emergency and temporary accommodation as of?
- (a) 10 March 2025
- (b) 18 March 2025
- (439) Following Ex-Tropical Cyclone Alfred what additional state funding has been provided to support NGOs in the recover?
- (440) Can you provide data on the average length of time women and children remained in a women refuge during:
- (a) January to March 2024?
- (b) April to May 2024?
- (c) July to September 2024?
- (d) October to December 2024?
- (e) January to March 2025?
- (f) 2023-24
- (441) Can you provide data on the average length of time a young person remained in a youth refuge during:
- (a) January to March 2024?
- (b) April to May 2024?
- (c) July to September 2024?
- (d) October to December 2024?
- (e) January to March 2025?
- (f) 2023-23
- (442) What is the current wait time to access a women's refuge?
- (443) What is the current wait time to access a youth refuge?
- (444) Have all Specialist Homelessness Services achieved accreditation?
- (445) When will Homelessness Innovation Fund Round 2 be announced?

- (446) Can you confirm all funds will be allocated by 30 June 2025?
- (447) What trauma informed training is provided to Homes NSW staff when engaging with people experiencing homelessness?
- (448) Is there specific training for young people and those under 18 who are experiencing homelessness?
- (449) What percentage of staff have undertaken trauma informed training?
- (450) What assistance is provided to people experiencing homelessness to complete form when an individual cannot read or write?
- (451) How many people on the social housing waiting list are currently experiencing homelessness during 2023-24?
- (452) What is the number and percentage of temporary accommodation places accessible for people with disability as of 1 March 2025?
- (453) What is the number and percentage of temporary accommodation accessible to families as of 1 March 2025?
- (a) Provide breakdown by region?
- (454) Since 1 October 2024, how many SHS have sought an increase in funding?
- (a) In which LGAs are the SHS based?
- (455) Please provide the number of callers or clients by age and gender of people who interacted with Link2home during 2023:
- (a) Clients aged 12-18 years
- (b) Clients aged 18-24 years
- (c) Clients aged 55-65 years
- (d) Clients aged 65- 75 years
- (e) Clients aged 75 and over
- (456) How many transitional housing properties are available as of 30 June 2024 to support:
- (a) women over 55?
- (b) Women and children escaping violence?
- (c) Children and young people?

- (d) People with disability?
  - (e) Women leaving prison?
  - (f) Men leaving prison?
  - (g) People experiencing mental ill health?
  - (h) For the above provide the data by allocation zone and geographic region?
- (457) How many transitional housing properties are available as of 1 March to support:
- (a) women over 55?
  - (b) Women and children escaping violence?
  - (c) People with disability?
  - (d) Children and young people?
  - (e) Women leaving prison?
  - (f) Men leaving prison?
  - (g) People experiencing mental ill health?
  - (h) For the above provide the data by allocation zone and geographic region?
- (458) In 2023-24 how many young people transitioned from and Specialist Homelessness Services into stable accommodation?
- (459) Can you outline reasons a young person is “closed from temporary accommodation access due to disengagement”?
- (a) Are other factors considered?
- (460) How will you measure the success of the Homelessness Innovation Fund?
- (461) What is the NSW Government doing to ensure adequate emergency accommodation is available in rural and regional communities to meet demand?
- (462) What specific measures are in place to ensure that frontline service providers in regional NSW have equitable access to homelessness support funds, rather than resources being allocated exclusively to metropolitan areas?
- (463) What is the wait time for people to access emergency housing placements by allocation zone and geographic region?
- (464) How will the Homelessness Innovation Fund “prioritise service delivery reform”?

- (465) What percentage of the Homelessness Innovation Fund is supporting rural and regional communities?
- (a) List areas
- (466) Will Together Home be funded beyond 2024-25
- (a) If not, why not?
- (467) How will you measure the success of the Homelessness Innovation Fund?
- (468) Specifically, how will the government facilitate collaboration between housing providers, mental health services, parole officers, and police to ensure a coordinated response to homelessness?
- (a) Are interagency meetings mandatory?
- (b) If not, why not?
- (469) How many people accessed Temporary accommodation during:
- (a) January to March 2024?
- (b) April to May 2024?
- (c) July to September 2024?
- (d) October to December 2024?
- (e) January to March 2025?
- (f) For the above provide the data by allocation zone and geographic region?
- (470) What is the average wait time for the Homes Contact Centre during:
- (a) January to March 2024?
- (b) April to May 2024?
- (c) July to September 2024?
- (d) October to December 2024?
- (e) January to March 2025?

