

Budget Estimates 2024-25 Hearing – 10 March 2025

Supplementary Questions

Minister for Skills, TAFE and Tertiary Education

Bankstown TAFE

(1) 1. How many students are enrolled at Bankstown TAFE for the 2025 calendar year?

(a) What were the enrolment numbers for each of the following calendar years:

- i. 2021
- ii. 2022
- iii. 2023
- iv. 2024

ANSWER

2021 – 5,500 enrolments

2022 - over 4,700 enrolments

2023 - over 5,400 enrolments

2024 - TAFE NSW overall enrolments for 2024-25 will be published in the next Annual Report

(2) What courses are currently being taught at Bankstown TAFE?

(a) Please advise the number of students undertaking each course.

ANSWER

TAFE NSW operates in a competitive environment. Data is not provided by in-year enrolment numbers or location, with 2024 data subject to final validation. Information on current course offerings can be found on the TAFE NSW website.

In 2023, enrolments by learning and teaching area at Bankstown campus were as follows:

- Agri, Transport and Manufacturing: 510
- Creative, Cultural and Experience Services: 660
- Digital, Business and Finance: 1,190
- Equity, Foundation Skills, Aboriginal Culture and Languages: 1,570
- Health, Wellbeing and Human Services: 1,510

(3) How many carparking places are available to students and teachers at Bankstown TAFE?

ANSWER

The current Bankstown Campus has 460 bays.

(4) Has TAFE NSW made a request to Health Infrastructure NSW to include dedicated staff and student parking spaces at the site of the new Bankstown Hospital and TAFE?

(a) If yes, how many dedicated parking spaces were requested?

ANSWER

Parking arrangements at the site are subject to the finalisation of planning and design.

(5) How many respondents were there for: ROI - Delivery of temporary accommodation for the TAFE NSW Bankstown Campus?

(a) Of the respondents, how many progressed to the consideration stage?

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ANSWER

Ten responses received presented by seven different organisations (i.e. two companies presented more than one address each). Of the ten responses, seven met the criteria, presented by four organisations and those four organisations were invited to the RFP stage.

(6) Does TAFE NSW have available funding in its capital works budget to support the successful applicant to ROI - Delivery of temporary accommodation for the TAFE NSW Bankstown Campus, or will budget need to be sought from NSW Health or Health Infrastructure NSW?

ANSWER

Funding for the project will be allocated through normal Government processes

(7) Has TAFE NSW sought advice from Health Infrastructure NSW about the practicalities of having over 5000 TAFE students on the site of a new metropolitan tertiary hospital?

(a) If yes, what was the advice received from Health Infrastructure NSW?

ANSWER

Site design has yet to be finalised.

(8) Has TAFE NSW discussed with any labour union the impact of having a new TAFE that can accommodate over 5000 students and staff collocated with a metropolitan tertiary hospital?

(a) If yes, please advise which union, the date of the consultation/advice, and the outcome of the advice.

ANSWER

TAFE NSW has engaged with both the NSW Teachers Federation and the Public Service Association as key stakeholders and continues to provide advice of planned communications about the Bankstown campus relocation to its members

(9) What is the current available floor space at Bankstown TAFE?

(a) Please advise the following breakdown if it is available regarding floor space:

- i. Teaching spaces
- ii. Open space
- iii. Staff/admin spaces

ANSWER

The current Gross Floor Area of Bankstown Campus is 23,592 m², comprising:

- 6,370m² - General & Specialist Learning Spaces
- 10,617 m² - Support Spaces
- 4,718 m² - Circulation & Facilities Spaces
- 1,887 m² - Other Spaces

(10) Has Health Infrastructure NSW provided TAFE NSW with a date on when they will require Bankstown TAFE to vacate from its current location?

(a) If yes, what is the date?

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ANSWER

Yes, in February 2026.

(11) When will the site of the relocated Bankstown TAFE be announced?

ANSWER

The site of the relocated Bankstown campus will be announced in due course, in line with the standard building procurement practices.

(12) On what date will the relocated Bankstown TAFE open?

ANSWER

The relocated Bankstown campus will be opened for Semester 1 2026.

(13) Given you previously advised that the business case for a new Bankstown TAFE would be completed in January 2025, what is the reason for the delay?

ANSWER

A Draft Strategic Business Case was completed in December 2024, for consultation with Health Infrastructure and other NSW government agencies.

(14) When will the business case for the new TAFE be completed?

ANSWER

A final Strategic Business Case is being prepared for consideration as part of the 2025-26 Budget setting process.

(15) Has TAFE NSW conducted planning for the future student enrolments at Bankstown TAFE?

(a) If yes, what is the expected enrolment for the following years:

- i. 2026
- ii. 2027
- iii. 2028
- iv. 2029
- v. 2030
- vi. 2031 and beyond?

ANSWER

TAFE NSW operates in a competitive environment. Data is not provided by in-year or future enrolment numbers or location.

(16) Has TAFE NSW conducted planning for which courses will be available at Bankstown TAFE while it is at its relocated site?

(a) If yes, aside from animal care, will every other course currently available at Bankstown continue at the relocated site?

- i. If no, please advise which courses have been identified to be discontinued.

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ANSWER

TAFE NSW remains committed to providing high-quality skills and training opportunities to meet community needs. TAFE NSW offerings are reviewed as part of annual faculty planning, to ensure courses are meeting community and industry needs.

(17) Will TAFE NSW provide new courses not currently available at Bankstown TAFE for enrolment at the new Bankstown TAFE, particularly in the area of health administration or allied health services?

(a) If yes, what new courses have been identified for provision at the new Bankstown TAFE?

ANSWER

See response to Supplementary Question 16. As per the Minister's response during the hearing (page 15 of the transcript), TAFE NSW has been in discussion with South West Sydney Local Health District about the need for health courses in South West Sydney.

(18) Has TAFE NSW sought advice from Transport for NSW separate to any advice sought from Health Infrastructure NSW, regarding traffic flow management on Chapel Road North during and after construction of the combined Bankstown TAFE and hospital?

(a) If yes, what was the advice?

ANSWER

This is a matter for Health Infrastructure as the project lead.

(19) Since December 2023, have you, your office, or TAFE NSW received any representations regarding the relocation and redevelopment of Bankstown TAFE from the following Members:

- (a) Member for Bankstown
 - i. If yes, how many representations?
- (b) Member for East Hills
 - i. If yes, how many representations?
- (c) Member for Blaxland
 - i. If yes, how many representations?
- (d) Member for Watson
 - i. If yes, how many representations?

ANSWER

Since December 2023, TAFE NSW has not received any representations regarding the relocation and redevelopment of TAFE NSW Bankstown from any of the mentioned Members.

(20) How much additional funding will be allocated to Padstow TAFE to support the provision of animal care services at Padstow?

ANSWER

Details are subject to the finalisation of planning and design.

(21) What is the current FTE allocation for teaching staff at Bankstown TAFE?

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ANSWER

Refer to Page 11 of the transcript for Bankstown staffing numbers.

(22) What is the projected FTE allocation for teaching staff at Bankstown TAFE for the following years:

- (a) 2026?
- (b) 2027?
- (c) 2028?
- (d) 2029?

ANSWER

Campus staffing numbers fluctuate from year to year depending on course and student demand.

(23) What is the current FTE allocation for admin staff at Bankstown TAFE?

ANSWER

Refer to Page 11 of the transcript for Bankstown staffing numbers.

(24) What is the projected FTE allocation for admin staff at Bankstown TAFE for the following years:

- (a) 2026?
- (b) 2027?
- (c) 2028?
- (d) 2029?

ANSWER

Campus staffing numbers fluctuate from year to year depending on course and student demand.

TAFE NSW Operations – Marketing and Advertising

(25) How has TAFE NSW spend on advertising in the last two financial years, and how does that compare to actual course enrolments?

- (a) Brand advertising
- (b) Enrolment advertising

ANSWER

Total advertising expenditure for the last two financial years is as follows:

2022-23: \$14.6 million
2023-24: \$10.1 million.

Enrolment data for the same periods are available in TAFE NSW Annual Reports

(26) What was the total budget for digital advertising, including social media, in the last two financial years, and what was the return on investment?

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ANSWER

Digital advertising expenditure for the last two financial years is as follows:

2022-23: \$6.7 million

2023-24: \$3.9 million

TAFE NSW takes steps to support cost-effective outcomes through the long-standing annual advertising submission process managed by the Department of Customer Service.

(27) What was the cost per click (CPC) for digital advertising campaigns in 2023 and 2024, and how does that compare to the industry benchmark?

ANSWER

TAFE NSW does not use cost per click as a measure.

(28) How much was spent specifically on TV advertising, and how was its success measured in terms of enrolment conversion?

ANSWER

2022-23: \$3.695 million

2023-24: \$2.155 million

Enrolment data for the same periods are available in TAFE NSW Annual Reports

(29) How much was spent on pre-roll digital advertising (YouTube, social media, and streaming platforms), and what was the click-through rate (CTR)?

(a) What is the Programmatic platform TAFE NSW uses?

