

## Transport

### HEARING DATE: 12 MARCH 2025 SUPPLEMENTARY QUESTIONS

#### Question 1 – E-Mobility

In the RSAC Briefing Paper and the 2020 e-Scooter Advisory Committee's Recommendations it states "Transport has been engaging with stakeholders about the regulation of sharing schemes in NSW since 2023." In 2020 the e-Scooter Advisory Committee, chaired by TfNSW and comprised of all the key stakeholders in NSW were unanimous in making a series of recommendations which included: Minimum age 17 with a licence. A number plate. Insurance. No riding on footpaths. A maximum speed limit of 10 km/h on Shared Paths. Why did the "Active Transport" team at TfNSW completely ignore all this expert advice and even fail to mention it in their briefing paper?

#### Answer

I am advised:

The report prepared by the E-scooter Advisory Working Group was one input into the draft key e-scooters rules released for consultation.

#### Question 2 – E-Mobility

The 7-page RSAC briefing paper did not mention pedestrians, nor did it discuss the deaths, serious injuries, and hospital admissions in states like Queensland and Victoria. Vision Australia's survey has found that over 90% of its members now feel unsafe on footpaths due to e-Rideables.

How does the Minister respond to these omissions and the safety concerns of pedestrians and people with disabilities? And has he referred this matter to the Minister for Disability Inclusion?

#### Answer

I am advised:

In developing the draft e-scooter key rules, Transport for NSW considered road safety research and evidence, practice and data from other states and jurisdictions where e-scooters are legal, as well as trial findings and evaluation. Further information is available at: <https://www.nsw.gov.au/driving-boating-and-transport/bikes-e-bikes-e-scooters/e-micromobility-action-plan/related-projects-programs/legalising-e-scooter-riding>.

Prior to the public release of the draft key e-scooter rules, Transport for NSW engaged with key road user groups through the Road Safety Advisory Council, and key disability groups through the Accessible Transport Advisory Committee. Transport for NSW will continue to engage with these committees and with other stakeholders as appropriate.

#### Question 3 – E-Mobility

E-Scooters are banned on footpaths in Victoria, even LA bans them on footpaths. Queensland reduced the speed limit on paths from 25 km/h to 12 km/h, yet they are still seeing a significant increase in deaths and serious injuries and ballooning hospital costs.

Is the Minister considering allowing all e-Rideables including e-Bikes on all footpaths in NSW at 15 km/h?

**Answer**

I am advised:

This question relates to a recommendation in the Parliamentary Inquiry into the use of e-scooters, e-bikes and related mobility options. The NSW Government will respond to this in due course.

**Question 4 – Boating and Maritime facilities**

How many public boating facilities have parking for the disabled who have a vehicle and trailer and where can the disabled find this information?

**Answer**

I am advised:

Transport for NSW does not hold information on the number of boating facilities with disabled parking, noting that most public boating facilities are owned, operated, and maintained by local councils.

Under the Better Boating Program and the Boating Now Program, Transport for NSW has invested in over 200 projects that include designated disabled parking spaces at boat ramps.

**Question 5 – Boating and Maritime facilities**

How does a disabled, elderly or a boater with limited mobility decide which ramp to use or best suits them?

**Answer**

I am advised:

Transport for NSW does not hold information on the accessibility of individual boat ramps noting that most public boating facilities are owned, operated, and maintained by local councils. Boaters with disabilities should check directly with local councils.

**Question 6 – Boating and Maritime facilities**

What steps is TfNSW taking to ensure people with disabilities have equal access to information and services when it comes to boating in NSW?

**Answer**

I am advised:

Transport for NSW provides available information on boat ramps on the boat ramp locator website for all boaters.

Transport for NSW is enhancing accessibility through the Boating Infrastructure for Communities Grants Program, by highlighting to applicants Transport's focus on improving access for ageing and disabled boaters. However, it is ultimately the decision of the asset owner and applicant how they wish to improve and upgrade their boating assets under the grants program.

**Question 7 – Boating and Maritime facilities**

Does the TfNSW-Maritime Boat Ramp Website ( <https://maps.transport.nsw.gov.au/egeomaps/boat-ramps-map/index.html> ) provide details as to which public boating facilities have enhancements for the Disabled and Aged, and if not why and when will this be implemented?

**Answer**

I am advised:

The information included on the Maritime Boat Ramp website is provided voluntarily by councils and is freely available through open data for use by third parties. While currently this does not include information on accessibility features for disabled or elderly boaters, Transport will consider options to expand data fields to capture and share accessibility information in future updates of the website, and will rely on asset owners to provide this information.

**Question 8 – Boating and Maritime facilities**

How many public boating facilities that recreational boaters have access to, have a Davit to help wheelchair bound boaters into boats or the fittings to accommodate a Davit?

**Answer**

I am advised:

Transport for NSW does not hold information on the number of boating facilities that include a davit, which is used to help people with wheelchairs onto vessels, noting that most public boating facilities are owned, operated, and maintained by local councils.

**Question 9 – Boating and Maritime facilities**

Does TfNSW-Maritime know how many Disabled and aged people have a boating licence and own a registered vessel?

**Answer**

I am advised:

**No. of vessel driving licence holders aged 65+ years:**

General boat licence = 118,826

PWC licence = 4,772

Total = 123,596

**No. of vessel driving licence holders with a disability:**

General boat licence = 11,902

PWC licence = 905

Total = 12,807

**No. of vessel driving licence holders aged 65+ and with a disability:**

General boat licence = 7,421

PWC licence = 160

Total = 7,581

**No. of vessel registration licence holders aged 65+:**

Boat registration = 59,780  
 PWC registration = 1,387  
 Total = 61,167

**No. of vessel registration licence holders with a disability:**

Boat registration = 6,000  
 PWC registration = 192  
 Total = 6,192

**No. of vessel registration licence holders aged 65+ and with a disability:**

Boat registration = 3,866  
 PWC registration = 38  
 Total = 3,904

*Note: Data as at 26/03/2025.*

*There is a one to one relationship between boat driving licences and boat driving licence holders.*

*There is a one to many relationship between vessel registration licences and vessel registration licence holders. Vessel registration licence holders may own one or more vessels registered with NSW Maritime for recreational purposes.*

*The subset of licence holders aged 65+ or with a disability overlap should therefore be considered together. The figures illustrate that a large percentage of the cohort with a disability are accounted for in the cohort aged 65+ years.*

**Question 10 – Boating and Maritime facilities**

Currently, the TfNSW-Maritime website has details relating to public boat ramps, however, the details are not complete in regard to the number of parking spaces available. When will the website be updated to reflect details that boaters need?

**Answer**

I am advised:

The Transport Maritime Boat Ramp website relies on data voluntarily provided by councils, and parking details are often incomplete. The data is periodically updated based on feedback submitted by asset owners to Maritime.

**Question 11 – Boating and Maritime facilities**

In Press Releases associated with the Sydney Boat Show, Minister Haylen and the Executive Director Mark Hutchings, stated that there would be a focus on safer access to our waterways for the disabled and aged. That was August 2024- What has been implemented to achieve the commitment.

**Answer**

I am advised:

Transport for NSW is delivering the new \$44 million Boating Infrastructure for Communities program. Under the Boating Infrastructure for Communities grants program, applicants were encouraged to apply for funding for disability and mobility access improvements

among other things including boating amenity, service and access improvements and local dredging projects.

### Question 12 – Boating and Maritime facilities

It has been established that Mark Hutchings heads the committee in regard to the disbursement of the Waterways Funds

- (a) How many members are on the committee chaired by Mark Hutchings?
- (b) What are the expertise and qualifications of this committee?
- (c) What experience do they have with general recreational boating?
- (d) How familiar are they with trailer boat launching/retrieving?
- (e) How familiar are they with hazards that recreational boaters encounter at public boating facilities?
- (f) How many committee members actually have a direct involvement or participate in recreational boating?
- (g) How many committee members have a current boating licence and how many have a registered vessel?

### Answer

I am advised:

- (a) 4 Members plus invited attendees and Subject Matter Experts (SMEs).
  - (b) Mr Mark Hutchings is an Authorised Officer under the *Marine Safety Act* and has decades of experience. Mr Hutchings holds a NSW boating licence and owns a trailerable boat.
- The Maritime Investment Committee (MIC) considers the collective experience, capability and capacity of its membership to fulfil its responsibilities. All Maritime Directors are attendees at MIC meetings along with other SMEs when required. Some of these attendees hold substantial maritime and commercial qualifications and own NSW registered vessels.
- (c) - (g) Refer to the response to supplementary question (12)(b)

### Question 13 – Boating and Maritime facilities

What does TfNSW-Maritime have in place to ensure that applicants who received funding from the (BBP-BNP-BIDP) are maintaining the assets in accordance with the engineering/manufacturers, recommendations to ensure:- performance, reliability, and longevity?

### Answer

I am advised:

The Conditions of Grants documents for the respective grant programs explicitly require delivery partners responsible for the ongoing maintenance of the Project works during and following completion of the Project(s) in accordance with any manufacturers' recommendations and / or accepted standard industry practice to maintain project works during and after completion according to manufacturers' recommendations and standard

industry practices. This contractual requirement establishes clear responsibility for ongoing maintenance to ensure performance, reliability, and longevity of the funded assets.

#### **Question 14 – Boating and Maritime facilities**

Does TfNSW-Maritime have evidence of the routine and preventative maintenance of assets where public funds have been provided (Schedules)?

#### **Answer**

I am advised:

The Conditions of Grants Document places the responsibility for proper maintenance with the delivery partners, as outlined in Clause 5 (The Delivery Partner's Obligations). The ongoing maintenance responsibility ultimately rests with the delivery partners as per their contractual obligations.

During the application process for programs such as the Boating Infrastructure for Communities program and the upcoming Boating Infrastructure Maintenance grant, applicants must demonstrate that each funded asset "must be included on an existing annual maintenance schedule or have its own asset maintenance plan in place at the time of application". This requirement ensures that proper maintenance protocols exist for boat ramps, pontoons, wharves, jetties, and associated facilities before public funds are allocated.

#### **Question 15 – Boating and Maritime facilities**

Do TfNSW-Maritime attend any random checks on the performance of assets during the life of complying with the terms and conditions of the application?

#### **Answer**

I am advised:

Transport for NSW has conducted random checks on funded assets throughout their lifecycle to verify compliance with grant terms and conditions. The contractual conditions further require Delivery Partners to maintain all necessary Records during the Term and for 7 years afterwards, making these available for inspection and audit by Transport, regulators, external auditors, or their representatives during normal business hours. Partners must provide appropriate resources and assistance for inspections/audits at their own cost, ensuring accountability for the use of public funds.

#### **Question 16 – Boating and Maritime facilities**

Are TfNSW-Maritime pro-active in identifying the potential replacement of ageing assets, or await for applications?

#### **Answer**

I am advised:

As these facilities are generally owned, operated, and maintained by local councils, the responsibility for monitoring asset condition and initiating replacement applications primarily lies with the council owners, who can apply to Transport for funding support when assets require replacement or significant renewal or maintenance.

**Question 17 – Boating and Maritime facilities**

According to data from TfNSW-Maritime recreational boating is increasing, hence what is TfNSW-Maritime doing to address the increased needs required by recreational boaters to ensure that public boating facilities are capable of capacity requirements for parking facilities adjoining the actual boat ramp, including provision for preparation, wash-down and safe entry and departure?

**Answer**

I am advised:

Transport for NSW provides grant funding through the Boating Infrastructure and Dredging Scheme to help boating asset owners to upgrade, enhance and maintain their facilities which may include upgrades to parking facilities near boat ramps and washdown facilities. This approach to allocate grant funding to asset owners relies on a partnership with these asset owners to identify opportunities and apply for funding to improve capacity of boating facilities in response to growing needs at high-demand locations.

**Question 18 – Boating Infrastructure for Communities Grants Program**

With the formal application stage expected to commence February 24th, 2025 and expected to conclude March 31st, 2025 how much funding has been allocated for this stage or year 1 of the Boating Infrastructure for Communities Grants Program?

**Answer**

I am advised:

The Boating Infrastructure for Communities Grants Program's year one disbursement forecast is between \$6-10 million. This range reflects the potential uptake of the upfront payment option, which allows grantees to claim up to 40% of their grant upon execution of the Conditions of Grant document. The application stage, running from 24 February to 2 April 2, 2025, will determine the final distribution within this allocated funding range.

**Question 19 – Boating Infrastructure for Communities Grants Program**

Where does the rest of the money go and why is it not spent to fix the terrible state of our boat ramps in NSW?

**Answer**

I am advised:

The 2023 Recreational Boater Survey does not support the claim that NSW boat ramps are in "terrible" condition. The survey results indicated that more boaters (48%) noticed infrastructure improvements than deterioration (18%). While 75% of boaters report some problems with facilities, this ranks low among boating concerns (9th of 11 issues).

Under the \$44 million Boating Infrastructure and Dredging Scheme, \$28 million is allocated to improving boating infrastructure through three grant programs.

**Question 20 – Boating Infrastructure for Communities Grants Program**

Under the current Register of Interest (ROI) process for Boating Infrastructure for Communities Grants Program how many register of interests were received?

**Answer**

I am advised:

There were 100 registrations of interests received under the (ROI) process for the Boating Infrastructure for Communities Grants Program

**Question 21 – Boating Infrastructure for Communities Grants Program**

What was the total amount of funding requested as part of this register of interest?

**Answer**

I am advised:

It is premature to provide this specific detail, as the registration of interest stage application process is still underway. This detail can be provided once the formal application stage and the assessment process is finalised.

**Question 22 – Boating Infrastructure for Communities Grants Program**

One of the stipulations was 50% funding, how many applicants under the ROI agreed to the 50% contribution, how many for 25% and how many for zero contributions?