## **Youth**

- (471) What grants have been provided by your department over the last year to support young people?

(472) Does your department conduct any surveys of young people?

- (a) If yes, what topics were surveyed over the past two years?
- (b) If yes, are the findings of the surveys publicly available?
- (c) If yes, what was the cost of the surveys?

(473) If not, what resources are available so that the department understands what young people want the government to do?

### **General questions**

#### **DCJ**

(474) Could the Minister please provide the most recent copy of the Executive Organisation Chart for DCJ?

(475) Could the Minister please provide the most recent copy of the Organisation Chart for Homes NSW?

#### **CFMEU meetings**

(476) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the CFMEU?

#### **ETU meetings**

(477) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the ETU?

#### **Ministerial disclosures to The Cabinet Office**

(478) On what date did you last update/make a ministerial disclosure to The Cabinet Office?

#### **Department(s)/Agency(s) Employees**

(479) How many redundancies were processed by each Department(s)/agency(s) within your portfolio responsibilities since 28 March 2023?

- (a) Of these redundancies, how many were:
  - i. Voluntary?
  - ii. Forced?
- (b) What was the total cost of all redundancies in each Department/agency within your portfolio responsibilities?

- (c) On what page are redundancies published in the respective Department(s)/Agency(s) Annual Reports?

**Department(s)/Agency(s) Annual Reports**

- (480) On what date were the annual report(s) from 2023-24 for each department / agency in your portfolio published?
- (481) Were the annual report(s) from 2023-24 for each department / agency in your portfolio printed?
- (a) If yes, what was the printing cost(s) for each department / agency?
- (482) Did the annual report(s) from 2023-24 for each department / agency in your portfolio use in part or full an external production / body / consultant to draft?
- (a) If yes, what was the cost(s) for each department / agency?
- (483) In what month will the 2024-25 annual report(s) for each department / agency in your portfolio be published?
- (484) Will the 2024-25 annual report(s) for the department / agency in your portfolio include a printed copy?
- (a) If yes, how much is budgeted for printing in 2024-25 for each department / agency?

**State Records Act**

- (485) Have you and your ministerial office had training and/or a briefing about the State Records Act from State Records NSW and/or The Cabinet Office and/or Premier's Department?
- (a) If yes, when?

**Advertising**

- (486) On what page is advertising published in the respective Department(s)/Agency(s) annual report(s)?

**Department(s)/Agency(s) Gifts and Hospitality Register**

- (487) Does your portfolio department(s)/agency(s) have a gifts and/or hospitality register?
- (a) If yes, is it available online?
- i. If yes, what is the website URL?

**Ministerial staff disclosure of gifts and/or hospitality**

(488) Does your ministerial office keep a register of gifts and/or hospitality for staff to make disclosures?

(a) If yes, what is the website URL?

(489) Have any staff members in your office been the recipient of any free hospitality?

(a) What was the total value of the hospitality received?

(b) Are these gifts of hospitality declared?

### **Ministerial Code of Conduct**

(490) Since 28 March 2023, have you breached the Ministerial Code of Conduct?

(a) If yes, what was the breach?

### **Credit Cards**

(491) Have you ever been issued with a credit card by a NSW Government department(s) and/or agency(s) since 28 March 2023?

(a) If yes, under what circumstance?

(b) If yes, what items and expenditure was undertaken?

(492) Do public servants in your portfolio department(s)/agency(s) been issued with department/agency credit cards?

(a) If yes, what is the website URL of the credit card policy?

### **Department(s)/agency(s) desk or office**

(493) Do you have a desk or office in your portfolio department(s)/agency(s) building(s)?

### **Senior Executive Drivers**

(494) As at 1 February 2025, how many senior executives in your portfolio department(s) / agency(s) have a driver?

### **GIPA Applications – Ministerial Office**

(495) Has your Ministerial Office received a GIPA Application(s) since 28 March 2023?

(a) If yes, how many?

(b) If yes, what is the website URL of the disclosure log?