(b) What are the brand safety measures in place?

ANSWER

TAFE NSW invested \$2.3 million on pre-roll digital advertising in 2023-24. TAFE NSW does not use a click-through rate as a measurement for digital video advertising.

Programmatic platform management and brand safety management are matters for the Department of Customer Service as contract managers.

(30) What percentage of TAFE NSW's total advertising budget was spent on Facebook, Instagram, and TikTok campaigns, and what measurable impact did these have on actual enrolments?

ANSWER

See response to Supplementary Question 26. No investment was made on TikTok.

(31) How many people signed up for courses as a direct result of digital advertising campaigns in the last two years, and what percentage of those students completed their courses?

ANSWER

TAFE NSW is not able to isolate the impact of a specific advertising channel and / or link it to individual students.

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(32) What is the failure rate of students who enrolled through paid digital advertising campaigns compared to those who enrolled via organic means?

ANSWER

See response to Supplementary Question 31.

(33) Can you provide a detailed breakdown of how much TAFE NSW spent on Google Ads, Facebook Ads, LinkedIn Ads, and any other major digital platforms?

ANSWER

See response to Supplementary Question 26.

(34) What proportion of digital advertising spending was allocated to regional NSW compared to metropolitan areas, and how was this decision made?

ANSWER

Digital advertising spending is allocated to digital platforms rather than via region.

(35) How many staff are employed specifically for advertising and digital marketing within TAFE NSW, what are their roles, and where are they based?

ANSWER

36 staff support advertising and digital marketing activities carried out by TAFE NSW. These positions are location agnostic, with staff able to work from any of TAFE NSW's 154 campuses.

(36) How much of the digital advertising budget is outsourced to external agencies, and which agencies have been contracted in the last two financial years?

(a) Please break down as follows:

- i. Search agency
- ii. Paid Media
- iii. SEO

ANSWER

TAFE NSW uses the NSW Government appointed media agency, OMD, for paid advertising. Digital advertising budget allocations have been provided in response to Supplementary Question 26.

(37) What were the biggest failures of TAFE NSW advertising campaigns in the last two years, and what changes have been made to ensure better results?

ANSWER

TAFE NSW takes steps to support cost-effective outcomes through the long-standing annual advertising submission process managed by the Department of Customer Service.

(38) Given the substantial cost of advertising, what steps have been taken to ensure TAFE NSW's marketing efforts are cost-effective and result in genuine enrolments rather than inflated vanity metrics?

ANSWER

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See response to Supplementary Question 37

(39) Can TAFE NSW guarantee that its advertising spending is not being used to simply boost brand awareness but is actually increasing student enrolments and course completions?

ANSWER

See responses to Supplementary Questions 31 and 37

(40) How much taxpayer money has been spent in the last two financial years on off-site events, conferences, and workshops for TAFE NSW's marketing and communications teams?

ANSWER

TAFE NSW supports its staff who work on advertising / marketing activities with training, workshops, and industry events to maintain expertise and currency. This includes attendance at "off-site" events hosted by TAFE NSW. There may be travel and accommodation costs incurred for relevant staff, depending on the location of the event attended and the home location of the TAFE NSW staff member. Attendance at such events is business-justified, with a focus on outcomes that enhance strategy, engagement, and enrolments.

TAFE NSW does not monitor the costs of individual events.

For internal events, conferences and workshops, TAFE NSW makes use of facilities in its campus network.

(41) How many off-site marketing and communications events have TAFE NSW staff attended in the last two years, and what was the justification for each?

ANSWER

See response to Supplementary Question 40.

(42) What is the total amount spent on travel, accommodation, food, and other expenses related to these off-site events?

ANSWER

See response to Supplementary Question 40.

(43) How many TAFE NSW staff have been flown in or stayed in hotels for these marketing and communications events, and why was this deemed necessary?

ANSWER

See response to Supplementary Question 40.

(44) What tangible outcomes have been achieved as a result of TAFE NSW marketing and communications staff attending these off-site events?

ANSWER

See response to Supplementary Question 40.

(45) How does TAFE NSW measure the success of these off-site events, and can you provide a list of key performance indicators used?

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ANSWER

Where appropriate, TAFE NSW conducts post attendance surveys aligned to the purpose of the event.

(46) Can you provide a breakdown of which programs, workshops, or training sessions have been run at these off-site events, and how they directly benefited student enrolment or retention?

ANSWER

All individual events are not centrally collated, however the purpose of some example offsite events was to:

- Provide interaction with TAFE NSW senior leadership and core business units, access to teachers and new facilities that require promotion;
- Collectively upskill staff in critical areas such as accessibility;
- Enable collaboration on priority programs and major projects.

(47) What percentage of these off-site events are actually necessary for TAFE NSW's core business, and how many could have been replaced by virtual meetings or in-house training?

ANSWER

See responses to Supplementary Questions 40 and 46.

(48) How many of these off-site events included external consultants or facilitators, and what was the total cost of hiring them?

ANSWER

No external facilitators have been used for off-site events in the last two years.

(49) Which TAFE NSW staff members have attended off-site marketing and communications events, and what criteria were used to select them?

ANSWER

See response to Supplementary Question 40.

(50) Have any TAFE NSW executives or senior managers attended marketing and communications events that had no direct impact on student enrolment, and if so, why?

ANSWER

See response to Supplementary Question 40.

(51) What percentage of these off-site events included attendance at industry award ceremonies, corporate retreats, or other networking functions that do not directly contribute to TAFE NSW's educational objectives?

ANSWER

Attendance at such events does contribute to TAFE NSW's educational objectives by recognising the achievements of students and staff, and raising industry awareness of TAFE NSW delivery and offerings, and the profile of vocational education.

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(52) How frequently do these off-site events occur, and has the number of staff attending increased or decreased in the past two years?

ANSWER

See response to Supplementary Question 40.

(53) What is the total annual budget for the TAFE NSW Creative Studio?

ANSWER

In 2024-25, the internal allocation for Creative Services is \$1.7 million.

(54) How many full-time and contract staff work in the Creative Studio, and what specific roles do they perform?

ANSWER

Creative Services has 10 permanent staff:

- Associate Creative Director
- Creative Specialist
- Design Managers x2
- Senior Graphic Designer
- Copy Writer
- Graphic Design Specialists x2
- Digital Design Specialist
- Videography Specialist

(55) How many projects has the Creative Studio delivered in the past 12 months, and what percentage of them were completed on time and within budget?

ANSWER

In the past 12 months Creative Services processed 1,108 service requests, producing 4,739 unique creative assets.

(56) What KPIs or performance metrics are used to measure the effectiveness of the Creative Studio, and how many projects have failed to meet these targets?

ANSWER

TAFE NSW's Creative Services team has annual key performance indicators aligned to overall brand impact measures. All metrics are above benchmark with significant growth in response to the following questions:

- *'When/if thinking of study in the future, how likely would you be to consider TAFE NSW?'*
- *'Which would be your most preferred education training provider type?'*

Other metrics include:

- the advertising is easy to understand

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- the advertising is believable
- the advertising makes them think positively about TAFE NSW
- the advertising encourages people to visit tafensw.edu.au.

(57) How much of TAFE NSW's marketing and design work is outsourced to external agencies despite the existence of the Creative Studio, and why?

ANSWER

TAFE NSW outsources Creative Services requests when specialist skills are needed, or the volume exceeds the team's capacity.

(58) How many formal complaints have been made by TAFE NSW staff or departments regarding the quality, timeliness, or cost of services provided by the Creative Studio?

ANSWER

TAFE NSW Creative Services has received no formal complaints regarding their quality of work, timeliness or cost of services.

(59) What is the average turnaround time for creative requests, and how many projects have been delayed due to inefficiencies within the Creative Studio?

ANSWER

TAFE NSW Creative Services turnaround times vary based on project complexity and scope.

(60) How many projects have been rejected or redone due to errors, poor quality, or failure to meet branding and communication guidelines?

ANSWER

TAFE NSW has had no Creative Service projects formally rejected due to errors or poor quality in the past 12 months.

(61) What oversight or accountability measures exist to ensure the Creative Studio operates efficiently, and what consequences exist for repeated project failures?

ANSWER

Creative output is annually endorsed per the NSW Government Annual Advertising submission program review, which is conducted by the Department of Customer Service.

(62) What has been the annual staff turnover rate in the TAFE NSW marketing team over the past two years?

ANSWER

TAFE NSW reports on attrition rates at a group level only. Brand Experiences is part of the Corporate Services Group. This group had an attrition rate of 8.7% in the 12 months ending 31 December 2024.

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(63) What is the average tenure of staff in the marketing team over the last 2 years, and how many employees have resigned within their first 12 months?

ANSWER

See response to Supplementary Question 62.

(64) How many resignations in the marketing team have cited dissatisfaction with leadership, workload, or internal dysfunction as a reason for leaving?

ANSWER

TAFE NSW does report on attrition rates at the team level. While exit surveys for departing staff are encouraged, they are not mandatory. TAFE NSW is committed to retaining talent and maintaining a positive work environment. Feedback is collected through the annual People Matter Employee Survey (PMES) and identified areas for improvement actioned.