**Answer**

I am advised:

Please refer to the response to supplementary question 21.

**Question 23 – Boating Infrastructure for Communities Grants Program**

Of the ROI applicants who agreed to 50% contribution, what the total funding amount was sought by all of these combined?

**Answer**

I am advised:

Please refer to the response to supplementary question 21.

**Question 24 – Boating Infrastructure for Communities Grants Program.**

Of the ROI applicants who agreed to 25% contribution, what the total funding amount was sought by all of these combined?

**Answer**

I am advised:

Please refer to the response to supplementary question 21.

**Question 25 – Boating Infrastructure for Communities Grants Program.**

Of the ROI applicants who agreed to 0% contribution, what the total funding amount sought by all of these combined?

**Answer**

I am advised:

Please refer to the response to supplementary question 21.

**Question 26 – Station upgrades**



Seek an update of rail station announced upgrades relevant to the announced ToDs What is the latest on announced upgrade works and the announced timetable, relevant to each station listed? Please report by station.

- (a) Adamstown?
- (b) Booragul?
- (c) Cardiff?
- (d) Corrimal?
- (e) Gordon? ‘
- (f) Hamilton?
- (g) Killara?
- (h) Kogarah?
- (i) Kotara?
- (j) Lidcombe?
- (k) Lindfield?
- (l) Morisset?
- (m) Newcastle Exchange?
- (n) Roseville?
- (o) Teralba?
- (p) Turella?
- (q) Wyong and
- (r) Woy Woy?

### Answer

I am advised:

Location	Current Accessibility rating	Timetable	Future upgrade
Adamstown	Independently Accessible	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Booragul	Not Accessible		
Cardiff	Independently Accessible		
Corrimal	Assisted Access	The Rail Service Improvement program will focus on delivering frequency improvements on the South Coast Line. Details about service frequencies and stopping patterns are yet to be determined. Details about future service changes, will be communicated with passengers well in advance of any changes.	

Gordon	Independently Accessible	There are currently no plans to increase services at Gordon. In October 2024, service levels on the T1 North Shore Line were rebalanced following the opening of the Chatswood to Sydenham section of the M1 Metro Northwest & Bankstown Line.	
Hamilton	Assisted Access	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Killara	Independently Accessible	There are currently no plans to increase services at Killara. In October 2024, service levels on the T1 North Shore Line were rebalanced following the opening of the Chatswood to Sydenham section of the M1 Metro Northwest & Bankstown Line.	
Kogarah	Independently Accessible	The Rail Service Improvement Program will focus on delivering improvements on the T4 Eastern Suburbs & Illawarra Line. Details about service frequencies and stopping patterns are yet to be determined. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Kotara	Not Accessible	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	Funded for concept design and investigation work.
Lidcombe	Independently Accessible	In October 2024, passengers at Lidcombe have benefitted from additional T1 Western Line express services in the off-peak period with the addition of 2-4	

		trains per hour. This means 33 additional express services to Sydney CBD and 39 additional express services from Sydney CBD across the day.	
Lindfield	Independently Accessible	There are currently no plans to increase services at Lindfield. In October 2024, service levels on the T1 North Shore Line were rebalanced following the opening of the Chatswood to Sydenham section of the M1 Metro Northwest & Bankstown Line.	
Morisset	Independently Accessible	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Newcastle Interchange	Independently Accessible		
Roseville	Independently Accessible	There are currently no plans to increase services at Roseville. In October 2024, service levels on the T1 North Shore Line were rebalanced following the opening of the Chatswood to Sydenham section of the M1 Metro Northwest & Bankstown Line.	
Teralba	Not Accessible	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Turrella	Independently Accessible	The Rail Service Improvement program will focus on delivering further improvements on the T8 Airport & South Line. Details about service frequencies and stopping patterns are yet to be determined. Details about future service changes, will be communicated with passengers well in advance of any changes.	

Wyong	Independently Accessible	Investigative work is currently underway to add additional local train services to the Illawarra, South Coast, Blue Mountains and Hunter lines. Details about future service changes, will be communicated with passengers well in advance of any changes.	
Woy Woy	Independently Accessible		

**Question 27 – Station upgrades**

Seek update on future metro plans connecting Westmead to Western Sydney Airport?

**Answer**

I am advised:

Information about the planning of future extensions for the Sydney Metro – Western Sydney Airport project is publicly available: <https://www.sydneymetro.info/planning-future-extensions>

No funding decision has been made with respect to this link.

**Question 28 – Station upgrades**

When will a business a case commence to examine metro connection, Westmead to Western Sydney Airport?

**Answer**

I am advised:

Please refer to the response to Supplementary Question 27.

**Question 29 – Station upgrades**

Seek update on future metro plans – Linking Bankstown to Overall?

**Answer**

I am advised:

The question – as transcribed - does not make sense and cannot be answered.

**Question 30 – Station upgrades**

When will a business case commence to examine metro connection, Bankstown to Overall?

**Answer**

I am advised:

Please refer to the response to Supplementary Question 27.

**Question 31 – South West Metro**

The financial cost of the announced delay to the South West Metro line?

**Answer**

I am advised:

The total project cost is \$21.6 billion. Any additional costs associated with industrial relations impacts are being worked through, alongside an assessment of project contingencies.

**Question 32 – South West Metro**

When will the South West Metro line be open?

**Answer**

I am advised:

The conversion of the T3 Bankstown Line to Metro standards is a complex project.

Industrial action has impeded access to work sites and the inability to obtain important permits to work in the live electrical environment. Key works have had to be rescheduled.

Due to the above impacts, the extension of Sydney Metro services from Sydenham to Bankstown will now be completed in 2026.

We will continue being open and transparent with the community about the target opening date as construction continues.

**Question 33 – South West Metro**

Causes for the delay to the South West Metro?

**Answer**

I am advised:

I refer to the response to Supplementary Question 32.

**Question 34 – South West Metro**

What are the reported union demands relating to the South West Metro?

**Answer**

I am advised:

Sydney Metro is not a party to union negotiations.

**Question 35 – South West Metro**

What is the commercial cost of the announced delay relating to existing contracts and supplier arrangements?

**Answer**

I am advised:

I refer to the response to Supplementary Question 32.

**Question 36 – South West Metro**

Detail the envisaged impact on local business following the announced delay to the South West Metro line?

**Answer**

I am advised:

Local business and community consultation regarding the Sydney Metro conversion has been ongoing since 2018.

Sydney Metro will continue to work with residents and local businesses impacted by the conversion to ensure they are informed of upcoming work.

**Question 37 – South West Metro**

Detail the envisaged impact on commuters following the announced delay to the South West Metro line?

**Answer**

I am advised:

Fare free Southwest Link buses will continue to replace trains between Sydenham and Bankstown until Southwest Metro opens.

**Question 38 – South West Metro**

Detail the change in passenger numbers relating to the M6 and the M8 train line since the closure of the Bankstown line?

**Answer**

I am advised:

There are no M6 or M8 rail lines. Details concerning the T6 and T8 rail lines are publicly available: <https://www.transport.nsw.gov.au/data-and-research/data-and-insights/public-transport-trips-all-modes>

**Question 39 – South West Metro**

Would a timetable change be considered in light of commuter reports of over-crowded trains relevant to the T6 and T8 lines?

**Answer**

I am advised:

Transport for NSW works closely with rail entities to track demand and ensure that appropriate services are available to the travelling public.

**Question 40 – South West Metro**

Commuters report overcrowded commuter parking at affected stations. Any possible solutions available?

**Answer**

I am advised:

Parking spaces that were used to facilitate project activities, such as site offices and crane lifts will soon be available for public use. Additionally, bike hoops have been installed as part of the Southwest Metro upgrade and bike parking at Sydenham Station is now accessible, including 90 secure parking spaces in Opal-enabled bike sheds.

On 30 September 2024, Sydney Metro opened an interim cycleway and pedestrian path between Sydenham and Marrickville stations to support commuters getting around during the conversion of the former T3 Bankstown Line to metro standards. Further information about riding and walking options can be found at: <https://transportnsw.info/southwest-link/active-transport>.

#### **Question 41 – Wallerawang Railway Station**

When did restoration works commence on Wallerawang Railway Station following the \$7 million funding commitment in 2022?

#### **Answer**

I am advised:

Geotechnical preparations commenced on 4 March 2025. Early enabling works are scheduled to start on 26 March 2025.

#### **Question 42 – Wallerawang Railway Station**

What date are the works scheduled to be completed?

#### **Answer**

I am advised:

Works are expected to be completed around the end of 2026.

#### **Question 43 – Wallerawang Railway Station**

When will passenger trains be restored to Wallerawang Railway Station?

#### **Answer**

I am advised:

Passenger trains are to be restored once works are completed.

#### **Question 44 – North Shore / Northern Beaches bus disruptions**

What has been the loss of daily passenger numbers by the removal of articulated buses from North Shore and Northern Beaches?

#### **Answer**

I am advised:

For Region 8, temporarily replacing their 43 articulated buses under repair with rigid buses is a reduction of total fleet capacity across the region of approximately 5 per cent.

#### **Question 45 – North Shore / Northern Beaches bus disruptions**

What has been the loss of daily seat numbers and capacity from the loss of these services?

**Answer**

I am advised:

I refer to the response to Supplementary Question 44.

**Question 46 – North Shore / Northern Beaches bus disruptions**

What interim measures are under consideration to address the extensive delays, wait times and long queues relating to the current drastic shortage of buses covering the North Shore, Northern Beaches and CBD before the arrival of the new articulated buses, expected September 2025?

**Answer**

I am advised:

Transport for NSW continues to work with the bus operators to limit impacts on passengers, including prioritising school services and maximising allocation of the remaining high-capacity fleet to those services of greatest need.

Ongoing actions over the next three months will reduce capacity/bus shortfall, including service adjustments to reduce bus requirement/reallocate capacity where needed. In the medium to long term, the purchase of new articulated buses will restore and strengthen service delivery.

**Question 47 – North Shore / Northern Beaches bus disruptions**

Is there any capacity to use some of the double-decker buses that are at the viewers depots on these services?

**Answer**

I am advised:

The double decker fleet is already fully utilised during peak periods. Outside of peak periods, the B-Line double decker fleet operates with a high level of utilisation.

**Question 48 – North Shore / Northern Beaches bus disruptions**

Is there any capacity to use the metro rail replacement buses as an interim measure, given they are only required in the event of short-term line closures? Have any operators been approached? What discussions have been held?

**Answer**

I am advised:

The buses operating on South West Link while the Bankstown line is converted to Metro are fully utilised on these services, with no spare availability at peak times.

**Question 49 – North Shore / Northern Beaches bus disruptions**

Are any other government buses available as an interim measure?

**Answer**

I am advised:

Transport for NSW has already reallocated buses across Sydney to assist with bus shortages, and this continues to occur as buses become available.

**Question 50 – North Shore / Northern Beaches bus disruptions**



What is the precedence of meeting public transport needs in the event of extensive bus shortages? When was the last bus shortage of this scale experienced and how was it addressed?

**Answer**

I am advised:

Bus shortages have occurred on previous occasions due to short term fleet issues and have been similarly managed with reallocation of available buses and cancellations of services where unavoidable.

**Question 51 – North Shore / Northern Beaches bus disruptions**

Has consideration been given to engaging private bus operators as an interim measure? Have any operators been approached?

**Answer**

I am advised:

Transport for NSW has explored and implemented opportunities for additional buses, including both adding to the Sydney bus fleet and by bringing forward entry to service of battery electric buses.

**Question 52 – North Shore / Northern Beaches bus disruptions**

When will the announced new articulated bus fleet be in full operation?

**Answer**

I am advised:

Transport is in the process of procuring:

- 50 diesel articulated buses with delivery timing to be confirmed through this process, and
- 10 double deck buses to supplement the B-Line fleet

These new buses are expected to roll out and enter service from the end of 2025.

In relation to the articulated buses under repair, the prototype bus repair is in the final stages of rectification. Week commencing 7 April 2025 will include commissioning activities such as Opal reader and door testing prior to handing back to the operator.

All 15 of the air freighted chassis have been delivered. The next five articulated buses commenced repairs on 13 January 2025, with a target completion date from April 2025. Procurement planning is underway for repairs to the remainder.

**Question 53 – North Shore / Northern Beaches bus disruptions**

Any measures to fast track the arrival of the new buses given the dire situation with thousands of commuters inconvenienced and school children unable to travel to school?

**Answer**

I am advised:

Transport for NSW has explored and implemented opportunities for additional buses, including both adding to the Sydney bus fleet and by bringing forward entry to service of battery electric buses. This has included the procurement of 50 Articulated Buses, 10 Double Deck Buses and bringing forward 25 battery electric buses. As a short term interim

measure, 15 of the battery electric buses will initially be charged using portable chargers and diesel generators. The buses will be reallocated to other depots once permanent electrical charging infrastructure becomes available.

**Question 54 – North Shore / Northern Beaches bus disruptions**

What communication is being provided to commuters to advise of the extensive delays, wait times and long queues relating to the current drastic shortage of buses covering the North Shore, Northern Beaches and CBD?

**Answer**

I am advised:

Passengers are advised that they should regularly monitor the Transport for NSW website (transportnsw.info) or use live travel apps for the most up-to-date information on delays, cancellations, and service changes.

**Question 55 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many official social media accounts does Transport for NSW and Sydney Trains operate across all platforms?

(a) Can you provide a detailed list of all active social media accounts, their platform, purpose, and number of followers?

**Answer**

I am advised:

There are 24 external facing social media accounts across multiple business areas including rail and road operations and communications. There are thousands of posts per year across the platforms. The primary objective is to build awareness and inform/educate the NSW public on Transport for NSW projects and services as well supply public transport and road users with real-time information about planned & unplanned disruptions on the network, or other events that will affect planned trips.