### **GIPA Applications – Department(s)/Agency(s)**

(496) Since 28 March 2023, have you and/or your ministerial office given instructions to your portfolio department(s)/agency(s) in relation to Government Information (Public Access) Act application(s)?

### **GIPA Act – Disclosure Log Website URL**

(497) What is the website URL for the GIPA Act disclosure log each of your portfolio department(s) / agency(s)?

### **TikTok**

(498) Are you on TikTok?

(a) If yes, do you access TikTok from a NSW Government device?

### **Signal**

(499) Are you and/or your ministerial staff on Signal?

(a) If yes, do you and/or your ministerial staff access Signal from a NSW Government device?

(b) If yes, does Signal comply with the State Records Act?

### **Training**

(500) Since 28 March 2023, have you had training from an external stakeholder that included an invoice and payment paid for using your ministerial budget?

(a) If yes, what is the description of training?

(b) If yes, how much?

### **Cabinet documents**

(501) Since 28 March 2023, have you shared Cabinet documents with your Parliamentary Secretary?

### **Parliamentary Secretary**

(502) Does your Parliamentary Secretary have pass access to your ministerial office?

(503) Does your Parliamentary Secretary have a desk in your ministerial office?

(504) Has your Parliamentary Secretary ever used your Ministerial Vehicle?

### **Media releases and statements**



(505) Are all the ministerial media releases and statements issued by you publicly available at <https://www.nsw.gov.au/media-releases>?

(a) If no, why?

### **Overseas Travel**

(506) As Minister, do you approve overseas travel for public servants from your portfolio department(s)/agency(s)?

### **Data Breaches**

(507) Does your portfolio department(s)/agency(s) keep a register of data breaches in accordance with the Privacy and Personal Information Protection (PPIP) Act?

(a) If yes, what is the website?

### **Discretionary Fund**

(508) As Minister, do you have a discretionary fund?

(a) If yes, what department(s) / agency(s) administer it?

(b) If yes, what is the website URL detailing expenditure?

### **Qantas Chairman's Lounge**

(509) Are you a member of the Qantas Chairmans Lounge?

### **Local Government Councillors**

(510) How many of your Ministerial staff is a local government councillor(s)?

<b>Questions from Dr Amanda Cohn MLC</b>
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(511) How much money was spent on public housing maintenance for the 2024/25 financial year to date?

(512) As of today's date, how many maintenance requests are currently unresolved:

(a) Across NSW;

(b) In the CS03 allocation zone;

(c) In the CS01 allocation zone?

(513) What is the average time taken for:

(a) An operator to answer a call from tenants who call the Maintenance Line;

- (b) A contractor to attend and inspect a property after a work order has been raised;
- (c) Substantial works to be completed after an inspection is conducted; and
- (d) Works to be completed and closed after all the above steps have been completed?
- (e) Are the expected times for these things to be done set out in policy, procedures or contracts?
  - i. If so, what are the details?
  - ii. Which are being met?

(514) How many public homes are currently empty in NSW due to being untenanted?

- (a) Of these, how many are:
  - i. In the Inner West; or
  - ii. In Inner Sydney?
  - iii. Empty because:
    - They are currently uninhabitable;
    - Maintenance or upgrade works are currently underway;
    - Maintenance or upgrade works are required but not scheduled;
    - Redevelopment of the home is approved but not yet underway; or
    - Another reason (please specify).

(515) In FY 2024-25 to date, how many applications for social housing were rejected under the Inner City Local Allocation Strategy?

- (a) Has there been a review of the Inner City Local Allocation Strategy since the Minns Government was elected?

(516) In FY 2024-25 to date, how many tenants were evicted from social housing under the “3 strikes” tenancy management policy?

- (a) Has there been a review of the ‘3 strikes’ policy since the Minns Government was elected?

(517) As of today’s date, how many approved applications are currently on the Homes NSW:

- (a) General transfer waiting list;

- (b) Priority transfer waiting list; or
- (c) At-risk transfer waiting list?

(518) In FY 2024-25, what was the average time people spent on each of these waiting lists before being offered a social housing property?

- (a) In this period, what was the longest time someone spent on the waiting list?
- (b) Regarding the current general waiting list, how many people on the list have been on it for:
  - i. Over 15 years?
  - ii. Over 10 years?
  - iii. Over 5 years?
- (c) Regarding the current priority and at-risk waiting lists, how many people on the list have been on it for:
  - i. Over 3 years?
  - ii. Over 2 years?
  - iii. Over 1 year?
  - iv. Over 6 months?