(65) What exit interview data does TAFE NSW collect from departing marketing staff, and what recurring issues have been identified?

ANSWER

Exit surveys for departing staff are encouraged, but they are not mandatory.

(66) Has TAFE NSW conducted any internal reviews or made changes to address staff dissatisfaction and high turnover in the marketing team?

ANSWER

See response to Supplementary Question 64.

Media and Communications - Social Media

(67) How many official TAFE NSW social media accounts exist across all platforms, and why are multiple pages necessary?

ANSWER

TAFE NSW has four main corporate social media accounts and one dormant account for:

- Facebook (<https://www.facebook.com/TAFENSW>)
- LinkedIn (<https://www.linkedin.com/school/tafe-nsw/>)
- Instagram (<https://www.instagram.com/tafensw/>)
- X (<https://x.com/tafensw>)
- TikTok (<https://www.tiktok.com/@tafensw>) is secured as a protection measure but is not actively used.

There are a number of other subsidiary accounts that represent different faculties, regions and services that are, for example, used to target specific local communities.

(68) What is TAFE NSW's engagement rate on Facebook, Instagram, LinkedIn, X (formally known as Twitter) and TikTok, and how does it compare to industry benchmarks?

ANSWER

TAFE NSW engagement rates for corporate accounts are as follows:

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- Facebook: 0.3% (against a benchmark for higher education of 0.13%)
- LinkedIn: 5.3% (against a benchmark for higher education at 2.5%).
- X: 3.6% (against a benchmark for higher education at 0.036%)
- Instagram: 0.1% (against a benchmark for higher education at 2.1%).

TikTok is not applicable – TAFE NSW owns the TikTok handle as a protective measure and it has not been used proactively.

(69) How many unanswered comments and messages currently exist on TAFE NSW's social media channels?

(a) Why have they been ignored?

(b) As part of community management are users warned they will not be responded too?

ANSWER

No messages to the TAFE NSW corporate social media account remain unresolved. When a message is received an auto response with helpful information about official customer service channels like the call centre is available.

(70) What is the average response time for queries and comments on TAFE NSW's social media platforms, and how does that compare to best practice for government organisations?

ANSWER

TAFE NSW corporate social media account average response time is under 24hrs. There is no published / verified / mandated best practice for government organisations.

(71) Who is responsible for responding to social media queries on TAFE NSW platforms, and are responses provided by staff or outsourced contractors?

ANSWER

TAFE NSW corporate social media accounts are managed by a full time digital specialist. No external agency has access to TAFE NSW corporate social media pages.

(72) Does TAFE NSW have a dedicated team for social media community management, and if so, how many staff are employed in this role?

ANSWER

Yes. TAFE NSW has a dedicated digital specialist who supports social media.

(73) What is the process for escalating complex student enquiries received via social media, and how many queries have been escalated in the past 12 months?

ANSWER

TAFE NSW's social media policy and social media playbook, which are available on the staff intranet, include an escalation policy for social media. In the last 12 months, approximately 25 social media escalations have been resolved.

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(74) What is the total reach of TAFE NSW's organic social media content over the past 12 months, and has it increased or decreased compared to previous 2 years?

ANSWER

TAFE NSW, like other pages globally have seen a reduction in reach (-8%) due to changes to META algorithms, but the channel still helps provide an organic reach of 5,486,816 and is important to continue to leverage.

(75) Over the past 12 months please articulate –

- (a) Number of posts on Facebook
- (b) Number of posts on Instagram
- (c) Number of posts on X
- (d) Number of posts on LinkedIn
- (e) Number of posts on YouTube

How do these numbers compare to the 12 months prior

ANSWER

In the 12 months to 28 February 2025:

- Facebook: 262 posts (+5% on the previous year)
- Instagram: 217 posts (+68%)
- X: 55 posts (pilot from July 2024 to November 2024)
- LinkedIn: 66 posts (+24%)
- YouTube: 16 uploads (+5%).

(76) How does TAFE NSW measure the success of its organic social media strategy, and what KPIs are used to assess its effectiveness?

ANSWER

See response to Supplementary Question 68.

(77) How many comments, messages, and complaints about student experiences have been received via social media in the past year, and what proportion of these were resolved?

ANSWER

The TAFE NSW corporate social media account received 533 social media contacts over the past 12 months to 28 February 2025, with no actions outstanding.

(78) What percentage of TAFE NSW's social media content is dedicated to student success stories versus general promotional material?

ANSWER

The TAFE NSW corporate social media account aims to feature over 70% student success stories. This content strategy focuses on showcasing real students, real teachers, and real skills/outcomes,

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with accompanying links to relevant course opportunities. The remaining posts typically include events and important announcements.

(79) Has TAFE NSW deleted or hidden any negative comments on its social media pages in the past year, and if so, how many and why?

(a) Please provide the social media policy relating to this.

ANSWER

On average, three public comments per month are removed as they fail to meet the Meta community standards. This policy is available at the following address

<https://transparency.meta.com/en-gb/policies/community-standards/?source=https%3A%2F%2Fwww.facebook.com%2Fcommunitystandards%2F>

(80) What efforts have been made to improve student and community engagement on TAFE NSW's social media pages, and what strategies have failed?

ANSWER

TAFE NSW's social media engagement looks for ways to increase engagement. Regular posts (typically at least five per week) focus on celebrating student success stories including graduations, industry awards, student work presentations or industry work placements. TAFE NSW has not had a single social media post without engagement in the past 12 months.

(81) Does TAFE NSW actively monitor and respond to feedback about course availability, student concerns, or complaints posted organically on social media?

ANSWER

Yes, TAFE NSW monitors corporate social media activity.

Media and Communications

(82) How many full-time, part-time, and contract staff are currently employed in TAFE NSW's communications and media team, and what are their specific roles?

ANSWER

The corporate communications team manages all media activity and internal communications for TAFE NSW. The team of 18 full-time and part-time employees consists of specialists in media relations, internal communications, crisis communications, and public relations. ^(OBJ)

(83) How many staff are dedicated to media relations, internal communications, crisis communications, and public relations, respectively?

ANSWER

See response to Supplementary Question 82.

(84) What is the total annual budget for the communications and media team, and how does this compare to previous years?

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ANSWER

The corporate communications team budget is \$4.59 million in 2024-25.

(85) How many external consultants, PR firms, or media agencies have been hired in the past two years to assist with communications, and what was the total cost?

ANSWER

An external specialist media research agency has been used to support monthly media sentiment tracking. The total cost for 2023-24 was \$162,000 (ex GST).

(86) What oversight exists to prevent unnecessary spending on external media consultants when an internal team is already employed?

ANSWER

Any expenditure on consultants is done so in accordance with NSW Procurement guidelines and TAFE NSW's internal procurement policies.

(87) How many press releases, media responses, or official statements has TAFE NSW issued in the past 12 months, and what was the measurable impact of these?

ANSWER

In the 12 months to 28 March 2025, TAFE NSW issued over 800 press releases, media responses, and official statements, resulting in more than 7,400 pieces of media coverage over the same period.

(88) What is the approval process for media releases and how long does it typically take for a response to be approved and issued?

ANSWER

All media releases are reviewed and approved by relevant internal subject matter experts. The time taken to complete this process depends on the item.

(89) How many media inquiries has TAFE NSW received in the past year, and what percentage were answered within 24 hours?

ANSWER

In the 12 months to 28 March 2025, TAFE NSW received 325 media enquiries. Each enquiry the team receives has a deadline for response agreed with the journalist.

(90) How many interviews have TAFE NSW executives participated in over the past 12 months, and what media training do they receive?

ANSWER

Interviews by TAFE NSW spokespeople are arranged to support media activity as required. Executives do not receive formal media training. TAFE NSW does not maintain data on executive interviews.

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(91) How many communications staff are dedicated to internal messaging for TAFE NSW employees, and how does the organisation measure the effectiveness of internal communications?

ANSWER

See response to Supplementary Question 82.

(92) How many reputational issues or PR crises has TAFE NSW had to manage in the past two years, and how effective was the response to each?

ANSWER

See response to Supplementary Question 89.

(93) How does TAFE NSW track and measure public sentiment about its brand, and how frequently is this data reviewed by executives?

ANSWER

TAFE NSW has four brand tracking surveys per year, two measuring consumer sentiment and two measuring business sentiment. This data is presented to TAFE NSW's Executive Leadership Team on a quarterly basis.

(94) What is the formal process for handling complaints about misleading or inaccurate public communications from TAFE NSW?

ANSWER

Any complaints about public communications would be handled in line with TAFE NSW policies and procedures.

(95) How many media-related complaints have been lodged against TAFE NSW, and what actions were taken in response?

ANSWER

No such complaints have been lodged against TAFE NSW.

(96) How many staff have resigned from the media and communications team in the past two years, and what proportion of roles have been left vacant for extended periods?