(a) The primary objective is to build awareness and inform/educate the NSW public on Transport for NSW projects and services as well supply public transport and road users with real-time information about planned & unplanned disruptions on the network, or other events that will affect planned trips. Transport for NSW Facebook page – 327.5k followers

Transport for NSW Instagram page – 75k followers

Transport for NSW LinkedIn page – 190k followers

Transport for NSW YouTube page – 56k followers

Road Safety Facebook page – 231.3k followers

NSW Maritime Facebook page – 48.6k followers

Transport for NSW Twitter/X page – 38.6k followers

Live Traffic Facebook page - 469.1k followers

Live Traffic NSW X page – 62.4k followers

Live Traffic Syd X page – 91.2k followers

Ferrieinfo X page – 11.9k followers

Busesinfo X page – 22.9k followers

Sydtrainsinfo X page – 51.6k followers

Trainslinknorth X page - 12.4k followers

Trainslinksouth X page - 7.5k followers

Trains link west X page – 7.2k followers

T1SydneyTrains X page – 36.5k followers

T2 SydneyTrains X page – 15.7k followers

T3SydneyTrains X page – 10.2k followers

T4SydneyTrains X page – 20.5k followers

T5 Sydneytrains X page – 6.2k followers  
 T6 SydneyTrains X page – new addition  
 T7 SydneyTrains X page – 5.8k followers  
 T8 SydneyTrains X page – 6.7k followers  
 T9 Sydneytrains X page – 4.7k followers.

**Question 56 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What metrics and KPIs does Transport for NSW use to measure the effectiveness of its social media engagement?

**Answer**

I am advised:

Transport for NSW uses overall engagement and reach to measure the effectiveness of its social media engagement.

**Question 57 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many posts, tweets, and responses were made in the past 12 months across all accounts?

**Answer**

I am advised:

There were 23,057 posts and tweets across 2024. Responses are not recorded.

**Question 58 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many negative comments or complaints have been received on Transport for NSW social media in the past 12 months, and what percentage were responded to?

(a) What were the main themes of complaints – please categorise

- i. Industrial Action
- ii. Train delays
- iii. Bus delays
- iv. Complaints about the Minister / Premier
- v. Compliments

**Answer**

I am advised:

Robust conversations regularly play out publicly on our social pages as a response to posts. Our community management response approach is to provide advice and information where appropriate including pointing customer complaints to a formal online feedback process.

**Question 59 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many posts have been deleted, hidden, or removed due to negative feedback or complaints?

**Answer**

I am advised:

Posts are very rarely hidden or taken down. Reasons for hiding posts include homophobic or defamatory commentary by community members.

**Question 60 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How does Transport for NSW differentiate between responding to genuine commuter concerns and engaging in public relations spin?

**Answer**

I am advised:

TFNSW answers genuine concerns and questions.

**Question 61 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What is the process for escalation when a customer makes a complaint via social media, and how many complaints have actually been resolved via social media?

**Answer**

I am advised:

Complaints via social media are directed to a more official online process.

**Question 62 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many full-time equivalent (FTE) staff are employed solely for managing Transport for NSW and Sydney Trains social media?

**Answer**

I am advised:

Staff numbers undertaking social media activities are commensurate with need.

**Question 63 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Can you provide the breakdown of job titles, salaries, and total expenditure on social media staff?

**Answer**

I am advised:

Salaries and wages are included under employee related expenses in the Financial Statements of the Annual Report.

**Question 64 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many external consultants, contractors, or third-party agencies have been engaged for social media management in the past three years, and at what total cost?

**Answer**

I am advised:

There were no external consultants, contractors, or third-party agencies that have been engaged for social media management in the past three years.

**Question 65 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What is the total cost of managing Transport for NSW's social media operations in the current financial year?

**Answer**

I am advised:

I refer to the response to Supplementary Question 63.

**Question 66 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Has Transport for NSW conducted any reviews or audits into whether social media staffing levels and expenditure are justified?

**Answer**

I am advised:

There are a range of mechanisms undertaken to measure the effectiveness of social media activity – data analysis and reporting are conducted regularly.

**Question 67 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How much has Transport for NSW spent on social media advertising, boosted posts, and sponsored content in the past two years?

**Answer**

I am advised:

In Transport for NSW's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the Department of Transport financial statements and page 12 of the Transport for NSW financial statements. In NSW TrainLink's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the NSW Trains financial statements.

**Question 68 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Can you provide a detailed breakdown of expenditure by platform, campaign, and financial year?

**Answer**

I am advised:

In Transport for NSW's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the Department of Transport financial statements and page 12 of the Transport for NSW financial statements. In NSW TrainLink's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the NSW Trains financial statements.

**Question 69 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What percentage of social media content is organic versus paid or promoted?

**Answer**

I am advised:

Across all channels, around 60 per cent organic vs 40 per cent paid.

**Question 70 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Has Transport for NSW engaged influencers or third-party social media personalities to promote its services? If so, at what cost?

**Answer**

I am advised:

In Transport for NSW's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the Department of Transport financial statements and page 12 of the Transport for NSW financial statements. In NSW TrainLink's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the NSW Trains financial statements.

**Question 71 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How does Transport for NSW justify spending taxpayer dollars on social media advertising when commuters are facing increased fares and transport delays?

**Answer**

I am advised:

Transport for NSW requires use of social media advertising to keep our customers informed and engaged.

**Question 72 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Who approves the messaging and content posted on Transport for NSW's social media accounts?

**Answer**

I am advised:

All social media material is reviewed and checked for accuracy and appropriateness, which follows established approval processes consistent across government.

**Question 73 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Does Transport for NSW have a written social media policy for staff, and can this be tabled?

**Answer**

I am advised:

Transport for NSW social media policy is publicly available on the Transport for NSW website.

**Question 74 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What training is provided to social media staff to ensure responses are appropriate, accurate, and compliant with public service obligations?

**Answer**

I am advised:

Frequent training is provided to staff.

**Question 75 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How does Transport for NSW ensure that political neutrality is maintained in its social media content?

**Answer**

I am advised:

Transport for NSW social media policy is publicly available on the Transport for NSW website.

**Question 76 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Have any Transport for NSW employees faced disciplinary action over inappropriate or misleading social media posts in the past three years?

**Answer**

I am advised:

Transport for NSW is not aware of any employees facing disciplinary action over inappropriate or misleading social media posts in the past three years.

**Question 77 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What is the process for handling viral complaints or significant backlash on social media, and how many times has this process been triggered in the past two years?

**Answer**

I am advised:

Transport for NSW social media policy is publicly available on the Transport for NSW website.

**Question 78 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many social media complaints have been escalated to Ministerial level, and what percentage resulted in policy changes or action?

**Answer**

I am advised:

Where complaints are received through Transport for NSW's accounts, customers referred to a formal online feedback process.

**Question 79 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What specific third-party platforms, software, or tools does Transport for NSW use to schedule, monitor, and analyse social media content, and what are the associated costs?

**Answer**

I am advised:

Transport for NSW uses Sprout Social for its ongoing end to end management of all social media channels including content creation and scheduling, community management, reporting and data analytics – the 12 month cost of this is \$145k.

**Question 80 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

How many staff members have admin access to Transport for NSW and Sydney Trains' social media accounts, and what security measures are in place to prevent unauthorised access?

**Answer**

I am advised:

Regular auditing of access is conducted along with regular changes in passwords.

**Question 81 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

Has Transport for NSW used artificial intelligence (AI) or automated bots to manage or respond to social media interactions, and if so, what was the cost and rationale?

**Answer**

I am advised:

No.

**Question 82 – Transport for NSW / Sydney Trains / Buses Media Operations Social Media**

What is the retention policy for social media data, including deleted posts, hidden comments, and direct messages, and is this information subject to GIPA requests?

**Answer**

I am advised:

Retention policy is in line with the State Records Act.

**Question 83 – Media Engagement**

How many full-time equivalent (FTE) staff work in media and communications for Transport for NSW?

**Answer**

I am advised:

Staff numbers undertaking media or public relations activities are commensurate with need and can go up or down as required. Salaries and wages are included under employee related expenses in the Financial Statements of the Annual Report.

**Question 84 – Media Engagement**



Can you provide a full breakdown of job titles, salaries, and responsibilities for all media and communications staff?

**Answer**

I am advised:

Salaries and wages are included under employee related expenses in the Financial Statements of the Annual Report.

**Question 85 – Media Engagement**

How many media and communications staff have been added or removed in the past two years, and what is the justification for these changes?

**Answer**

I am advised:

The Communications branch is currently subject to detailed design as part of the implementation of the Statewide operating model.

**Question 86 – Media Engagement**

How many media and communications staff report directly to the Secretary of Transport for NSW?

**Answer**

I am advised:

None.

**Question 87 – Media Engagement**

How many Transport for NSW media staff have previously worked in ministerial or political offices, and can you provide a list of their names and roles?

**Answer**

I am advised:

Transport for NSW does not hold this information.

**Question 88 – Media Engagement**

Can you provide a full organisational structure of Transport for NSW's media and communications team?

**Answer**

I am advised:

Transport for NSW executive structure is publicly available on the Transport for NSW website.

**Question 89 – Media Engagement**

Have any media and communications staff resigned or been dismissed in the past 12 months, and for what reasons?

**Answer**

I am advised:

Transport for NSW do not comment on individual employment matters.

**Question 90 – Media Engagement**

How many external contractors or consultants are engaged in media and communications, and what is the justification for outsourcing instead of using internal staff?

**Answer**

I am advised:

None.

**Question 91 – Media Engagement**

How many daily or weekly meetings does the Transport for NSW media team have with the Minister's office, and what is discussed?

**Answer**

I am advised:

Engagement with Minister's offices occurs as required.

**Question 92 – Media Engagement**

Has the Minister's office ever directed Transport for NSW to delay or suppress media responses to journalists or the public?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 93 – Media Engagement**

Have there been any politically sensitive or embarrassing media inquiries that Transport for NSW refused to respond to, and why?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 94 – Media Engagement**

Have journalists ever been given different responses to the same question, and who decides what information to provide?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 95 – Media Engagement**

What instructions are media staff given regarding negative or critical media inquiries, and can those instructions be tabled?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 96 – Media Engagement**

How does Transport for NSW distinguish between politically beneficial messaging and providing the public with factual, unbiased information?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 97 – Media Engagement**

Can you provide all internal communications guidelines used by Transport for NSW media staff?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 98 – Media Engagement**

Have any Transport for NSW employees been reprimanded, warned, or dismissed for providing inaccurate or misleading media responses?

**Answer**

I am advised:

No.

**Question 99 – Media Engagement**

How many media enquiries has Transport for NSW received in the past 12 months, and how many were refused or not answered?

**Answer**

I am advised:

2908 media enquiries have been received and responded to over the past 12 months (to 12 March 2025).

**Question 100 – Media Engagement**

How many media enquiries have been delayed beyond a reasonable response time, and what was the reason?

**Answer**

I am advised:

None.

**Question 101 – Media Engagement**

Can you provide a full breakdown of all media inquiries by outlet and topic, and how Transport for NSW responded?

**Answer**

I am advised:

No.

**Question 102 – Media Engagement**

Have any journalists lodged formal complaints about a lack of transparency in responses from Transport for NSW?

**Answer**

I am advised:

No.

**Question 103 – Media Engagement**

How many media responses have been vetted, changed, or censored before being approved for release?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 104 – Media Engagement**

What is the standard turnaround time for responding to media enquiries, and how does this compare to actual response times?

**Answer**

I am advised:

Transport responds to media enquiries in a timely manner at all times.

**Question 105 – Media Engagement**

How many crisis meetings has the Transport for NSW media team held in response to negative stories, and what was the outcome?

**Answer**

I am advised:

None.

**Question 106 – Media Engagement**

Has Transport for NSW ever instructed its media team to withhold or delay public information regarding safety, delays, or incidents?

**Answer**

I am advised:

No.

**Question 107 – Media Engagement**

What is the standard protocol for handling major incidents, delays, or controversies, and who signs off on media responses?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 108 – Media Engagement**

Have there been instances where Transport for NSW knew about a major problem but delayed telling the public?

**Answer**

I am advised:

No.

**Question 109 – Media Engagement**

How many times has the Secretary or Minister (or their office) intervened to change the wording of an official media response?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 110 – Media Engagement**

Can you provide all internal correspondence related to crisis communications handling in the past 12 months?

**Answer**

I am advised:

Transport for NSW utilises multiple channels to deliver critical updates. A record of media releases is publicly available on the Transport for NSW website:  
<https://www.transport.nsw.gov.au/news-and-events/media-releases>

**Question 111 – Media Engagement**

How many Transport for NSW executives have received formal media training, and what is the cost of this training?

**Answer**

I am advised:

None.

**Question 112 – Media Engagement**

Can you provide all internal guidelines for Transport for NSW media staff on how to engage with journalists?

**Answer**

I am advised:

All media responses are managed through the established approval processes.

**Question 113 – Media Engagement**

Has Transport for NSW ever run media simulations or rehearsals for potential negative stories, and if so, what scenarios were covered?

**Answer**

I am advised:

No.

**Question 114 – Media Engagement**

What disciplinary processes exist for media staff who mislead journalists or fail to provide accurate public information?

**Answer**

I am advised:

All staff conduct matters are managed in line with relevant Transport policies and procedures.

**Question 115 – Media Engagement**

Has Transport for NSW ever conducted internal reviews on how effectively it handles media inquiries, and what were the findings?

**Answer**

I am advised:

No.

**Question 116 – Paid media / advertising / Paid partnerships**

What is the total amount spent by Transport for NSW on paid media, sponsorships, and partnerships over the past three years, broken down by financial year?

**Answer**

I am advised:

This information is in Transport for NSW's annual report.