(519) How many children are currently on the:

- (a) General social housing waiting list?
- (b) Priority list?
- (c) At-risk list?

(520) In FY 2024-25 to date, how many people on the social housing register were offered, and subsequently moved into, affordable housing?

- (a) How does this compare with the figure of social housing eligible people who moved into affordable housing in the prior three financial years?

(521) In FY 2024-25 to date, how much money has Homes NSW/the Department of Communities and Justice spent on:

- (a) Private Rental Subsidy;
- (b) Rentstart Bond Loan;

- (c) Rent Choice Assist;
- (d) Rent Choice Start Safely; and
- (e) Headleasing private rental properties for use as social housing?

(522) In relation to the Link2Home temporary accommodation program:

- (a) How much funding did this receive in FY 2024-25;
- (b) How did this compare with funding received in each of the previous three financial years;
- (c) How much of this funding is apportioned to each electorate, local government area, region, or other relevant catchment across the state; and
- (d) Over the past three months, has there been a reduction in funding apportioned to any specific electorates, local government areas, regions, or other relevant catchments? If so:
  - i. How many nights of accommodation through Link2Home have been lost as a result of this reduction; and
  - ii. In particular, has there been a reduction in funding for the Northern Rivers region (including, but not limited to, the Ballina local government area)? If so:
    - How many nights of accommodation through Link2Home have been lost in the region and in the Ballina LGA as a result; and
    - What investments have been made in other forms of temporary accommodation in this region to compensate for this reduction?

(523) In the past three months, has LAHC terminated engagements with any temporary accommodation providers in the Northern Rivers region and specifically the Ballina LGA? If so:

- (a) What are these providers; and
- (b) Why were the engagements terminated?

(524) Does Link2Home have a policy of “blacklisting” individuals or marking them as unsuitable for accommodation through the program? If so:

- (a) On what basis does this occur?

(525) In FY 2024-25 to date, how many maintenance requests have been made in Redfern?

(526) Of these, how many requests were:

- (a) Regarding communal areas; or
- (b) Regarding individual properties

(527) Of the maintenance requests regarding communal areas in the last financial year, how many were regarding:

- (a) Illegal dumping
- (b) Pest control
- (c) Plumbing and/or guttering
- (d) Intercom systems
- (e) Broken windows/doors
- (f) Graffiti
- (g) Sewage
- (h) Lighting (both internal and external)
- (i) Cleanliness
- (j) Landscaping
- (k) Accessibility upgrades or repairs including:
  - i. uneven pavements or flooring
  - ii. internal and external handrails
  - iii. security doors
  - iv. damaged lifts

(528) Within each of the above categories, how do the number of requests compare with each of the prior five financial years?

(529) Of the maintenance requests for communal areas from the last financial year in Redfern:

- (a) How many have been resolved?
- (b) What was the average time taken between for a request to be resolved?

- (c) How does this average time for resolution compare with the previous five financial years?
- (530) Of the maintenance requests for individual areas from the last financial year in Redfern:
- (a) How many have been resolved?
  - (b) What was the average time taken between for a request to be resolved?
  - (c) How does this average time for resolution compare with the previous five financial years?
- (531) What is the reporting process for contractors contracted to maintain communal areas, who identify a maintenance issue in a communal area when on a Housing property site?
- (532) In the last financial year, how many maintenance requests for communal areas have been raised by contractors themselves?
- (a) Of these maintenance, how many have been resolved?
- (533) Is there an arrangement between NSW State Emergency Services (SES) regarding provision of NSW SES services to Homes NSW properties?
- (a) If so, what specific services are provided under this arrangement at what frequency?
  - (b) How many times have SES reported to Homes NSW that they have attended Homes NSW Properties in past financial year?
- (534) What is the Homes NSW triage and prioritisation process when assessing major damage to communal areas of Housing properties i.e. Plumbing & Guttering of a building?
- (535) Does Homes NSW engage private contractors to determine prioritisation?
- (536) In FY 2024-25 to date, how many site visits have been conducted by homes NSW staff excluding contractors?
- (a) Of these site visits, how many maintenance requests have been made by Homes NSW staff?