ANSWER

TAFE NSW does report on attrition rates at a team level. While exit surveys for departing staff are encouraged, they are not mandatory. TAFE NSW is committed to retaining talent and maintaining a positive work environment. Feedback is collected through the annual People Matter Employee Survey (PMES) and identified areas for improvement actioned.

(97) What is the median length of employment for staff in the media and communications division, and has this increased or decreased in the last five years?

ANSWER

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See response to Supplementary Question 96.

(98) How many staff have left due to burnout, workload complaints, or dissatisfaction with management?

ANSWER

See response to Supplementary Question 96.

(99) How many senior-level resignations have there been in the media and communications team, and what impact has this had on institutional knowledge and stability?

ANSWER

See response to Supplementary Question 96.

(100) What proactive measures has TAFE NSW implemented to improve retention and address staff concerns in its media and communications team?

ANSWER

See response to Supplementary Question 96.

Business Development/ Commercial

(101) What is the total annual revenue generated from TAFE NSW's commercial partnerships, industry training, and B2B engagements over the last two years, and has this increased or decreased?

ANSWER

The total annual revenue generated from TAFE NSW's commercial partnerships, industry training, and B2B engagements have seen a 20% increase for 2023-24, from the prior year. TAFE NSW operates in a commercial environment and does not disclose contract values.

(102) What are the key performance indicators (KPIs) for the business development and commercial teams, and how many have been met in the past two years?

ANSWER

TAFE NSW's former Business Development team has undergone significant change through the transition to the TAFE NSW Operating Model.

The function now sits in the Engagement, Partnership and Growth Branch and TAFE NSW is developing a new approach to growth activities, including new internal Key Performance Indicators, to ensure business development aligns with organisational goals and industry needs.

(103) What new industry partnerships or revenue-generating initiatives has TAFE NSW launched in the past two years, and what have been the measurable outcomes?

ANSWER

Notable examples include establishing the Institutes of Applied Technology (IAT) at Meadowbank and Kingswood, the IAT has created industry partnerships relating to the Digital and Construction

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sectors, these partnerships include organisations such as Microsoft, CPB and university partnerships.

Other partnership opportunities include Woolworths and Fujitsu Mini-Woolies.

TAFE NSW continues to partner with organisation such as NSW Health, Construct NSW and Powerhouse Parramatta.

(104) How does TAFE NSW ensure that its commercial partnerships provide genuine value to businesses and students rather than just ticking a box for funding purposes?

ANSWER

TAFE NSW has a structured approach to pricing and costing commercial partnerships. TAFE NSW is developing a new approach to growth activities to ensure business development aligns with organisational goals and industry needs. This follows the recent stand up of the new TAFE NSW Operating Model in January 2025.

(105) How many commercial training contracts has TAFE NSW won in the last two years, and how does this compare to previous years?

ANSWER

The number of commercial training contracts has dropped by 10.6%, however the Total Contract Value of these training contracts has increased by 4.3%.

(106) How many B2B initiatives or commercial training programs have been scrapped, discontinued, or failed to meet targets in the past two years, and what were the reasons?

ANSWER

TAFE NSW welcomes customer feedback and is improving the way it uses insights into existing commercial training programs to enable continuous improvement. TAFE NSW does not have reliable historic customer feedback on commercial training programs.

(107) What lessons have been learned from failed commercial ventures, and how has TAFE NSW adjusted its strategy accordingly?

ANSWER

TAFE NSW has a commitment to continuous improvement across all commercial ventures. For example, learnings from the establishment of the Institutes of Applied Technology pilot have informed the direction and approach to Manufacturing Centres of Excellence. .

(108) Has TAFE NSW lost any major industry partners in the last two years, and if so, who and what were the reasons for their departure?

ANSWER

TAFE NSW continues to maintain and expand its partnerships with various industries.

(109) What formal review process exists to assess the success or failure of TAFE NSW's business development strategy, and how frequently are adjustments made?

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ANSWER

TAFE NSW is developing a new growth framework to ensure business development activities align with organisational goals and industry needs. This follows the recent stand up of the new TAFE NSW Operating Model in January 2025.

(110) What risk mitigation strategies are in place to ensure that TAFE NSW's commercial ventures remain viable and do not drain taxpayer resources?

ANSWER

TAFE NSW has established financial review and evaluation processes for commercial ventures and partnerships.

(111) How does TAFE NSW's business development team engage with industry partners, and how many new corporate clients have been secured in the last two years?

ANSWER

TAFE NSW has client relationship management of accounts across NSW, and the teams maintain consistent and open lines of communication with clients. TAFE NSW does not have reliable historic data on the number of new corporate clients in the last two years.

(112) How does TAFE NSW's B2B training compare in cost, quality, and flexibility to private sector providers, and why should businesses choose TAFE over private options?

ANSWER

The recently released TAFE NSW Charter sets out the NSW Government's expectations for TAFE NSW, including meeting the vocational education and training needs of students, industry and local communities.

TAFE NSW is developing a new approach to growth activities to ensure business development aligns with organisational goals and industry needs. This follows the recent stand up of the new TAFE NSW Operating Model in January 2025. TAFE NSW has a structured approach to pricing and costing commercial partnerships.

(113) What market research or competitor analysis has TAFE NSW conducted to ensure its commercial training offerings remain competitive?

ANSWER

The Student Support and Community Group has been established as part of the new TAFE NSW Operating Model, which includes the Engagement, Partnerships, and Growth Branch focused on state-wide and community engagement, partnerships, and business growth.

TAFE NSW engages with Industry Collaboration Reference Groups (IRCGs) that include representatives from large and small organisations, Jobs and Skills Councils, government departments, regulatory bodies, and industry associations.

IRCGs help TAFE NSW understand future skills and training priorities and assess the impact of training programs to ensure course offerings aligns with industry demands.

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(114) How many businesses have used TAFE NSW for corporate training more than once, and what feedback has been gathered from repeat clients?

ANSWER

In 2024, 334 businesses signed up with TAFE NSW for more than one opportunity (repeat business).

TAFE NSW welcomes customer feedback and is improving the way we use insights into existing commercial training programs to enable continuous improvement.

(115) What strategies has TAFE NSW implemented to expand into new industry sectors, and what success has been achieved in securing clients in emerging fields?

ANSWER

See response to Supplementary Question 113.

Successes in securing clients in emerging fields include:

- The launch of cyber security courses, designed in partnership with the Australian Cyber Security Centre, attracting a wide range of clients from various sectors.
- Expanding offerings in healthcare and technology sectors, to address growing demand for skilled professionals in these areas.
- Developing training programs and microskills courses focused on renewable energy and electric vehicles, batteries, and charging stations.

(116) How much funding is allocated annually to business development, and what is the return on investment for this expenditure?

ANSWER

Business Development functions are now within the newly stood up Engagement, Partnerships and Growth Branch. Staff in this area are responsible for community engagement, school relationships and partnerships, along with business development. The Branch's internal allocation for 2024-25 is \$15.5 million.

(117) What percentage of TAFE NSW's total revenue now comes from commercial training and industry partnerships, and has this grown or shrunk in the last two years?

ANSWER

10% in 2023-24, which is consistent with prior periods - 9% in both 2022-23 and 2021-22.

(118) How much has TAFE NSW spent on marketing, promotions, and sales efforts to attract commercial clients, and how does this compare to revenue generated?

ANSWER

TAFE NSW has not spent any funding on business-to-business advertising in the past 12 months.

(119) How many staff are employed in TAFE NSW's business development and commercial teams, and what proportion of their salaries are covered by actual revenue generated?

ANSWER

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Business Development is a function of the Partnerships team which currently has 16 staff as of 28 February 2025.

See response to Supplementary Question 104.

(120) How does TAFE partner with training and industry groups to help meet the additional trades that will be needed across New South Wales between 2025 and 2030?

ANSWER

TAFE NSW is committed to working with industry to meet evolving skills needs through collaboration, co-design and co-delivery of training programs.

The Student Support and Community Group has been established as part on the new TAFE NSW Operating Model, which includes the Engagement, Partnerships, and Growth Branch focused on state-wide and community engagement, partnerships, and business growth.

The new operating model has also seen a return to faculty-based delivery, rather than the previous geographic focus. The new faculties are aligned with industry and Jobs and Skills Councils, to streamline engagement activities.

The Industry Innovation Team at TAFE NSW leads the engagement with trade groups and Registered Training Organisations (RTOs) relevant to the construction sector, especially in the current housing crisis. They ensure agile, industry-aligned training by engaging with stakeholders through Industry Collaboration Reference Groups.

Examples of recent partnerships with industry include targeted initiatives aimed at increasing female representation in trade and non-traditional construction roles to 15% by 2030, such as:

- The Girls Can Too program, which offers female high school students a week-long taster course to explore careers in trades such as electrical, plumbing, carpentry, and signs and graphics. In the 12 months to 30 June 2024, more than 487 female students have participated in this program.
- Last financial year, the Institute of Applied Technology – Construction, in partnership with CPB Contractors and Western Sydney University, launched 60 fee-free microcredential training places for women. The eight-week program was designed to address construction labour shortages and equip participants with critical industry specific skills through flexible course delivery.