**Question 117 – Paid media / advertising / Paid partnerships**

Can you provide a full list of all media outlets, influencers, and third parties that have received advertising or partnership funding from Transport for NSW?

**Answer**

I am advised:

This information is in Transport for NSW's annual report.

**Question 118 – Paid media / advertising / Paid partnerships**

What percentage of paid media spending goes to government-friendly or politically aligned media outlets, and how does this compare to spending on independent or critical media?

**Answer**

I am advised:

The question is tendentious and unable to be answered.

**Question 119 – Paid media / advertising / Paid partnerships**

Can you confirm whether Transport for NSW has ever paid for advertorials, sponsored articles, or media segments that were not explicitly disclosed as paid content?

**Answer**

I am advised:

The questioner will need to reframe and particularise their question so that it can be responded to.

**Question 120 – Paid media / advertising / Paid partnerships**

Have any government ministers, political staff, or Premier's Office representatives been involved in decision-making regarding which media organisations receive paid media or sponsorship funds?

**Answer**

I am advised:

No.

**Question 121 – Paid media / advertising / Paid partnerships**

Has Transport for NSW ever engaged influencers, celebrities, or social media personalities to promote its services or campaigns, and what was the total cost of these engagements?

**Answer**

I am advised:

Where applicable, this information is in Transport for NSW's annual report.

**Question 122 – Paid media / advertising / Paid partnerships**

Can you provide a breakdown of Transport for NSW's sponsorship deals, including events, organisations, and industry partnerships that have received funding?

**Answer**

I am advised:

Where applicable, this information is in Transport for NSW's annual report.

**Question 123 – Paid media / advertising / Paid partnerships**

Has Transport for NSW ever provided financial support to media programs, journalists, or editorial initiatives that report on transport policy or infrastructure?

**Answer**

I am advised:

No.

**Question 124 – Paid media / advertising / Paid partnerships**

What safeguards are in place to ensure that media partnerships do not influence editorial independence or prevent critical reporting on Transport for NSW failures?

**Answer**

I am advised:

Transport's activities and functions are self-evidently subject to close and transparent media scrutiny.

**Question 125 – Paid media / advertising / Paid partnerships**

Has Transport for NSW paid for 'soft PR' or reputation management campaigns disguised as community engagement or public awareness?

**Answer**

I am advised:

No.

**Question 126 – Paid media / advertising / Paid partnerships**

How much has Transport for NSW spent on digital and social media advertising over the past three years, and which platforms have received the most funding?

**Answer**

I am advised:

Where applicable, this information is in Transport for NSW's annual report.

**Question 127 – Paid media / advertising / Paid partnerships**

Has Transport for NSW ever paid for boosted social media posts, online engagement campaigns, or comment moderation services, and what was the total cost?

**Answer**

I am advised:

Where applicable, this information is in Transport for NSW's annual report.

**Question 128 – Paid media / advertising / Paid partnerships**

Can you confirm whether Transport for NSW has ever engaged third-party firms to track, manage, or shape public sentiment on social media?

**Answer**

I am advised:

Transport has engaged the services of third party entities to monitor media activity.

**Question 129 – Paid media / advertising / Paid partnerships**

Have any Transport for NSW-paid digital campaigns been targeted specifically at political messaging, industrial action disputes, or damage control after government failures?

**Answer**

I am advised:

No.

**Question 130 – Paid media / advertising / Paid partnerships**

How many taxpayer-funded paid media campaigns were abandoned, delayed, or revised due to negative public reception, and what was the financial loss of these failed campaigns?

**Answer**

I am advised:



None.

**Question 131 – Paid media / advertising / Paid partnerships**

Can you provide a list of all advertising agencies, PR firms, and media buying companies that Transport for NSW has engaged over the past three years, along with contract values?

**Answer**

I am advised:

Where applicable, this information is in Transport for NSW's annual report.

**Question 132 – Paid media / advertising / Paid partnerships**

What specific performance metrics are used to evaluate whether Transport for NSW's paid media campaigns deliver value for money?

**Answer**

I am advised:

Under the *Government Advertising Act 2011*, campaigns above \$1 million in value must complete an Economic Appraisal to demonstrate the campaign is an efficient and cost-effective means of achieving its public purpose.

All campaigns are also evaluated through campaign and/or media tracking performance metrics to assess their effectiveness.

**Question 133 – Paid media / advertising / Paid partnerships**

Has Transport for NSW ever conducted internal reviews or audits into its media partnerships and advertising spending, and if so, can those reports be tabled?

**Answer**

I am advised:

Transport for NSW was audited by the NSW Audit Office in 2024. The report is available on the NSW Audit Office website:

<https://www.audit.nsw.gov.au/our-work/reports/government-advertising-2022-23>

**Question 134 – Paid media / advertising / Paid partnerships**

Have any paid media campaigns been created for transport projects or initiatives that were later cancelled or delayed, resulting in wasted advertising expenditure?

**Answer**

I am advised:

This information is in Transport for NSW's annual reports. It is conceivable that in the department's history, that some campaigns have been discontinued prior to their intended end date.

**Question 135 – Paid media / advertising / Paid partnerships**

Can you confirm whether any paid media deals between Transport for NSW and media outlets have been contingent on favourable or neutral coverage of government transport policies?

**Answer**

I am advised:

No paid media deals between Transport for NSW and media outlets have been contingent on favourable or neutral coverage of government transport policies.

**Question 136 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Who are the third-party companies currently contracted to manage advertising across Transport for NSW stations, platforms, trains, buses, and ferries, and what are the details of their contracts (including duration and revenue-sharing terms)?

**Answer**

I am advised:

The following companies are currently contracted for the following environments:

- Sydney Trains stations (including platforms) - JCDecaux
- NSW Trains stations (including platforms) - Revolution360
- Trains (external & internal) - S&J Media
- Buses (greater Sydney area) - JCDecaux
- Buses (outer Sydney area) - Go Transit
- Ferries - this is not a Transport for NSW advertising contract.

Further information regarding contract particulars for the above is Commercial-In-Confidence and protected by Confidentiality obligations under those contracts.

For Sydney Metro City and Southwest Stations (Crows Nest to Bankstown):

- Managed by - Sydney Metro
- Contracted party - oOh!media Street Furniture Pty Ltd
- Location - Concourses and platforms
- Scope - Supply, install and operate advertising screens
- Duration - 7 years with 3 year option

For Sydney Metro North West Stations (Tallawong to Chatswood) and Rolling Stock (train sets 1-22):

- Managed by - Northwest Rapid Transit (OpCo) through the OTS2 Project Deed
- Contracted Party - TorchMedia Pty Ltd
- Sydney Metro is not party to the contract with Torch Media for North West stations and rolling stock

For Sydney Metro North West billboard (Bella Vista overhead pedestrian bridge)

- Managed by - Northwest Rapid Transit (OpCo) through the OTS2 Project Deed
- Contracted Party - JCDecaux Australia Trading Pty Ltd
- Sydney Metro is not party to the contract with JCDecaux for the billboard advertising

**Question 137 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Can you provide a breakdown of the revenue Transport for NSW has received from these third-party advertising contracts over the past five years, including yearly comparisons?

**Answer**

I am advised:

This information by contract or supplier is Commercial-In-Confidence and protected by Confidentiality obligations under those contracts. However, the aggregated advertising revenue is disclosed in the Annual Reports of both Transport for NSW and Sydney Trains.

**Question 138 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Are there any performance clauses or minimum revenue guarantees in these contracts, and has Transport for NSW ever had to renegotiate or enforce penalties for underperformance?

**Answer**

I am advised:

Each contract is Commercial-In-Confidence.

**Question 139 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

What is the process for selecting third-party advertising operators, and when was the last time these contracts were put to open competitive tender?

**Answer**

I am advised:

The selection of 3<sup>rd</sup> party advertising operators is completed in accordance with Transport for NSW Procurement and Probity policies. The below contracts were last put to open market tender, awarded and commenced on:

- Sydney Trains stations (including platforms) - JCDecaux – 1 December 2021
- NSW Trains stations (including platforms) - Revolution360 – 22 September 2024
- Trains (external and internal) - S&J Media - 30 November 2023
- Buses (greater Sydney area) - JCDecaux – 1 April 2024
- Buses (outer Sydney area) - Go Transit – 1 April 2024

**Question 140 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Has Transport for NSW ever considered bringing advertising revenue generation in-house instead of outsourcing, and what cost-benefit analysis has been conducted on this?

**Answer**

I am advised:

Transport is of the view that bringing these operations in-house would be inefficient.

**Question 141 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

What specific guidelines and policies govern what types of advertisements are permitted on Transport for NSW assets, and who enforces these policies—the department or the third-party contractors?

**Answer**

I am advised:

Advertisement content that is displayed on Transport for NSW advertising assets is governed by the Transport for NSW policy 'Content Standards'. The Content Standards, in summary, require compliance with all Australian advertising Standards, Codes and Laws. The policy is enforced by Transport for NSW under each of the Transport for NSW contracts.

**Question 142 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Has Transport for NSW, the Minister's Office, or any government agency ever directed an advertising contractor to reject, approve, or modify an advertisement based on political or ideological reasons?

**Answer**

I am advised:

All advertising contractors are required to adhere to the Transport for NSW Content Standards policy which includes a prohibition on political advertising. This means that Transport for NSW, the Minister's Office, and government agencies have not directed an advertising contractor in relation to political or ideological advertising.

**Question 143 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Have any political parties, government agencies, unions, or advocacy groups received discounts, preferential treatment, or exclusive access to advertising space on public transport? If so, what are the details?

**Answer**

I am advised:

Transport for NSW is not aware of any political parties, government agencies, unions, or advocacy groups receiving discounts, preferential treatment, or exclusive access to advertising space on public transport.

**Question 144 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Has Transport for NSW received any complaints or legal challenges regarding advertising censorship or refusal of certain ads, and what were the outcomes?

**Answer**

I am advised:

Transport for NSW is not aware of any.

**Question 145 – 3rd Party Advertising on Sydney Trains, Platforms, Buses and Ferries**

Can you confirm whether Transport for NSW leadership or third-party advertising contractors have ever been approached by external groups—including political parties—requesting that certain ads be rejected or prioritised?

**Answer**

I am advised:

Transport for NSW Advertising Revenue team has no record of Transport for NSW leadership or third party advertising contractors ever having been approached by external groups requesting that certain ads be rejected or prioritised.

**Question 146 – Internal Communications**

How many full-time staff are employed specifically to manage internal communications within Transport for NSW, and what is their total salary bill?

**Answer**

I am advised:

Staff numbers undertaking communications activities are commensurate with need and can go up or down as required. Salaries and wages are included under employee-related expenses in the Financial Statements of the Annual Report.

**Question 147 – Internal Communications**

Does Transport for NSW track or monitor staff communications, including internal emails, Teams messages, or Signal groups? If so, under what authority?

**Answer**

I am advised:

No.

**Question 148 – Internal Communications**

Have there been any internal complaints or concerns from staff about being unable to speak freely or feeling pressured to follow a specific narrative in internal communications?

**Answer**

I am advised:

No.

**Question 149 – Internal Communications**

Can you provide a full list of internal communications platforms and chat groups used by Transport for NSW employees, including WhatsApp, Signal, or other encrypted apps?

**Answer**

I am advised:

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the *Acceptable Use of Digital Technology Policy*, the *Records Management Policy*, and the *Official Use of Social Media Policy*.

**Question 150 – Internal Communications**

Have there been any internal directives instructing staff not to put certain matters in writing for fear of GIPA or parliamentary scrutiny?

**Answer**

I am advised:

No.

**Question 151 – Internal Communications**

Has Transport for NSW ever engaged consultants or PR firms to craft internal messaging, and if so, at what cost?

**Answer**

I am advised:

No.

#### Question 152 – Internal Communications

How many internal messages, emails, or documents have been marked “Not for GIPA” or classified to avoid public disclosure?

#### Answer

I am advised:

None.

#### Question 153 – Internal Communications

Have any whistleblowers or internal staff been reprimanded for raising concerns about internal communications practices, and what protections exist?

#### Answer

I am advised:

Transport for NSW staff who raise any concerns, regardless of the concern, are managed in accordance with Transport policies and procedures.

#### Question 154 – Internal Communications

Have internal communications ever been used to spin or manipulate the narrative on controversial issues, such as industrial action, train delays, or budget cuts?

#### Answer

I am advised:

No.

#### Question 155 – 3rd Party Messaging platforms

Have the Secretary of Transport for NSW, senior executives, or ministerial staff ever used WhatsApp or Signal to discuss departmental matters, including transport policy, infrastructure delays, or industrial action?

#### Answer

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### Question 156 – 3rd Party Messaging platforms

Can you confirm whether Transport for NSW retains records of WhatsApp or Signal messages exchanged between the Secretary and the Minister's office for government business? If not, why not?

**Answer**

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

**Question 157 – 3rd Party Messaging platforms**

Have there been any instances where WhatsApp or Signal messages were used to direct departmental decisions or approvals without a formal paper trail?

**Answer**

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

**Question 158 – 3rd Party Messaging platforms**

Are there any Transport for NSW policies or guidelines governing the use of encrypted messaging apps for official business? If so, can you table them?

**Answer**

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital

Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 159 – 3rd Party Messaging platforms**

How many messages on WhatsApp or Signal between the department and the Minister's office have been set to disappear or auto-delete, and what justification exists for that?

#### **Answer**

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 160 – 3rd Party Messaging platforms**

Has Transport for NSW ever conducted an audit or review of WhatsApp and Signal use within the department to ensure compliance with record-keeping obligations?

#### **Answer**

I am advised:

Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.



**Question 161 – 3rd Party Messaging platforms**

Have any instructions been given to delete or avoid creating records of certain conversations on WhatsApp or Signal to circumvent scrutiny, such as GIPA requests?

**Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

**Question 162 – 3rd Party Messaging platforms**

Have any official government decisions, directives, or media talking points been issued via WhatsApp or Signal instead of formal email or departmental channels?

**Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

**Question 163 – 3rd Party Messaging platforms**

Have there been any security breaches, leaks, or lost government data due to the use of WhatsApp or Signal between Transport for NSW and ministerial staff?

**Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 164 – 3rd Party Messaging platforms**

Can you provide the names and roles of all Transport for NSW senior officials and ministerial staff who are part of any WhatsApp or Signal groups discussing government business?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 165 – 3rd Party Messaging platforms**

Have any encrypted messaging apps (WhatsApp, Signal, Telegram, etc.) been used for communication between the Premier's Office, the Premier's Department, the Minister's Office, and Transport for NSW on transport issues? If so, why weren't official government channels used?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 166 – 3rd Party Messaging platforms**

Can you confirm whether any decisions, directives, or approvals related to Transport for NSW have been issued exclusively via WhatsApp or Signal, bypassing formal email or Cabinet processes?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 167 – 3rd Party Messaging platforms**

Have any instructions been given from the Premier's Office or the Minister's Office to Transport for NSW executives to discuss sensitive matters on WhatsApp or Signal instead of via official correspondence?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 168 – 3rd Party Messaging platforms**

Have any messages between the Premier's Department, the Minister's Office, and Transport for NSW been set to disappear or auto-delete? If so, can you provide a list of who enabled this function and why?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 169 – 3rd Party Messaging platforms**

Have any public servants within Transport for NSW, the Premier's Department, or Ministerial offices been directed to use WhatsApp or Signal to avoid scrutiny, FOI, or GIPA requests?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 170 – 3rd Party Messaging platforms**

Has there been any recorded discussion between the Premier's Office, Minister's Office, and Transport for NSW about ensuring that certain messaging app conversations remain outside GIPA laws?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 171 – 3rd Party Messaging platforms**

Can you provide a full list of WhatsApp or Signal groups that contain members from the Premier's Office, the Premier's Department, the Minister's Office, and Transport for NSW? If not, why?

#### **Answer**

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 172 – 3rd Party Messaging platforms**

Have any crisis management strategies, media talking points, or policy positions been drafted or coordinated using WhatsApp or Signal, rather than via departmental email or formal ministerial correspondence?

#### Answer

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### Question 173 – 3rd Party Messaging platforms

Have any high-level staff in Transport for NSW, the Premier's Office, or the Minister's Office refused to provide access to WhatsApp or Signal records when requested by auditors or legal teams?

#### Answer

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### Question 174 – 3rd Party Messaging platforms

Has Transport for NSW, the Premier's Department, or the Minister's Office ever been warned by legal, IT, or security teams about the risks of using WhatsApp or Signal for government business? If so, what action was taken?

#### Answer

I am advised:

State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. Transport for NSW takes all its record keeping responsibilities seriously.

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the Acceptable Use of Digital Technology Policy, the Records Management Policy, and the Official Use of Social Media Policy.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

Instant messaging tools are particularly helpful during major events like New Years Eve, and during natural disasters, where staff may be working remotely offsite and outside normal business hours.

#### **Question 175 – Internal Committees**

How many diversity councils, working groups, committees, and advisory panels operate within Transport for NSW, and what is the total cost of running them?

#### **Answer**

I am advised:

Four working groups operate within Transport for NSW. These groups are run by an employee as part of their role and salary.

In addition to the four, there is the Accessible Transport Advisory Committee (ATAC) established to provide independent feedback on transport design, and implementation. This committee comprises external peak bodies informing inclusive design. ATAC members receive a sitting fee for attendance, estimated at approximately \$29,000 per annum. The ATAC is supported by .75 full-time equivalent (FTE) of an Executive Officer (grade 7) and .25 FTE of an Ageing and Disability Policy Lead (grade 9).

#### **Question 176 – Internal Committees**

Can you provide a full list of all internal working groups and diversity committees, their stated objectives, members, and the amount of paid staff time dedicated to them?

#### **Answer**

I am advised:

Transport for NSW has established working groups. These groups meet monthly and include:

- Aboriginal Employment Talent Squad - creates strong connections between the Aboriginal Employment Unit and Talent Acquisition teams to support execution of the Aboriginal employment strategy (seven members)
- Woman in Leadership and the Science, Technology, Engineering, Mathematics, and Computer Science Talent Squad - supports the implementation of the Transport Gender Equity Action Plan in relation to employment (six members)
- People with Disability Talent Squad - supports the implementation of Transport Access and Inclusion Plan (seven Talent Acquisition members and three members from Enabled Network)

- Veterans Talent Squad - activates and embeds the Veterans Employment program (six members).

Time investment is approximately 3 to 4 hours per month.

ATAC was established by Transport for NSW in 2011, as a key disability and ageing stakeholder forum to provide independent feedback on transport related design, development and implementation of projects, programs, products, legislation and policy.

#### **Question 177 – Internal Committees**

How many full-time employees at Transport for NSW work exclusively on diversity, inclusion, and equity programs rather than core transport operations?

#### **Answer**

I am advised:

17 positions are dedicated to the delivery and outcome of Diversity, Inclusion and Equality programs in Transport.

These employees also contribute to core Transport operations to ensure the appropriate policies, procedures, governance and reporting mechanisms are in place to meet compliance obligations under anti-discrimination, fair work and work health and safety legislation.

#### **Question 178 – Internal Committees**

Has Transport for NSW ever hired consultants, facilitators, or external trainers to run diversity and inclusion workshops, and if so, at what total cost over the past two years?

#### **Answer**

I am advised:

No consultants, facilitators, or external trainers have been engaged in Financial Year 2024-25 to run diversity and inclusion workshops.

#### **Question 179 – Internal Committees**

Have any diversity or inclusion working groups been consulted on operational decisions, such as hiring, infrastructure planning, or transport policy? If so, what expertise do they bring to those discussions?

#### **Answer**

I am advised:

Diversity and inclusion working groups provide views for consideration in operational decisions at Transport for NSW. Lived experience from these groups offers an opportunity for projects and initiatives to represent the communities of NSW. ATAC is regularly consulted on infrastructure planning and transport policy.

#### **Question 180 – Internal Committees**

Can you provide all internal correspondence and minutes from meetings where diversity groups or working groups provided input on transport policy or hiring?

#### **Answer**

I am advised:



Acceding to this request, which sets no time limit and does not otherwise reasonably confine its scope, would result in an extraordinary and unjustified diversion of resources away from core transport services. The relevant information would also require review and redaction to ensure that personal and sensitive information was not disclosed.

#### **Question 181 – Internal Committees**

Has Transport for NSW ever created or enforced quotas or hiring targets for certain demographic groups? If so, can you provide documentation proving this has not led to the exclusion of better-qualified candidates?

#### **Answer**

I am advised:

Transport for NSW is committed to the relevant NSW Government employment targets. Transport for NSW's progress on targets is publicly available in the Annual Report. There is no evidence to support unsuitable staff being engaged.

#### **Question 182 – Internal Committees**

Can you provide a full breakdown of funding, grants, or sponsorships given to external organisations through Transport for NSW's diversity and inclusion initiatives?

#### **Answer**

I am advised:

Transport for NSW has provided support to several initiatives in line with its commitment to Reconciliation. Financial Year 2024/25 commitments are as follows:

- Engineering Aid Australia Aboriginal Summer school - \$50,000 per annum
- Aboriginal HSC Scholarship program (Yillaburra) - \$2,500 per student per annum. Financial Year 2024/25 \$70,000, (cost varies per year)
- Koori Kids - \$6,500 per annum.

Transport for NSW also provided sponsorship of \$16,000 to the National Women in Construction Awards.

#### **Question 183 – Internal Committees**

Has Transport for NSW's executive leadership team ever received complaints or concerns from staff about diversity programs interfering with operational efficiency?

#### **Answer**

I am advised:

Transport for NSW is not aware of any complaints to the Executive regarding diversity programs interfering with operational efficiencies.

#### **Question 184 – Internal Committees**

Have any Transport for NSW employees been required to undergo diversity, equity, or inclusion training, and if so, how much has been spent on mandatory training programs?

#### **Answer**

I am advised:

Training for diversity, equality and inclusion is not mandatory. Transport for NSW offers all employees optional training modules for diversity, equality and inclusion.

**Question 185 – Internal Committees**

Has Transport for NSW ever removed, altered, or rebranded any existing projects due to recommendations from diversity groups?

**Answer**

I am advised:

Transport for NSW routinely makes refinements and alterations to existing projects throughout the community consultation phase, including diversity groups. It is essential that Transport ensures fit for purpose infrastructure that meets the needs of all passengers.

**Question 186 – Internal Committees**

How many diversity programs at Transport for NSW have measurable KPIs tied to actual transport outcomes rather than abstract inclusion metrics?

**Answer**

I am advised:

Diversity and inclusion is an indirect contributor to Transport's people outcomes and representative of the communities they serve. Representation of workforce diversity groups within Transport for NSW can be found in the Annual Report.

**Question 187 – Internal Committees**

Have any staff members at Transport for NSW been disciplined, warned, or reprimanded for questioning diversity programs or speaking out about their effectiveness?

**Answer**

I am advised:

Transport for NSW is not aware of any disciplinary procedures regarding employees speaking out about diversity programs or their effectiveness.

**Question 188 – Internal Committees**

Can you confirm whether diversity groups at Transport for NSW ever engage in political advocacy or activism beyond their internal role within the agency?

**Answer**

I am advised:

Transport for NSW employees are aware of their responsibilities to remain politically neutral, as reflected in the Code of Conduct and Social Media policies.

**Question 189 – Internal Committees**

How many taxpayer-funded hours are spent annually on meetings, reports, training sessions, and policy development related to diversity and inclusion, and how does that compare to time spent improving transport services?

**Answer**

I am advised:

As of June 30, 2024, there were 17 FTE positions dedicated to Diversity, Equity, and Inclusion programs. Part of their responsibilities include attending meetings, preparing reports, conducting training, and developing policies as needed. These activities support their ongoing work while fostering an engaged workforce that prioritises transport

initiatives, enhances operational efficiency, and ensures compliance with legal and reporting obligations.

#### **Question 190 – Internal Committees**

What is the total cost of designing, producing, and distributing diversity-related lanyards, posters, and branding materials across Transport for NSW in the past three years?

#### **Answer**

I am advised:

There is no directly attributable cost to design, produce and distribute diversity-related lanyards, posters, and branding materials across Transport for NSW in the past three years.

#### **Question 191 – Internal Committees**

Can you provide a full breakdown of suppliers, contracts, and costs for all diversity-related promotional materials, including posters, lanyards, and staff resources?

#### **Answer**

I am advised:

There has been no cost to design, produce and distribute diversity-related lanyards, posters, and branding materials across Transport for NSW in the past three years.

#### **Question 192 – Internal Committees**

How many different lanyard designs have been issued for diversity and inclusion purposes, and what was the justification for each?

#### **Answer**

I am advised:

There has been no cost to design, produce and distribute diversity-related lanyards, posters, and branding materials across Transport for NSW in the past three years.

#### **Question 193 – Internal Committees**

Can you confirm whether any Transport for NSW employees have been pressured or mandated to wear diversity lanyards as part of their uniform or workplace expectations?

#### **Answer**

I am advised:

No Transport for NSW employee has been pressured or mandated to wear diversity lanyards as part of their uniform or workplace expectations.

#### **Question 194 – Internal Committees**

How many taxpayer-funded hours have been spent by Transport for NSW staff on meetings, committees, and working groups discussing diversity branding initiatives such as lanyards, posters, and flags?

#### **Answer**

I am advised:

I refer to the response to Supplementary Question 189.

#### **Question 195 – Internal Committees**

Has Transport for NSW ever engaged consultants or branding firms to develop diversity-themed materials, and if so, what was the cost and selection process?

**Answer**

I am advised:

No consultants or branding firms have been engaged to develop diversity-themed materials for Transport.

**Question 196 – Internal Committees**

How many posters, brochures, or digital diversity awareness campaigns have been created by Transport for NSW, and can you provide evidence of any measurable impact on transport service quality?

**Answer**

I am advised:

No consultants or branding firms have been engaged to develop diversity-themed materials for Transport.

**Question 197 – Internal Committees**

What formal procurement processes were followed in awarding contracts for diversity-related branding materials, and can you confirm whether these contracts were competitively tendered?

**Answer**

I am advised:

No consultants or branding firms have been engaged to develop diversity-themed materials for Transport.

**Question 198 – Internal Committees**

Has Transport for NSW conducted any cost-benefit analysis to assess whether funds spent on diversity branding initiatives could have been better allocated towards improving transport safety, reliability, or frontline services?

**Answer**

I am advised:

No consultants or branding firms have been engaged to develop diversity-themed materials for Transport.

**Question 199 – Crime on Transport**

How many violent crimes have been recorded on Sydney Trains, buses, and ferries in the past two years, broken down by type of offence (assaults, sexual assaults, robberies, vandalism, and other serious incidents)?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 200 – Crime on Transport**

How many crimes on public transport in the past two years have resulted in an arrest and conviction?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 201 – Crime on Transport**

Can you provide the top 20 most dangerous train stations, bus stops, and ferry wharves based on crime reports over the last two years?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 202 – Crime on Transport**

What proportion of serious incidents reported on Sydney public transport occur between 7:00 PM and 5:00 AM, and what additional security measures have been introduced during these hours?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 203 – Crime on Transport**

How many Transit Officers, NSW Police Transport Command officers, and security personnel are currently deployed across the network, and how does this compare to the number deployed two years ago?

**Answer**

I am advised:

Transit Officer security force ceased operations in 2012. In 2023, Sydney Trains deployed over 1,000 contracted security officers per week across the Network. Increasing this deployment by approximately 10 per cent in 2025. Police Transport & Public Safety Command is a matter for NSW Police.