See also response to Question on Notice 13.

TAFE NSW People Management – overall

(121) How many TAFE NSW staff are currently being paid to work remotely, and what justification has been provided for each case?

ANSWER

TAFE NSW has dispersed teams across all locations in NSW. Working remotely, i.e. working at a different TAFE NSW location from the line manager or team members has been in place and operating effectively for many years.

All TAFE NSW staff also have access to working flexibly provisions in line with the TAFE NSW Working Flexibly Policy and may work from home for a proportion of their time if approved.

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(122) What percentage of TAFE NSW's total workforce has been working remotely for more than 50% of their contracted hours in the past 12 months?

ANSWER

TAFE NSW does not have this information available.

(123) How does TAFE NSW ensure that remote workers are actually performing their duties, and what monitoring or reporting mechanisms are in place?

ANSWER

TAFE NSW has dispersed teams across all campus locations in NSW. Working remotely, that is, working at a different TAFE NSW location from the line manager or team members, has been in place and operating effectively for many years.

The TAFE NSW Working Flexibly Policy mandates that all working flexibly arrangements must be:

- suitable for the employee
- suitable for their team and TAFE NSW
- pre-approved; and
- reviewed on a regular basis.

(124) How many staff have been formally stood down in the past two years, and what were the reasons for their stand-downs?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(125) What is the total taxpayer cost of salaries paid to TAFE NSW staff who have been stood down while investigations or reviews take place?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(126) How many staff currently remain on full or partial pay while awaiting the outcome of internal investigations, and what is the average length of time before a resolution is reached?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(127) What policies does TAFE NSW have in place to prevent staff from taking advantage of flexible or remote working arrangements?

ANSWER

See response to Supplementary Question 123

(128) How many formal complaints of workplace bullying, sexual harassment, or misconduct have been lodged against TAFE NSW staff in the past two years?

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ANSWER

234 complaints were made relating to unacceptable workplace behaviour in 2023-24.

(129) How many TAFE NSW staff are currently under investigation for bullying, harassment, discrimination, or other workplace misconduct?

ANSWER

As at 31 December 2024 TAFE NSW had 22 open ongoing investigations into allegations of serious wrongdoing or serious misconduct.

(130) Of the investigations into workplace bullying or sexual harassment, how many resulted in disciplinary action, and how many led to dismissals?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(131) What is the average length of time TAFE NSW takes to resolve workplace misconduct investigations, and why do some cases take over 12 months?

ANSWER

The duration of a workplace misconduct investigation may be affected by:

- the complexity of any allegations;
- the availability of parties or witnesses; and
- depending on the nature of allegations, external agency involvement.

(132) How many TAFE NSW staff who were under investigation for workplace misconduct received promotions or salary increases before their cases were resolved?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(133) How many non-disclosure agreements (NDAs) have been signed as part of settlements related to bullying, sexual harassment, or misconduct complaints in the past two years?

ANSWER

TAFE NSW does not have this data available. It would require significant manual compilation.

(134) How much has TAFE NSW spent on external legal services, mediators, or consultants to manage workplace disputes in the last two years?

ANSWER

TAFE NSW is unable to validate data for periods prior to 1 July 2024.

TAFE NSW real estate/property/courses

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(135) Can TAFE NSW provide a complete list of all campuses, buildings, or land assets that have been sold, leased, repurposed, or identified for disposal since March 2023, including the buyer, sale price, and reason for disposal?

ANSWER

TAFE NSW currently has 188 leasing agreements for a period of 12 months or more in effect, and signs over 150 short-term licences per year being licences for a period of up to 12 months.

Asset sales since March 2023 are as per the table below:

LOCATION	PURCHASER	SALE PRICE EXCL. GST	PURPOSE	SERVICE DELIVERY IN SEMESTER PRIOR TO TRANSACTION
3-33 Barrack Street Bega (whole Site)	NSW Land & Housing Corporation (now Homes NSW)	\$2,700,000	Acquisition for social & affordable housing development	No – campus relocation to TAFE NSW Bega Connected Learning Centre and Multi-Trades Hub at start 2022
145 Fowlers Road, Dapto (whole Site)	Property & Development NSW on behalf of NSW Police Force	\$7,900,000	Acquisition for continued use by NSW Police Force as a training facility	No – campus operations ceased end 2016.
Lysaght Street, Wollongong (part site)	Transport for NSW	\$1,886,000	Compulsory acquisition for M1 Mt Ousley Interchange project	No impact to service delivery – largely landscaped areas and small number of parking bays
54 Hunter Street, Gunnedah (part site)	Department of Education	\$1,000,000	Acquisition for use by Gunnedah High School as agricultural plot	Underutilised portion of campus. No impact to service delivery

(136) Can TAFE NSW confirm the total revenue received from the sale or lease of its assets since March 2023 and provide a breakdown of how these funds have been allocated?

ANSWER

See response to Supplementary Question 135. Information on revenue is available in Budget Papers. All revenue is consolidated with broader funding streams and is not typically allocated to specific capital or operating expenditure.

(137) Can TAFE NSW provide a list of all external training providers currently delivering courses under contract with TAFE NSW, including the value of each contract and the reasons for outsourcing those courses rather than delivering them in-house?

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ANSWER

TAFE NSW has 11 third party agreements in place for the delivery of training and/or assessment. These arrangements are in place for a numbers of reasons, including not having to base TAFE NSW staff offshore for the delivery of international contracts or where specialist equipment or services are required. Individual contract values cannot be provided as these arrangements are commercial in confidence.

(138) Can TAFE NSW confirm whether any organisations or individuals who have purchased or leased TAFE NSW properties since March 2023 have direct or indirect financial ties to the NSW Labor Party or affiliated organisations?

ANSWER

Details of recent asset sales has been provided at Supplementary Question 135.

While TAFE NSW is unaware of any assets being leased by organisations or individuals with direct or indirect financial ties to the NSW Labor Party, a condition of leasing said asset is that the lessee must agree that the facility must be used only for the approved purposes and in a non-political manner.

(139) Can TAFE NSW provide details of any current reviews, assessments, or internal discussions regarding the potential future sale, lease, or repurposing of TAFE NSW assets, including the campuses or sites under consideration?

ANSWER

TAFE NSW is continuously reviewing its expansive portfolio of land and buildings to ensure it is effectively and efficiently meeting the ever-evolving needs of course delivery.

(140) Can TAFE NSW confirm whether any commercial entities or private sector organisations have been granted exclusive access to use TAFE NSW facilities for training, research, or business operations, and if so, provide the terms and financial arrangements of these agreements?

ANSWER

As at March 2025, TAFE NSW has 188 long-term licences to various commercial entities, private sector organisations, and other government agencies. All TAFE NSW licences are non-exclusive agreements and typically include confidentiality clauses whereby it cannot disclose the terms of those licences without consent of the licensee.

(141) Can TAFE NSW provide a breakdown of how many courses have transitioned from in-person delivery to external providers since March 2023, including the justification for these decisions and any cost comparisons between in-house and outsourced delivery?

ANSWER

Since March 2023 TAFE NSW has not entered into any agreements to transition training delivery from in-person to external providers.

(142) Can TAFE NSW confirm whether any NSW Government entities or affiliated organisations have been provided TAFE NSW properties for temporary or permanent use, including at subsidised rates or rent-free arrangements?

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ANSWER

Yes, TAFE NSW can confirm NSW Government entities and affiliated organisations have been provided TAFE NSW properties for temporary or permanent use, including at subsidised rates or rent-free arrangements.

(143) Can TAFE NSW outline any discussions or meetings that have taken place between its representatives and property developers regarding the sale, lease, or repurposing of TAFE NSW buildings or land since March 2023?

ANSWER

TAFE NSW is not aware of any discussions with private property developers regarding the sale, lease, or repurposing of TAFE NSW buildings or land since March 2023.

(144) Can TAFE NSW provide a list of all consultants and advisory firms engaged to assess the viability, financial benefits, or strategic direction of selling, leasing, or repurposing TAFE NSW assets since March 2023, including the total cost of these engagements?

ANSWER

Noting that this work is focused on the strategic direction of campuses to meet the requirements of the skills and teaching plans, TAFE NSW made the following engagements to deliver future master planning of campuses:

- P90 Advisory (including sub-contractors engaged by P90) at \$1.8 million across two financial years.
- Capital Insight (including sub-contractors engaged by Capital Insight) at \$525k across two financial years.

Bankstown TAFE

(145) Does the Government remain committed to the existing site of Bankstown TAFE being utilised for the purposes of a new Bankstown hospital?

ANSWER

Yes

(146) Does the Government remain committed to the Bankstown TAFE being temporarily relocated during the construction of the new hospital?

ANSWER

Yes

(147) For what period will the relocation be?

ANSWER

The terms of the relocation are subject to final negotiations.

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(148) Does the Government remain committed to the reinstatement of the Bankstown TAFE to its original site following the construction of the new hospital?

ANSWER

Answered by the Minister – page 19 of the Hearing Transcript.

(149) What is the budget for the relocation?

ANSWER

Funding for the project will be allocated through normal Government processes. The budget is dependent on the outcome of final negotiations with the successful respondent to TAFE NSW's ROI/RFP.

(150) What is the budget for the reinstatement to the new hospital site?

ANSWER

This is a matter for Health Infrastructure.

(151) Minister, during the September 2024 Estimates hearing you informed the Committee that, "There is no provision within the Skills budget for any of the costs related to the change to Bankstown. We would expect that to be covered in the Health allocation." Does that remain the case?

ANSWER

\$4 million has been allocated by Health Infrastructure.

(152) Minister, during the March 2025 Estimates hearing, the NSW Department of Health reported that a business case was being developed and was due at the end of 2024 to consider options.

ANSWER

No question asked.

(153) Why the delay and when will it be released?

ANSWER

This is a matter for Health Infrastructure.

(154) Will the business case be released publicly?

ANSWER

This is a matter for Health Infrastructure.

(155) Minister, what reassurance can you provide students and families that the Bankstown TAFE will be reinstated to the new hospital site?

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ANSWER

Answered by the Minister – page 19 of the Hearing Transcript.

(156) Do we have any independent advice that supports this? Where is it?

ANSWER

It is unclear as to what the question is asking.

(157) Minister is it prudent to be undertaking such a TAFE relocation in the middle of a skills crisis?

ANSWER

Capital investment supports the delivery of fit for purpose facilities that meet current and future skills demands.

(158) Should TAFE campus like Bankstown should be focused on its job of providing vocational education rather than an expensive and unnecessary relocation?

ANSWER

TAFE NSW staff are focused on providing vocational education and training.

(159) In relation to the proposed interim relocation of Bankstown TAFE when and where will the existing courses be relocated to...

ANSWER

No question asked.

(160) Where will the Accounting, Business and Finance courses be relocated to?

ANSWER

Relocations are subject to final negotiations with the successful respondent to TAFE NSW's ROI/RFP

(161) Where will the Business Skills courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(162) Where will the Career Pathways, Educational Pathways and Employability Skills courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(163) Where will the Community Services courses be relocated to?

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ANSWER

See response to Supplementary Question 160.

(164) Where will the Early Childhood Education and Care courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(165) Where will the English language courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(166) Where will the Hairdressing and Beauty courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(167) Where will the Travel and Tourism courses be relocated to?

ANSWER

See response to Supplementary Question 160.

(168) Have any studies or surveys been conducted regarding the mode of transport students attending Bankstown TAFE use to travel to and from the campus?

ANSWER

The relocated Bankstown TAFE NSW campus is expected to be operational from Semester 1, 2026. The ROI documents for the site relocation note TAFE NSW is seeking a site within the Bankstown central business district, which is well served by current and future public transport links. No specific studies or surveys in the terms described the question have been carried out by TAFE NSW.

(169) If not, when will they be conducted?

ANSWER

See response to Supplementary Question 168.

(170) If yes, what proportion drive, what proportion use buses, what proportion use or previously used rail as the rail line servicing Bankstown is currently closed?

ANSWER

See response to Supplementary Question 168.

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(171) Have contingency plans been put in place as the conversion of the rail line to Metro is behind schedule due to industrial action? The reopening date is unknown.

ANSWER

See response to Supplementary Question 168.

TAFE COURSES – COST AND COMPLETION

(172) Were all courses that required updates for start of Term 1 2025 finalised?

ANSWER

TAFE NSW follows a progressive release strategy, where the development of course materials is scheduled in line with delivery requirements. This approach ensures materials are available on time while enabling effective management of the course development pipeline. All materials required for the commencement of Semester 1 2025 delivery were finalised on time.

(173) If not, which courses were not yet finalised? When will they be finalised?

ANSWER

See response to Supplementary Question 172.

(174) What courses have been removed from the NSW Skills List?

ANSWER

In 2024, no qualifications were removed from the Skills List as a result of a review of the Skills List qualifications.

(175) For the construction sector including Plumbers, Electricians, Carpenters in particular what is the commencement numbers of students enrolled in Vocational Training for apprenticeships each year and how many totally enrolled in the TAFE system.

ANSWER

The following data outlines apprenticeship commencements and TAFE enrolments across key trades over the past four years.

Occupation Group	Training Contract Commencements			
	12 months ending 30 Sep 2021	12 months ending 30 Sep 2022	12 months ending 30 Sep 2023	12 months ending 30 Sep 2024
Carpentry	4,995	4,275	3,340	2,935
TAFE	4,180	3,555	2,710	2,425
Non-TAFE	810	720	630	515
Electrician	3,645	3,695	3,635	3,545
TAFE	3,370	3,445	3,295	3,110
Non-TAFE	275	250	345	435
Plumbing	1,870	1,765	1,680	1,590
TAFE	1,825	1,720	1,620	1,545

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Non-TAFE	50	45	60	50
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Source: NCVER 2025, *Apprentices and trainees 2024 - September quarter DataBuilder*, Contract status, State/territory, Qualification name, Provider type by 12 month series

(176) What is the completion rate for these trades apprentices by occupation? (Plumbers, Electricians, Carpenters)?

ANSWER

This information is not available as part of the National Centre for Vocational Education Research (NCVER) data release.

(177) How does that compare to the completion rates of Industry Led not for profit Registered Training Organisation's RTO for these trades apprentices?

ANSWER

Industry led not-for-profit Registered Training Organisations (RTOs) are referred to in NSW as Industry Enterprise RTOs. Completion rate comparisons for these providers are not available as part of the NCVER data release. However, Industry Enterprise RTOs typically report higher completion rates than TAFE NSW, though they train a significantly smaller cohort of students.

Collectively, these providers train fewer than 5% of the students in these occupational areas compared to TAFE NSW.

(178) What is the current cost to Government for each of these trade apprenticeships attending TAFE?

ANSWER

The cost to the NSW Government for trade apprenticeships under Smart and Skilled includes:

- A government subsidy (covering training subsidies and, currently, student fees for apprentices)
- Additional loadings for eligible students based on needs or location

In 2023/2024, (and currently) apprentices are fee free, meaning the NSW Government covered both tuition and student fees.

Costs per qualification (applicable to both TAFE NSW and other Smart & Skilled providers) in 2024-25 are:

- Certificate III in Carpentry (CPC30220): \$16,320
- Certificate III in Plumbing (CPC32420): \$17,150
- Certificate III in Electrotechnology Electrician (UEE30820): \$20,410.

(179) What is the current cost to Government for each of these trade apprenticeships attending an RTO.?

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ANSWER

See answer to supplementary question 178.

(180) What is the current utilisation rate (The numbers of students physically attending) at TAFE campuses?

ANSWER

TAFE NSW has 154 operational campuses that are actively used for educational delivery and administrative purposes. There are nine non-operational sites that are currently not in operation but in some circumstances leased to third parties for alternative uses. Utilisation rates of individual campuses will vary significantly across the year and for different types of delivery at a campus.

INDUSTRY ENGAGEMENT

(181) Who from TAFE leads engagement/interface with trade groups and RTOs relevant to the construction sector in the current environment of a housing crisis?

ANSWER

Under the new Operating Model, an Engagement, Partnerships and Growth Branch was established in the Student Support and Community Group, to lead state-wide and community engagement, partnerships, and business growth.

(182) What priority is given to this engagement?

ANSWER

See response to Supplementary Question 181.

(183) How does TAFE partner with training and industry groups to help meet the additional trades that will be needed across NSW between 2025 and 2030? Can you provide a recent case study? Any future plans?

ANSWER

See response to Supplementary Question 120.

(184) Does TAFE partner with the union/s to help address the skills shortage? Can you provide a recent case study? Any future plans?

ANSWER

Under the new Operating Model, an Engagement, Partnerships and Growth Branch was established in the Student Support and Community Group, to lead state-wide and community engagement, partnerships, and business growth.

(185) What was the last stakeholder engagement / consultation event convened or attended by TAFE?

ANSWER

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Stakeholder engagement is carried by various senior executives, as well as being the specific function of different branches within TAFE NSW. These are not centrally documented.

(186) Who attended, when and where was it held?

ANSWER

See response to Supplementary Question 185.

(187) Plans for future stakeholder engagement / discussion / consultation relevant to the construction sector?

ANSWER

TAFE NSW plans industry innovation meetings on a six-month cycle to ensure continuous engagement with stakeholders in the construction sector. In the first half of 2025 TAFE NSW has had or will have meetings on areas including Civil Structural Drafting, Electronics & Communication, Civil, Property Services, Construction, Electrical, Machine Control Guidance, Electrical Trades, and Plumbing.

Additional meetings will be planned for the construction sector as needed.

(188) How many students can't obtain class-based training spots presently for the construction related sector by trade qualification.

ANSWER

TAFE NSW is committed to ensuring that all apprentices and trainees receive the education and training they need to succeed. There are instances where placement in a preferred location or immediate commencement may not be possible due to availability.