**Question 204 – Crime on Transport**

Can you provide a breakdown of repeat offences, showing how many offenders have committed multiple crimes on Sydney Trains, buses, and ferries over the past two years?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 205 – Crime on Transport**

Have there been any attempted murders, stabbings, or fatal attacks on Sydney's public transport network in the past two years, and what immediate security changes were made in response?

**Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 206 – Crime on Transport**

How many sexual assaults and harassment cases have been reported on Sydney public transport in the last two years, and what percentage of these cases resulted in charges being laid?

#### **Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 207 – Crime on Transport**

What percentage of public transport-related crimes in the past two years involved offenders who were already out on bail or had prior convictions?

#### **Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 208 – Crime on Transport**

How many crimes on Sydney Trains, buses, and ferries in the past two years were committed by individuals who were evading fares, and how many of these cases resulted in penalties or arrests?

#### **Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 209 – Crime on Transport**

How many reported hate crimes related to antisemitism, Islamophobia, or other racial and religious hate have occurred on Sydney's public transport network in the past two years?

#### **Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 210 – Crime on Transport**

Can you provide a breakdown of hate crimes committed on Sydney Trains, buses, and ferries, specifying how many were antisemitic, Islamophobic, or targeted other minority groups?

#### **Answer**

I am advised:

This is a matter for NSW Police.

#### **Question 211 – Crime on Transport**

How many arrests and prosecutions have resulted from reported incidents of antisemitism or Islamophobia on public transport over the past two years?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 212 – Crime on Transport**

Can you provide a month-by-month breakdown of hate crime incidents across public transport routes, and what patterns have emerged?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 213 – Crime on Transport**

What percentage of reported antisemitic and Islamophobic attacks on public transport involved repeat offenders or individuals already known to authorities?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 214 – Crime on Transport**

Have there been instances of hate-motivated physical assaults, verbal abuse, or threats on Sydney's public transport network, and how many resulted in hospitalisation or serious injuries?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 215 – Crime on Transport**

Have there been any recorded instances of organised extremist groups targeting public transport with hate-motivated graffiti or coordinated vandalism attacks?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 216 – Crime on Transport**

How many instances of antisemitic or Islamophobic graffiti, vandalism, or extremist messaging have been recorded on Sydney Trains, buses, and ferries in the past two years?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 217 – Crime on Transport**

Can you confirm whether antisemitic or Islamophobic graffiti has ever been found in government-owned or leased transport infrastructure, including train stations, bus stops, or ferry terminals?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 218 – Crime on Transport**

What is the standard protocol for reporting and removing hate-motivated graffiti, and how quickly are offensive messages removed from public transport property?

**Answer**

I am advised:

Sydney Trains acts promptly to remove offensive, political and religiously motivated graffiti located on Sydney Trains assets including railway stations, and within the Rail Corridor.

If a person is noticed to be in the process of graffiti vandalism, a person can notify a station team member immediately, call 000 or report anonymously to Crime Stoppers at 1800 333 000. Incidents of graffiti are also picked up during the Station Team's inspections and this team will clean any graffiti which is accessible. If the graffiti tags are offensive, the team will seek to promptly remove and report via our internal reporting protocols.

If offensive graffiti is discovered on a train which is in service and is reported by a member of the cleaning team, the train crew or a passenger or member of the public, the Rail Operations Centre (ROC) is contacted to ensure that the train is removed from service as soon as possible. The train is then taken to a suitable location where the graffiti can be removed. If the graffiti is internal only, a turnaround cleaner can be directed to remove the graffiti while the set is in transit or at a station.

Sydney Trains' graffiti removal supplier is notified to mobilise a team to paint out or remove the graffiti if it can be safely accessed. This is generally within four hours of notification. Where the vandalism requires special safe working measures in the rail corridor, a plan to action commences immediately in order to enter the rail corridor safely to ensure the graffiti is removed within 24 hours.

Any offensive graffiti on station buildings is prioritised for removal by Sydney Trains' contractors within 24 hours, subject to available access to the location. Due to safety considerations, a track possession may be required to safely access and remove the graffiti.

**Question 219 – Crime on Transport**

Have there been reports of repeat locations where antisemitic or Islamophobic graffiti is appearing, and what measures have been taken to prevent repeat offences?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 220 – Crime on Transport**



Have Transport for NSW or NSW Police ever identified individuals or groups responsible for hate-motivated vandalism, and have any been prosecuted?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 221 – Crime on Transport**

What percentage of reported antisemitic and Islamophobic crimes on public transport result in police investigations, and how many lead to formal charges?

**Answer**

I am advised:

This is a matter for NSW Police.

**Question 222 – Crime on Transport**

Can you provide a list of train stations, bus stops, or ferry wharves that have been identified as hotspots for hate-motivated crime and graffiti?

**Answer**

I am advised:

There has been an increase in antisemitic graffiti recently, particularly in the Eastern Suburbs and in the subway under Strathfield Station. These instances of vandalism have been actioned within two hours of notification.

**Question 223 – Crime on Transport**

Have there been any instances where Transport for NSW employees or contractors failed to report antisemitic or Islamophobic graffiti or hate incidents, and what disciplinary action was taken?

**Answer**

I am advised:

Transport for NSW is not aware of any incident of a failure to report the stated subject matter and therefore no record of disciplinary action.

**Question 224 – Crime on Transport**

How many complaints have been lodged by Jewish, Muslim, or other religious or cultural organisations regarding hate-motivated incidents on public transport in the last two years?

**Answer**

I am advised:

Transport for NSW is not aware of any complaint lodged by Jewish, Muslim, or other religious or cultural organisations concerning hate-motivated offences. It is possible that such incidents would have been reported directly to NSW Police.

**Question 225 – Crime on Transport**

Has Transport for NSW ever refused or delayed providing crime data related to antisemitism or Islamophobia on public transport to media or advocacy groups?

**Answer**

I am advised:

This is a matter for NSW Police.

#### Question 226 – Crime on Transport

What additional security measures have been implemented in response to rising reports of antisemitism and Islamophobia on Sydney's public transport network?

#### Answer

I am advised:

The safety of passengers and staff is Sydney Trains' top priority. The NSW Police Transport & Public Safety Command is responsible for crime-prevention across all modes of public transport in NSW, and Sydney Trains works closely with NSW Police to address crime and anti-social behaviour on the rail network.

Sydney Trains undertakes regular reviews of security arrangements at all stations and environments, utilising incident reporting and crime data to effectively assess the risk to our people and passengers and implement effective controls across the entire network including the deployment of Sydney Trains Contract Security Officers.

Sydney Trains' Security & Intelligence team produces weekly intelligence alerts that may include any activity across transport relating to antisemitism and Islamophobia. These alerts are distributed across Sydney Trains and in particular to operational and frontline staff.

Sydney Trains Security & Intelligence attends intelligence briefings with the NSW Police where they receive the most up to date intelligence on any activities that may affect rail operations. Joint operations are conducted to target violent crimes and anti-social behaviour on the rail network.

There are more than 800 Emergency Help Points and more than 13,400 CCTV cameras across the train network in NSW. The Sydney Trains Security Control Centre operates 24 hours a day, 7 days a week, with communication links to transport officers, police and emergency services.

In an emergency, passengers should call 000 or use Emergency Help Points to speak to staff for assistance. Threatening, offensive or unsafe behaviours are not tolerated and  fines may apply . Antisocial behaviour or criminal acts are encouraged to be reported to the Police Assistance Line on 131 444 or Crime Stoppers on 1800 333 000.

#### Question 227 – Crime on Transport

How many Transit Officers or police transport officers have been trained to specifically deal with hate crimes on public transport, and what guidelines do they follow?

#### Answer

I am advised:

Transit Officer security force ceased operations in 2012. Police Transport & Public Safety Command is a matter for NSW Police.

#### Question 228 – Crime on Transport

Has Transport for NSW conducted any internal reviews or audits into how hate-motivated crimes and vandalism are reported, investigated, and prosecuted on the public transport network? If so, can these reports be tabled?

**Answer**

I am advised:

Where relevant, Transport works with law enforcement authorities to determine safety and security needs.

**Question 229 – Industrial Action**

How many separate industrial actions have been taken by the Electrical Trades Union (ETU) and Rail, Tram and Bus Union (RTBU) against Transport for NSW over the past 18 months, and what has been the total economic impact?

**Question**

I am advised:

There has been no formal industrial action taken by the Rail, Tram and Bus Union or the Electrical Trades Union against Transport for NSW.

**Question 230 – Industrial Action**

What percentage of all service disruptions on Sydney Trains, Metro, and bus services over the past 18 months were directly caused by industrial action or union-related work stoppages?

**Question**

I am advised:

There have been no service disruptions on the Sydney Metro directly caused by industrial action or union related work stoppages.  
On 4 October 2023, the Transport Workers' Union drivers working for Surfside Buslines Pty Ltd in Tweed participated in stop work protected action, resulted in the cancellation of 35 services.

For Sydney Trains, Protected Industrial Action commenced in September 2024 and continued until the Fair Work Commission decision on 19 February 2025. During this time, some service disruptions were caused by Protected Industrial Action.

**Question 231 – Industrial Action**

How many instances have there been where union actions deliberately targeted peak-hour commuters, and was there any attempt by Transport for NSW or the government to legally prevent this?

**Question**

I am advised:

Registered unions advance their campaigns for a variety of reasons. Whether one objective was to cause disadvantage to peak-hour commuters is best answered by the relevant union. Of course, industrial actions, can have the consequence of causing hardship for the travelling public in peak hour periods.

**Question 232 – Industrial Action**

Has Transport for NSW offered any private concessions or side deals to the ETU or RTBU to prevent further industrial action? If so, why have these not been made public?

**Question**

I am advised:

Transport for NSW has not made any private concessions or side deals with the Electrical Trades Union or the Rail, Tram & Bus Union as part of bargaining to prevent further industrial action. Any offer is made as part of the total Enterprise Agreement package being negotiated and agreed.

### **Question 233 – Industrial Action**

Can you provide a full list of all meetings (and when and where) between Transport for NSW executives, government ministers, and representatives of the ETU and RTBU over the past 18 months?

### **Question**

I am advised:

The Transport portfolio has a comprehensive approach to union consultation with forums attended by the Rail, Tram and Bus Union and the Electrical Trades Union at the peak level in each Transport agencies, as well as at the local level and at a Transport portfolio level.

This is in line with the Government's policy requirements as well as to meet industrial obligations set out in the Enterprise Agreement and Awards that cover Transport employees. Meetings are also held for bargaining (Enterprise agreement and Awards), to consult on policies and procedures, as well as on major change activities and to manage individual matters and local disputes that arise with the workforce.

Meetings were held in ministerial offices, and commercial and departmental venues according to need.

### **Question 234 – Industrial Action**

Have any internal working groups, special committees, or task forces been created within Transport for NSW to handle industrial relations disputes? If so, what are their membership structures, objectives, and reporting lines?

### **Question**

I am advised:

Sydney Trains has a Protected Industrial Action Taskforce set up to assist Business Leads to understand and discuss the operational impacts of industrial action as notified by the Combined Rail Unions.

The taskforce comprises representatives from relevant operational areas.

Transport for NSW brings together relevant subject matter experts from across Transport for NSW to manage industrial disputes. The subject matter experts provide advice on potential resolution of disputes and management of any operational impacts of industrial action to operational leaders and the executive, dependant on the type of dispute and impact.

### **Question 235 – Industrial Action**

Have any members of these internal working groups or committees been given additional allowances, bonuses, or government-funded travel expenses as part of their involvement?

### **Question**

I am advised:

All Sydney Trains employees involved are working on the taskforce as part of their usual duties and role. No travel expenses have been incurred as part of an employee's involvement in the taskforce.

Transport for NSW staff also undertake this work as part of ordinary duties.

#### **Question 236 – Industrial Action**

Has Transport for NSW ever sought external legal advice on potential High Court or Fair Work Commission challenges to ongoing industrial action? If so, why hasn't the government pursued stronger action?

#### **Question**

I am advised:

External legal advice is obtained by Transport for NSW, Sydney Trains and NSW Trains, as and when considered necessary in relation to the ongoing industrial action. As NSW Government agencies, model litigant requirements apply. Evidentiary requirements to challenge industrial action are high and legal action is only taken where considered appropriate, having regard to those requirements.

#### **Question 237 – Industrial Action**

Has Transport for NSW conducted internal risk assessments on the impact of prolonged union actions on passenger safety, particularly relating to infrastructure, maintenance, and security gaps?

#### **Question**

I am advised:

Sydney Trains regularly reviews risks associated with industrial action. When notified of a new action, an assessment is made of the potential impacts, and any mitigation that can be implemented to address these impacts.

#### **Question 238 – Industrial Action**

How many times has Transport for NSW formally requested intervention from the Fair Work Commission in response to industrial action, and what were the outcomes?

#### **Question**

I am advised:

Transport for NSW is not a party to matters in the Fair Work Commission, as it is not a national system employer.

#### **Question 239 – Industrial Action**

Can you confirm the total taxpayer cost of all union pay demands, lost productivity, and operational slowdowns due to industrial action over the past 18 months?

#### **Question**

I am advised:

Negotiations are ongoing, and the total financial impact of industrial action is yet to be quantified. The impacts to projects will depend on the project lifecycle and at times, this will not be known until end of multi-year projects.

#### **Question 240 – Industrial Action**

How many times have Transport for NSW executives signed off on decisions that directly benefited unions, such as extended paid breaks or additional allowances, outside of formal agreements?

### Question

I am advised:

Transport for NSW policies, procedures and industrial awards guide decision making on entitlements to leave and related benefits.

All agreements with unions regarding employee entitlements in Sydney Trains fall within the entitlements in the Enterprise Agreement.