In such cases, apprentices and trainees may experience a temporary delay while TAFE NSW works with employers to secure a suitable placement or opening. During this time, TAFE NSW may also explore alternative locations to ensure that apprentices and trainees can begin their education as promptly as possible.

(189) RTOs report an approximate 90% completion rate across its courses, compared to TAFE at approximately 50%. Why the difference?

ANSWER

The National Centre for Vocational Education Research (NCVER) 2023 data on completion rates for government-funded VET qualifications (Certificate I and above) in NSW, based on commencements in 2018 and 2019, is as follows:

- **TAFE NSW**
 - Commenced 2018: 47.7%
 - Commenced 2019: 47.2%
- **Private Training Providers**
 - Commenced 2018: 52.3%
 - Commenced 2019: 48.4%
- **Industry Enterprise Training Providers**
 - Commenced 2018: 63.3%
 - Commenced 2019: 60.8%

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- **Community Education Providers**

- Commenced 2018: 45.5%
- Commenced 2019: 44%

While Industry Enterprise providers report higher completion rates than TAFE NSW, they serve a much smaller cohort – less than 5% of TAFE's student population.

This data also shows that TAFE NSW has completion rates comparable to those of private and community education providers in the long term.

(190) Minister, what was the last RTO training facility that you visited?

I am advised;

In accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information, all Ministers publish extracts from their diaries, summarising details of scheduled meetings held with stakeholders, external organisations, third-party lobbyists and individuals.

Ministers are not required to disclose details of the following meetings:

- meetings involving Ministers, ministerial staff, parliamentarians or government officials (whether from NSW or other jurisdictions)
- meetings that are strictly personal, electorate or party political
- social or public functions or events
- meetings held overseas (which must be disclosed in accordance with regulation 6(1)(b) of the Government Information (Public Access) Regulation 2018 and Attachment B to the Premier's Memorandum), and
- matters for which there is an overriding public interest against disclosure. Ministers' diary disclosures are published quarterly on The Cabinet Office's website (<https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/accessto-information/ministers-diary-disclosures>)

(191) When and where is your next scheduled visit to an RTO training facility?

I am advised;

In accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information, all Ministers publish extracts from their diaries, summarising details of scheduled meetings held with stakeholders, external organisations, third-party lobbyists and individuals.

Ministers are not required to disclose details of the following meetings:

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- matters for which there is an overriding public interest against disclosure. Ministers' diary disclosures are published quarterly on The Cabinet Office's website (<https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/accessto-information/ministers-diary-disclosures>)

(192) Minister, in the event of a TAFE course cancellation in the construction industry due to insufficient enrolments, could the facilities not be used by industry led RTOs to help meet training needs?

ANSWER

TAFE NSW is developing new leasing and licensing policies and procedures. Once finalised, they will be published on TAFE NSW's website as public documents.

General questions**CFMEU meetings**

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

I am advised;

In accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information, all Ministers publish extracts from their diaries, summarising details of scheduled meetings held with stakeholders, external organisations, third-party lobbyists and individuals.

Ministers are not required to disclose details of the following meetings:

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- meetings that are strictly personal, electorate or party political
- social or public functions or events
- meetings held overseas (which must be disclosed in accordance with regulation 6(1)(b) of the Government Information (Public Access) Regulation 2018 and Attachment B to the Premier's Memorandum), and
- matters for which there is an overriding public interest against disclosure. Ministers' diary disclosures are published quarterly on The Cabinet Office's website (<https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/accessto-information/ministers-diary-disclosures>)

ETU meetings

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

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I am advised;

In accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information, all Ministers publish extracts from their diaries, summarising details of scheduled meetings held with stakeholders, external organisations, third-party lobbyists and individuals.

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- matters for which there is an overriding public interest against disclosure. Ministers' diary disclosures are published quarterly on The Cabinet Office's website (<https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/accessto-information/ministers-diary-disclosures>)

Ministerial disclosures to The Cabinet Office

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

I am advised:

The Ministerial Code of Conduct (Ministerial Code) requires Ministers to make certain disclosures to the Premier and the Secretary of The Cabinet Office. I comply with my obligations under the Ministerial Code.

Department(s)/Agency(s) Employees

(196) 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?

I am advised:

Redundancies are published in the respective Department(s)/Agency(s) Annual Reports under employee related expenses.

Published Annual reports can be accessed on respective Departmental websites.

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Department(s)/Agency(s) Annual Reports

(197) On what date were the annual report(s) from 2023-24 for each department / agency in your portfolio published?

I am advised;

The annual reports were tabled in accordance with the requirements of the Government Sector Finance Act 2018.

(198) 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?

I am advised:

Annual reports should be prepared in accordance with the NSW Treasury Policy and Guidelines TPG23-10 Annual Reporting Requirements. TP23-10 also requires that an agency's annual report contain the total external costs incurred in the production of the report, including printing costs.

(199) 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?

I am advised:

In accordance with the Treasury Policy and Guidelines TPG23-10 Annual Reporting Requirements, an agency's annual report must contain the total external costs incurred in the production of the report, including fees for consultants.

(200) In what month will the 2024-25 annual report(s) for each department / agency in your portfolio be published?

I am advised:

The annual report of a reporting GSF agency is to be prepared, submitted and tabled in accordance with requirements under the Government Sector Finance Act 2018 and Treasurer's Direction 23-11 Annual reporting requirements.

(201) 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?

I am advised:

Annual reports should be prepared in accordance with the NSW Treasury Policy and Guidelines TPG23-10 Annual Reporting Requirements. TP23-10 also requires that an agency's annual report contain the total external costs incurred in the production of the report, including printing costs.

State Records Act

(202) 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?

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I am advised:

The Ministers' Office Handbook provides guidance in relation to recordkeeping obligations under the State Records Act 1998.

The Cabinet Office also provide guidance, advice, training and support on these obligations for Ministers' offices.

Further information is available on State Records NSW's website (www.nsw.gov.au/departments-and-agencies/dciths/state-records-nsw)

Advertising

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

I am advised:

Annual reports are published on the website of the relevant department or agency and are also held by the Parliamentary Library.

Department and agency expenditure is also published at data.nsw.gov.au

Agency expenditure must be reported in accordance with TD23-11 Annual reporting requirements and TPG23-10 Annual Reporting Requirements.

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

(204) 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?

I am advised:

Department of Education: Individual schools and department business units maintain local workplace registers for all staff declarations. For declarations made by PSSE and Nominated Employees, the Chief Risk Office collects and collates declarations into central register. This register is available on the department's website at <https://education.nsw.gov.au/rights-and-accountability/corruption-prevention>.

TAFE NSW: TAFE NSW's Integrity Unit manages a central online Gifts and Benefits register for all TAFE NSW staff. It is not available publicly. This is in line with Public Service Commissioner Direction No 1 of 2022 - Managing Gifts and Benefits.

The Premier's Department gifts and hospitality register is available at: <https://www.nsw.gov.au/departments-and-agencies/premiersdepartment/access-to-information/gifts-and-hospitality-register>

Ministerial staff disclosure of gifts and/or hospitality

(205) 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?

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I am advised:

All Ministerial staff are required to comply with the Gifts, Hospitality and Benefits Policy for Office Holder Staff attached to the Ministers' Office Handbook and available on the NSW Government website.

(206) 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?

I am advised:

All Ministerial staff are required to comply with their disclosure obligations under the Gifts, Hospitality and Benefits Policy for Office Holder Staff and I expect them to do so.

A breach of the Policy may be a breach of the Office Holder's Staff Code of Conduct. The Policy includes disclosure obligations for Ministerial staff in respect of gifts, hospitality and benefits over \$150.

If a Ministerial staff member is required by their role to accompany their Office Holder at an event that the Office Holder is attending as the State's representative, or where the Office Holder has asked the staff member to attend, then attendance at that event would not constitute a gift or benefit for the purposes of the Policy.

Ministerial Code of Conduct

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

(a) If yes, what was the breach?

I am advised:

All Ministers are expected to comply with their obligations under the NSW Ministerial Code of Conduct (Ministerial Code) at all times.

The Ministerial Code sets the ethical standards of behaviour required of Ministers and establishes practices and procedures to assist with compliance. Among other matters, the Ministerial Code requires Ministers to:

- disclose their pecuniary interests and those of their immediate family members to the Premier
- seek rulings from the Premier if they wish to hold shares, directorships, other business interests or engage in secondary employment (known as 'prohibited interests')
- identify, avoid, disclose and manage conflicts of interest
- disclose gifts and hospitality with a market value over \$500.

A substantial breach of the Ministerial Code (including a knowing breach of any provision of the Schedule) may constitute corrupt conduct for the purposes of the Independent Commission Against Corruption Act 1988.

Credit Cards

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(208) 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?

I am advised:

Ministers and Ministerial Staff are not eligible to receive Departmental credit cards except in the case of overseas travel. In cases of overseas travel short-term cards will be issued and returned at the completion of official travel together with a travel diary for fringe benefit tax purposes.

Where a NSW Government-issued credit card is provided the credit card must only be used for official overseas business trips and official business purposes, this includes for transport to/from the airport when departing/returning from the trip. NSW Government-issued credit cards for official business trips overseas will be held with government contract bankers and used within credit limits imposed. Credit cards are a useful means of expenditure control, but their use should never be for personal purposes.

Costs associated with overseas travel are published on the NSW Government website in line with M2015-05.

(209) 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?

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with standard procurement arrangements of the NSW Government.

The Purchasing Card Policy for the Department of Education is attached.

The Purchasing Card Policy for TAFE NSW is attached.

The Purchasing Card Policy for the Premier's Department is available on the Premier's Department's website: <https://www.nsw.gov.au/departments-and-agencies/premiersdepartment/access-to-information/policy-documents>

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

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

I make use of an office in 52 Martin Place, NSW Parliament and my Electorate office.

When travelling, Ministers may make ad hoc arrangements to work for periods in Departmental offices.

Senior Executive Drivers

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

I am advised:

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I am advised that no senior executives employed by the Department of Education, TAFE NSW or the Premier's Department have a driver.

GIPA Applications – Ministerial Office

(212) 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?

I am advised:

An agency must keep a record (called its disclosure log) that records information about access applications made to the agency that the agency decides by deciding to provide access (to some or all of the information applied for) if the information is information that the agency considers may be of interest to other members of the public.

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

(213) 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)?

I am advised:

Under the Government Information (Public Access) Act 2009: An agency is not subject to the direction or control of any Minister in the exercise of the agency's functions in dealing with a particular access application.

The office of the Minister for Skills, TAFE and Tertiary Education complies with the Government Information (Public Access) Act 2009.

GIPA Act – Disclosure Log Website URL

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

I am advised:

The Department of Education: I am advised that the URL is <https://education.nsw.gov.au/rights-and-accountability/information-access/disclosure-log>.

TAFE NSW: <https://www.tafensw.edu.au/about/policies-and-procedures/disclosure-log>

Premier's Department: <https://www.nsw.gov.au/departments-and-agencies/premiers-department/access-to-information/premiers-department-disclosure-log>.

TikTok

(215) Are you on TikTok?

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

I am advised:

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The Circular DCS-2025-01 Cyber Security NSW Directive - Restricted Applications List advises how NSW Government agencies are required to appropriately manage risks to NSW Government information on government-issued devices, or personal devices that are used for government business.

Signal

(216) 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?

I am advised:

Like the former Coalition Government, a range of communications are used by the NSW Government.

I comply with the State Records Act 1998 and I expect all staff members to comply with their obligations under the State Records Act 1998.

Training

(217) 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?

I am advised:

Ministers have undertaken a program of Ministerial induction training.

Ministers have undertaken training on the Respectful Workplace Policy.

Members of Parliament are provided with a Skills Development Allowance that may be used in a manner consistent with the Parliamentary Remuneration Tribunal Annual Determination.

Ministerial Office Budgets are managed in accordance with the Ministers' Office Handbook.

Cabinet documents

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

I do not have a Parliamentary Secretary.

Parliamentary Secretary

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

I do not have a Parliamentary Secretary.

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

I do not have a Parliamentary Secretary.

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

I do not have a Parliamentary Secretary.

Media releases and statements

(222) 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?

I am advised:

The Department of Customer Service (DCS) is responsible for managing <https://www.nsw.gov.au/ministerial-releases> and the publication of media releases.

Overseas Travel

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

I am advised:

The NSW Government Travel and Transport Policy provides a framework for NSW Government travelling employees and covers official air and land travel by public officials using public money. Section 2.1 of that Policy sets out approvals required in relation to overseas travel. Further information in relation to the Policy can be found here: <https://www.info.buy.nsw.gov.au/policy-library/policies/travel-and-transport-policy>

NSW Treasury Policy and Guidelines – Annual Reporting Requirements (TPG-10) requires agencies to include information on overseas visits by officers and employees in agency annual reports.

Data Breaches

(224) 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?

I am advised:

The Department of Education and TAFE NSW each keep an internal register of eligible data breaches as required by section 59ZE, Part 6A of the Privacy and Personal Information Protection Act 1998 (PPIP Act).

Agencies are required by section 59ZD to prepare, publish and make publicly available a data breach policy. The PPIP Act does not provide for the internal register to be made public.

Under clause 17, of Schedule 1 to the Government Information (Public Access) Act 2009, it is conclusively presumed that there is an overriding public interest against disclosure of information contained in a document prepared for the assessment of an eligible data breach under the PPIP Act, Part 6A, if the information could worsen a public sector agency's cyber security or lead to further data breaches.

Discretionary Fund

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(225) 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?

No.

Qantas Chairman's Lounge

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

The Constitution (Disclosures by Members) Regulation 1983 (Regulation) sets out Members' obligations to disclose relevant pecuniary and other interests in periodic returns to Parliament.

The Legislative Assembly Standing Committee on Parliamentary Privilege and Ethics Report on Review of the Code of Conduct, Aspects of Disclosure of Interests, and Related Issues (December 2010) notes that:

"Advice has been received from the Crown Solicitor that use of the Chairman's Lounge by invitation is not a "gift" for the purposes of clause 10 of the Regulation, as it does not involve disposition of property. However, when the membership leads to an upgrade valued at more than \$250, it becomes disclosable as a contribution to travel, and should be reported under clause 11 of the Regulation."

Clause 16 of the Regulation allows a Member to, at their discretion, disclose any direct or indirect benefit, advantage or liability, whether pecuniary or not.

Relevant disclosures have been made to The Cabinet Office and to the NSW Parliament.

Local Government Councillors

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

I am advised:

Ministerial staff are employed by Ministers, on behalf of the State, in their capacity as "political office holders" under Part 2 of the Members of Parliament Staff Act 2013.

All Ministerial staff are required to comply with the NSW Office Holder's Staff Code of Conduct, including obligations to seek approval for secondary employment, and to take reasonable steps to avoid, and in all cases disclose, any actual or potential conflicts of interest (real or apparent).

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A NSW Government website - Education



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Last updated
20/06/2024

Policy statement

Financial management →

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What needs to be
done ▼Record-keeping
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Policy contact

Implementation date
20/06/2024Reference number
PD-2020-0472-11-V01.0.0Publicly available
NoPolicy cluster
Finance

Purchasing cards (Pcard)

Print
 Give feedback

Direction and guidance on the use of purchasing cards (PCards) – the preferred payment method for goods and services in the department – to ensure the efficient, economical, and ethical use of public resources, and to maintain standards of transparency, probity, ethics and integrity, in line with NSW Government policy.

Audience

School and education support staff (excluding contractors and consultants), authorised delegates under the *Government Sector Finance Act 2018* and finance managers in schools and business units.

Changes since previous update

Version	Date	Description of changes	Approved by
V01.0.0	20/06/2024	Under the 2023 Policy and procedure review program, new policy document with consolidated instructions previously provided in Purchasing card policy and Purchasing card guidelines. Updated instructions to make compliance requirements easier to understand and apply.	Executive Director, Shared Services

About the policy

Policy requirements

These procedures relate to section 1.5 of the [Financial management policy](#):

- 'Department purchasing cards must be used in line with the department's Purchasing cards procedures and delegations.'

For specific information on financial delegations under the *Government Sector Finance Act 2018*, refer to [Financial delegations under the GSF Act](#).

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POLICY

Purchasing Card (Pcard) and General Expense Policy

Approved by: Chief Corporate Services Officer

Content Manager Number: WDFSG17204

Approval Date: 1 July 2023

Review Date: 1 July 2024

1. Purpose

This policy governs the use of Pcards as a flexible, efficient, and cost-effective method for purchasing business-related goods and services. The policy also governs the use of General Expense reimbursements facilitated through the SAP system.

All values in this policy are GST exclusive.

2. Scope

The policy applies to all TAFE NSW employees purchasing non-contracted goods or services under \$10,000. This includes employees issued with a Pcard or those who claim reimbursement of General Expenses. It also applies to the Line Managers of those claiming an expense, and others with a role to prepare, review or approve related transactions. Contractors do not have the authority to hold Pcards within NSW Government agencies or to claim General Expenses.

3. Policy

3.1 General Principles

- a. Pcards and General Expense reimbursements must be used efficiently, economically, and with regard to the TAFE NSW Procurement Policy principles and the TAFE NSW Code of Conduct.
- b. Pcards are only to be used to address a genuine business need.
- c. Pcard is the preferred means to purchase goods and services under \$10,000 that are not available on a TAFE NSW contract or catalogue. Where catalogues or contracts are available, these must be used in the first instance. General Expense reimbursements are capped at \$100.
- d. Cardholders must agree to take personal accountability for the safekeeping of their Pcard and for all related expenditures.
- e. Appropriate receipts must support all transactions to allow for evidence-based approvals in the TAFE Checkout-Concur Expense Management System (Checkout-Concur EMS) for Pcard transactions or in the SAP system for General Expense reimbursement claims.
- f. Buyers must acquit and reconcile Pcard expenses or General Expense reimbursement claims within specified timelines (refer to [s3.6 Conditions of Use](#)).