### Question 241 – Industrial Action

Have Transport for NSW or the Minister's Office ever signed off on temporary or unofficial agreements with the ETU or RTBU, outside of enterprise bargaining agreements?

### Question

I am advised:

The conditions applied to employees of Sydney Trains and NSW TrainLink are those that are negotiated and contained in the enterprise agreement.

### Question 242 – Industrial Action

Have any Transport for NSW staff received warnings, disciplinary action, or been dismissed for leaking industrial action plans, insider negotiations, or internal strategies to the unions?

### Question

I am advised:

There is no knowledge or record of any Transport for NSW staff receiving warnings, disciplinary action, or having been dismissed for leaking industrial action plans, insider negotiations, or internal strategies to the unions.

### Question 243 – Industrial Action

Has Transport for NSW conducted any internal investigations into whether ETU or RTBU-affiliated employees have deliberately slowed work, engaged in work-to-rule tactics, or sabotaged infrastructure maintenance during disputes?

### Question

I am advised:

The Rail Agencies monitor whether unprotected action is occurring and will take action accordingly if there is an indication of unprotected action.

### Question 244 – Industrial Action

How many instances of unauthorised leave or sick leave surges have been recorded within Transport for NSW's workforce during key periods of industrial action?

### Question

I am advised:

Transport for NSW employees are not involved in the current rail industrial action.

**Question 245 – Industrial Action**

Can you provide any evidence that Transport for NSW executives or HR departments have internally discussed firing or replacing striking workers, even if this was ultimately not pursued?

**Question**

I am advised:

No such discussions have occurred. Conduct of this sort is contrary to the *Fair Work Act 2009*.

**Question 246 – Industrial Action**

How many times has the NSW Police Transport Command been directly involved in dealing with industrial action disruptions, and what additional costs have been incurred for law enforcement?

**Question**

I am advised:

Details on deployment of the Police Transport Command are a matter for NSW Police.

**Question 247 – Industrial Action**

Has Transport for NSW ever considered, modelled, or drafted contingency plans for automation or outsourcing of unionised roles, and what would be the projected cost savings?

**Question**

I am advised:

No.

**Question 248 – Operations**

Can you provide a line-by-line breakdown of spend on Transport for NSW's executive leadership team, including salaries, bonuses, travel, hospitality, and discretionary expenses?

**Answer**

I am advised:

Information relating to senior executives is publicly reported within Annual Reports. Spending expenditure is in alignment with the delegation instruments and Transport procurement policies.  
<https://www.transport.nsw.gov.au/news-and-events/reports-and-publications/transport-for-nsw-annual-reports>

**Question 249 – Operations**

How many contracts awarded by Transport for NSW in the last three years have been over budget, behind schedule, or required additional taxpayer-funded bailouts?

**Answer**

I am advised:

From the projects awarded a contract by Transport for NSW since March 2023, only one contract has been finalised that exceeded the original budget allocation.

**Question 250 – Operations**

Have there been any instances where Transport for NSW paid contractors, consultants, or third parties for work that was never completed or had to be redone? If so, how much was lost?

**Answer**

I am advised:

Transport for NSW has no records of contractors which were paid despite a failure to fulfill their contractual duties.

If work is performed to a low standard, is defected following the provisional completion of works and must be undertaken again, it is expected that the contractor would undertake these works again without additional cost.

**Question 251 – Operations**

Can you provide the total cost of Transport for NSW's internal investigations, external reviews, and performance audits over the past two years, and what percentage of these resulted in meaningful policy changes?

**Answer**

I am advised:

The total expenditure on external investigations includes expenditure for investigations for all entities across Transport for NSW. Existing data does not permit separate expenditure to be identified only on Transport for NSW matters.

**Question 252 – Operations**

How many instances of fraud, financial misconduct, or procurement breaches have been reported within Transport for NSW in the past three years, and how many resulted in disciplinary action or criminal charges?

**Answer**

I am advised:

Transport for NSW considers and takes all reports of fraud and corruption, including significant breaches of procurement very seriously. All reports are assessed and, if it is considered that a Transport employee may have engaged in inappropriate conduct, those matters are dealt with consistent with the Transport Conduct Management and Discipline Procedure.

**Question 253 – Operations**

How many GIPA requests have been denied, heavily redacted, or significantly delayed by Transport for NSW in the past two years, and what were the most common reasons for refusal?

**Answer**

I am advised:

The Transport for NSW Annual Report provides details of the outcomes of access applications and can be accessed on the following URL:

<https://www.transport.nsw.gov.au/news-and-events/reports-and-publications/transport-for-nsw-annual-reports>



No applications have been significantly delayed over the last 2 years.

#### Question 254 – Operations

Has Transport for NSW ever been instructed by the Premier's Office or a Minister to withhold, delay, or alter the release of politically damaging information?

#### Answer

I am advised:

No.

#### Question 255 – Operations

Can you confirm whether any departmental meetings, policy discussions, or infrastructure planning decisions have taken place in private WhatsApp or Signal groups outside of official government channels?

#### Answer

I am advised:

Departmental staff are required to manage and store records in line with the *State Records Act 1998* and supporting policies, including the *Acceptable Use of Digital Technology Policy*, the *Records Management Policy*, and the *Official Use of Social Media Policy*.

A range of digital systems including Signal and WhatsApp have been approved for use and may be utilised where there is a valid business requirement. This has been an established practice under successive governments.

#### Question 256 – Operations

Over the last 2 years have any journalists, advocacy groups, or MPs been informally blacklisted from receiving responses to information requests or media inquiries due to their reporting on Transport for NSW failures?

#### Answer

I am advised:

No.

#### Question 257 – Operations

How many public servants currently employed by Transport for NSW have no formal transport, infrastructure, or engineering background, yet hold positions of influence over key decision-making?

#### Answer

I am advised:

Transport for NSW delivers a diverse range of work which requires different skills, capability and experience.

Role descriptions outline the inherent requirements of a role and support recruitment processes ensure that the right capability and experience is sourced.

#### Question 258 – Operations

Can you provide a breakdown of all consultants currently engaged by Transport for NSW, their fees, contract terms, and whether they were previously government employees?

**Answer**

I am advised:

In line with reporting requirements, Transport for NSW provides a breakdown of all engagements that meet the NSW definition of consultants within our Annual Report.

**Question 259 – Operations**

How many Transport for NSW employees are currently on “work from home” arrangements, and how does this compare to the number of frontline transport staff required to be physically present?

**Answer**

I am advised:

Transport for NSW offers flexible work arrangements, including remote work and flexible hours. Not all flexible work arrangements are suitable for some roles because of industrial instruments, operational requirements and/ or the type of work involved.

**Question 260 – Operations**

How many internal grievances, bullying complaints, or HR disputes have been lodged within Transport for NSW in the past two years, and how many resulted in disciplinary action?

**Answer**

I am advised:

Transport for NSW does not provide detail on individual employment matters.

**Question 261 – Operations**

Can you provide a list of every public transport infrastructure project that has been delayed, scaled back, or abandoned since the election of the Minns Labor Government?

**Answer**

I am advised:

Since March 2023, the projects cancelled or deferred by the NSW Government is the Beaches Link and the Great Western Highway Upgrade Program.

**Question 262 – Operations**

How many incidents of track failures, derailments, or system-wide shutdowns have occurred across the Sydney Trains network in the past two years, and how many were due to maintenance failures?

**Answer**

I am advised:

The performance of trains can be affected by several factors including passenger illness, security issues, severe weather conditions as well as train, signal, track, overhead wiring and points issues.

Sydney Trains has an extensive track upgrading program and undertakes maintenance of the tracks and other infrastructure daily.

Recent incidents causing significant Sydney Trains peak metropolitan service disruption, include:

- 14 March 2025 – track repairs at Ashfield
- 12 March 2025 – track repairs at Bondi Junction
- 14 February 2025 – high levels of crew absenteeism
- 7 February 2025 – security incident at Killara
- 17 January 2025 – operational issue and overhead wiring repairs at Central
- 15 -16 January 2025 – protected industrial action and critical infrastructure booked out
- 20 September 2024 – protected industrial action
- 9 September 2024 – track repairs at Central
- 3 September 2024 – trespasser on the tracks at Redfern
- 30 July 2024 – security incident at Stanmore
- 26 July 2024 – train and overhead wiring repairs at Redfern

#### **Question 263 – Operations**

How many reports, warnings, or internal recommendations have been made in the past three years regarding safety risks on Sydney's rail network, and how many have been ignored or deferred?

#### **Answer**

I am advised:

Ten. All reports and related actions were accepted by Sydney Trains management.

#### **Question 264 – Operations**

How much taxpayer money has been spent on consultants, reviews, and risk assessments for the Sydney Metro project without a single train yet running on the new lines?

#### **Answer**

I am advised:

All consultant expenditure is reported in Sydney Metro's Annual report, in accordance with the NSW legislation on annual reporting.

#### **Question 265 – Operations**

Can you confirm how many frontline transport workers—such as drivers, station staff, and maintenance crews—have quit or taken early retirement in the past two years due to concerns over safety, job security, or working conditions?

#### **Answer**

I am advised:

Transport for NSW has not experienced additional attrition above the normal attrition rates for populations including drivers, station staff, and maintenance crews. Transport for NSW does not mandate exit interviews and therefore does not have any qualitative data to support reasons for leaving in these populations.

#### **Question 266 – PCard / Corporate Card**

What is the total number of PCards (Procurement Cards) and corporate credit cards currently in use across Transport for NSW, and who is authorised to hold them?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 267 – PCard / Corporate Card**

Can you provide a full breakdown of all corporate card transactions over the past two years, including vendor names, transaction amounts, and justifications for purchases?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 268 – PCard / Corporate Card**

How many late fees, interest charges, or penalties have been incurred on corporate cards by Transport for NSW employees in the past three years, and what was the total cost to taxpayers?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 269 – PCard / Corporate Card**

How many instances of policy breaches related to PCard or corporate card use have been recorded, and what disciplinary action was taken against the employees responsible?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures

(including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 270 – PCard / Corporate Card**

Has Transport for NSW ever conducted internal audits into corporate card spending, and can you provide copies of those audit reports, including any red flags identified?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 271 – PCard / Corporate Card**

Can you confirm whether any corporate card transactions were flagged as suspicious, excessive, or unnecessary, and what actions were taken in response?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 272 – PCard / Corporate Card**

How many Transport for NSW corporate card holders have been caught using their card for personal or non-work-related expenses, and what was the total amount repaid?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 273 – PCard / Corporate Card**

Can you provide a list of the top 10 vendors or companies receiving payments from Transport for NSW corporate card transactions, and the total amount spent with each?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 274 – PCard / Corporate Card**

How many corporate cards have been lost, stolen, or otherwise compromised over the past three years, and what security measures were put in place to prevent fraud?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 275 – PCard / Corporate Card**

Can you confirm whether any corporate card spending was used for restaurants, entertainment, accommodation, or travel expenses beyond what is necessary for work?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 276 – PCard / Corporate Card**

How many times has a Transport for NSW corporate card holder been warned, suspended, or had their card privileges revoked due to misuse or policy breaches?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the

responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

#### **Question 277 – PCard / Corporate Card**

Has Transport for NSW ever paid annual fees, foreign transaction fees, or hidden bank charges on its corporate cards, and what was the total cost of these fees in the past two years?

#### **Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

#### **Question 278 – PCard / Corporate Card**

Can you provide a detailed breakdown of corporate card spending on office supplies, gifts, hospitality, or other non-essential expenses, and how these expenditures were justified?

#### **Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

#### **Question 279 – PCard / Corporate Card**

Has Transport for NSW ever engaged in “split transactions”—where payments are deliberately divided into smaller amounts to avoid procurement scrutiny? If so, how many times?

#### **Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 280 – PCard / Corporate Card**

How many PCard and corporate card transactions have been retrospectively approved, and why were these transactions processed without prior approval?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements in the Annual Reports.

**Question 281 – PCard / Corporate Card – Leadership team**

Can you provide a detailed breakdown of all PCard and corporate card transactions made by each leadership team member over the past two years, including dates, amounts, vendors, and purposes?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 282 – PCard / Corporate Card – Leadership team**

What are the individual PCard or corporate card limits assigned to each member of the Transport for NSW leadership team, and who approved these limits?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 283 – PCard / Corporate Card – Leadership team**

How many instances of policy breaches related to PCard or corporate card usage have been identified among the leadership team, and what disciplinary actions were taken in response?



**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 284 – PCard / Corporate Card – Leadership team**

Have any leadership team members incurred late fees, interest charges, or penalties on their corporate cards in the past three years? If so, what is the total amount of these charges, and have they been reimbursed to Transport for NSW?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 285 – PCard / Corporate Card – Leadership team**

Can you confirm whether any leadership team members have used their PCards or corporate cards for personal expenses, and if so, were these amounts promptly reimbursed?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 286 – PCard / Corporate Card – Leadership team**

How many transactions lacking proper documentation or receipts have been submitted by leadership team members, and what measures have been implemented to address this issue?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 287 – PCard / Corporate Card – Leadership team**

Have there been any instances of card misuse, such as splitting transactions to circumvent approval limits, among the leadership team? If so, what corrective actions were taken?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 288 – PCard / Corporate Card – Leadership team**

Can you provide the total annual expenditure incurred by each leadership team member using PCards or corporate cards over the past two years, and how does this compare to their allocated budgets?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 289 – PCard / Corporate Card – Leadership team**

Have any leadership team members delegated their PCard or corporate card usage to subordinates, and does this comply with Transport for NSW's policies?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to

promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 290 – PCard / Corporate Card – Leadership team**

How often are audits conducted on the PCard and corporate card transactions of the leadership team, and have any audits revealed irregularities?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 291 – PCard / Corporate Card – Leadership team**

Can you confirm whether any leadership team members have made cash withdrawals using their corporate cards, and if so, were these transactions compliant with Transport for NSW's policies?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 292 – PCard / Corporate Card – Leadership team**

Have any leadership team members used their PCards or corporate cards for expenses at venues or events that could be perceived as inappropriate or unrelated to official business?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 293 – PCard / Corporate Card – Leadership team**

What training and guidance have been provided to leadership team members regarding appropriate PCard and corporate card usage, and have any members failed to complete this training?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 294 – PCard / Corporate Card – Leadership team**

Can you provide a list of vendors with whom leadership team members have incurred the highest expenses using PCards or corporate cards, and explain the necessity of these expenditures?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 295 – PCard / Corporate Card – Leadership team**

Have any leadership team members' PCards or corporate cards been suspended or revoked due to misuse, and what were the circumstances leading to such actions?

**Answer**

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with public finance and audit legislation, NSW Treasury policy and guidelines, and related Transport Policies and Procedures. Transport for NSW is committed to the responsible use and management of purchasing cards and the Transport Purchasing Card Policy prescribes principles and requirements to give effect to that commitment, and to promote compliant, transparent and ethical use of purchasing cards. Expenditures (including PCard expenditures) are contained within the financial statements of the Annual Reports.

**Question 296 – Leadership Team Office Structures – Transport for NSW**

Can you provide a full, up-to-date organisational chart detailing the structure of each leadership team member's office, including all staff roles, reporting lines, and areas of responsibility?

**Answer**

I am advised:

Divisional Management Offices (DMOs) are part of the operating model change and are currently in detailed design in line with the implementation of the statewide operating model. The functional model for DMOs focuses on:

- standardisation to ensure the function is consistent and clearly defined across divisions, improving accountability and service delivery
- Business services support, which may include planning, risk governance and assurance functions
- centralised executive support to meet widely varying executive needs
- enhanced business partnering and collaboration.

#### **Question 297 – Leadership Team Office Structures – Transport for NSW**

How many staff members are currently employed within each leadership team member's office, and how does this compare to staffing levels in the past three years?

#### **Answer**

I am advised:

I refer to the response to Supplementary Question 296.

#### **Question 298 – Leadership Team Office Structures – Transport for NSW**

What percentage of Transport for NSW leadership staff are former ministerial or political advisors, and how many have direct links to the current or previous labor governments?

#### **Answer**

I am advised:

Government sector employees are required to perform their duties in an apolitical and impartial manner, in accordance with the Code of Ethics and Conduct for NSW government sector employees and the Ethical Framework for the Government Sector under the *Government Sector Employment Act 2013*. Transport employees must also comply with the relevant Code of Conduct.

#### **Question 299 – Leadership Team Office Structures – Transport for NSW**

How many meetings, calls, or emails have each leadership team member and their senior staff had with the Minister for Transport's Office, the Premier's Office, and the Premier's Department over the past 12 months? Can you provide logs or summaries of these engagements?

#### **Answer**

I am advised:

Ministers' diary disclosures are published quarterly on The Cabinet Office's website. <https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/ministers-diary-disclosures>.

#### **Question 300 – Leadership Team Office Structures – Transport for NSW**

What is the decision-making hierarchy between Transport for NSW's leadership team and the Minister's Office? Are leadership team members required to seek approval from the Minister or the Premier's Department before making key operational decisions?

#### **Answer**

I am advised:

Transport for NSW staff can make operational decisions in accordance with functions in each of their divisions and taking into account the delegations of authority set out in the various Transport delegation instruments. These instruments are approved by the Secretary and Transport portfolio Ministers, in accordance with legislative and regulatory requirements.

**Question 301 – Leadership Team Office Structures – Transport for NSW**

Has Transport for NSW created any internal committees, advisory boards, or task forces that include members from the Minister's Office or the Premier's Department? If so, what are their objectives, and who sits on them?

**Answer**

I am advised:

Transport for NSW works with stakeholders across government and various departments through both formal and informal processes.

**Question 302 – Leadership Team Office Structures – Transport for NSW**

Can you provide the total annual expenditure on salaries, allowances, travel, and office costs for the support staff and advisors attached to each leadership team member?

**Answer**

I am advised:

Annual expenditure on salaries is available in annual report, and all expenses form part of operating expenses, which are in alignment with relevant policies and procedures.

**Question 303 – Leadership Team Office Structures – Transport for NSW**

How many former staff from the Minister for Transport's Office or the Premier's Office have been hired by Transport for NSW leadership offices in the past two years, and formally of the Carr, Lemann, Rees or Keneally governments and into what roles?

**Answer**

I am advised:

Transport for NSW does not track this information at an aggregate level and is unable to comment on individual employee matters.

**Question 304 – Leadership Team Office Structures – Transport for NSW**

Has the Minister's Office, Premier's office, or the Premier's Department ever issued informal or formal directives instructing Transport for NSW leadership staff on how to handle politically sensitive matters, media engagements, or infrastructure announcements?

**Answer**

I am advised:

Government sector employees are required to perform their duties in an apolitical and impartial manner, in accordance with the Code of Ethics and Conduct for NSW government sector employees and the Ethical Framework for the Government Sector under the *Government Sector Employment Act 2013*. Transport employees must also comply with the relevant Code of Conduct.

**Question 305 – Leadership Team Office Structures – Transport for NSW**

Can you confirm whether any Transport for NSW leadership staff have ever been seconded, loaned, or temporarily assigned to work within the Minister's Office, the Premier's Office, or the Premier's Department? If so, what were the circumstances?

**Answer**

I am advised:

Public Service guidelines and relevant policies and procedures provide transfers both within Transport for NSW and across the public sector.

**Question 306 – CFMEU meetings**

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

**Answer**

I am advised:

In accordance with the Premier's Memorandum 2015-05, 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 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/access-to-information/ministers-diary-disclosures>).

**Question 307 – ETU meetings**

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

**Answer**

I am advised:

In accordance with the Premier's Memorandum 2015-05, 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 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/access-to-information/ministers-diary-disclosures>).

#### **Question 308 – Ministerial disclosures to The Cabinet Office**

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

#### **Answer**

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.

#### **Question 309 – Department(s)/Agency(s) Employees**

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?

#### **Answer**

I am advised:

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

#### **Question 310 – Department(s)/Agency(s) Annual Reports**

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

#### **Answer**

I am advised:

22 November 2024.

#### **Question 311 – Department(s)/Agency(s) Annual Reports**

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?



**Answer**

I am advised:

The Transport annual reports are digital publications and accessible online. Two copies of each were printed for the purpose of tabling in each House of Parliament. No budget was set aside for printing.

**Question 312 – Department(s)/Agency(s) Annual Reports**

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?

**Answer**

I am advised:

No.

**Question 313 – Department(s)/Agency(s) Annual Reports**

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

**Answer**

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.

**Question 314 – Department(s)/Agency(s) Annual Reports**

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?

**Answer**

I am advised:

The Transport annual reports are digital publications. Two copies of each will be printed for the purpose of tabling in each House of Parliament. No budget has been set aside for printing.

**Question 315 – State Records Act**

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?

**Answer**

I am advised:

The Ministers' Office Handbook provides guidance in relation to these obligations to assist each Minister's office. The Premier's Department and The Cabinet Office also provide guidance, advice, training and support on these obligations for all Ministers' offices. All

relevant officers and staff are expected to comply with their obligations under the State Records Act 1998.

#### **Question 316 – Advertising**

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

#### **Answer**

I am advised:

In Transport for NSW's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the Department of Transport financial statements and page 12 of the Transport for NSW financial statements. In NSW TrainLink's annual report, 'advertising and marketing expenses' are reported in Volume 2 on page 14 of the NSW Trains financial statements.

#### **Question 317 – Department(s)/Agency(s) Gifts and Hospitality Register**

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?

#### **Answer**

I am advised:

Yes, the register is accessible via the Transport for NSW internal network.

#### **Question 318 – Ministerial staff disclosure of gifts and/or hospitality**

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?

#### **Answer**

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.

#### **Question 319 – Ministerial staff disclosure of gifts and/or hospitality**

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?

#### **Answer**

I am advised:

I refer to the response to Supplementary Question 318.

### Question 320 – Ministerial Code of Conduct

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

(a) If yes, what was the breach?

### Answer

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.

### Question 321 – Credit Cards

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?

### Answer

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 an 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.

#### Question 322 – Credit Cards

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

#### Answer

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.

#### Question 323 – Credit Cards

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

#### Answer

I am advised:

The Transport for NSW Purchasing Card Policy can be found via [https://www.transport.nsw.gov.au/system/files/media/documents/2024/purchasing-cardpolicy\\_May-2024.pdf](https://www.transport.nsw.gov.au/system/files/media/documents/2024/purchasing-cardpolicy_May-2024.pdf)

The Government Sector Finance Agency Purchasing Card Policy can be found via <https://arp.nsw.gov.au/assets/ars/attachments/TPP21-02-Use-and-Management-of-NSWGovt-Purchasing-Cards.pdf>

#### Question 324 – Department(s)/agency(s) desk or office

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

#### Answer

I am advised:

I make use of an office in 52 Martin Place and NSW Parliament. On occasion, Ministers may make ad hoc arrangements to work for periods in Departmental offices.

#### Question 325 – Senior Executive Drivers

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

#### Answer

I am advised:

No senior executive service employees have a dedicated driver.

#### Question 326 – GIPA Applications – Ministerial Office

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?

**Answer**

I am advised:

Information concerning the obligations of a Minister's office as an agency under the Government Information (Public Access) Act 2009 (the Act) is required to be submitted to the Attorney General in accordance with section 125(2) of the Act.

The information is included in the annual report of the Department of Communities and Justice in accordance with sections 125(3) and (5) of the Act.

**Question 327 – GIPA Applications – Department(s)/Agency(s)**

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)?

**Answer**

I am advised:

Applications are assessed and determined by departmental employees according to established policies and the overarching laws and regulations

**Question 328 – GIPA Act – Disclosure Log Website URL**

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

**Answer**

I am advised:

The Disclosure Logs are maintained in accordance with the *Government Information (Public Access) Act 2009* for TfNSW, Sydney Trains, NSW Trains, Minister for Transport, Minister for Roads, Point to Point Commissioner, Sydney Metro and State Transit Authority and the previous agency, Roads and Maritime Services, on the following website:  
<https://www.transport.nsw.gov.au/about-us/access-to-information/disclosure-logs>

**Question 329 – TikTok**

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

**Answer**

I am advised:

The Circular DCS-2023-01 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

**Question 330 – Signal**

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?

**Answer**

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.

**Question 331 – Training**

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?

**Answer**

I am advised:

Ministers have undertaken a program of Ministerial induction training. Ministers have undertaken Respectful Workplace Policy Training. 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.

**Question 332 – Cabinet documents**

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

**Answer**

I am advised:

The conventions and practice for access to Cabinet documents are outlined in Premier's Memorandum M2006-08 - Maintaining Confidentiality of Cabinet Documents and Other Cabinet Conventions (M2006-8). M2006-08 provides that the unauthorised and/or premature disclosure of Cabinet documents undermines collective ministerial responsibility and the convention of Cabinet confidentiality. It is essential that the confidentiality of Cabinet documents is maintained to enable full and frank discussions to be had prior to Cabinet making decisions.

**Question 333 – Parliamentary Secretary**

Does your Parliamentary Secretary have pass access to your ministerial office?

**Answer**

I am advised:

No.

**Question 334 – Parliamentary Secretary**

Does your Parliamentary Secretary have a desk in your ministerial office?

**Answer**

I am advised:

No.

### Question 335 – Parliamentary Secretary

Has your Parliamentary Secretary ever used your Ministerial Vehicle?

### Answer

I am advised:

The Ministers' Office Handbook provides that:

- the Premier's Department will provide each Minister with a designated vehicle, which may be used by other drivers nominated by the Minister from time to time.
- the Premier's Department transport services may be used by Parliamentary Secretaries for official business trips in connection with their duties as Parliamentary Secretaries, with costs paid from the Ministers' office budget.

### Question 336 – Media releases and statements

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?

### Answer

I am advised:

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

### Question 337 – Overseas Travel

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

### Answer

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.

Relevant disclosures are contained within the travel costs category in the Annual Reports.

### Question 338 – Data Breaches

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

### Answer

I am advised:

Transport for NSW keeps a register of data breaches in accordance with the PPIP Act.

### Question 339 – Data Breaches

If yes to 338, what is the website?

**Answer**

I am advised:

The website for the public notification register is: <https://www.transport.nsw.gov.au/about-us/transport-privacy/data-breaches>

**Question 340 – Discretionary Fund**

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?

**Answer**

I am advised:

No, Transport for NSW does not hold a Ministerial Discretionary Fund.

**Question 341 – Qantas Chairman's Lounge**

Are you a member of the Qantas Chairmans Lounge?

**Answer**

I am advised:

The Constitution (Disclosures by Members) Regulation 1983 (the 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, at their discretion, to 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.

**Question 342 – Local Government Councillors**

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

**Answer**

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 (Act). 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).

**Question 343 – Transport for NSW Disability Inclusion Action Plan (DIAP)**

Given that Transport for NSW's current DIAP is dated from 2018 to 2022, when will an updated DIAP be delivered?

(a) What is the reason for the delay?

**Answer**

I am advised:

Transport for NSW is progressing the remake of a new Disability Inclusion Action Plan (DIAP) following completion of the Transport for NSW DIAP 2018-2022.

The timeframes for Transport's new DIAP have been impacted by ongoing developments in the national reform landscape, including progress on Disability Royal Commission recommendations, the NDIS Review and revisions to Australia's Disability Strategy. Aligned to this, the Department of Communities and Justice has commenced development of the new NSW Disability Inclusion Action Plan (DIP), which is anticipated to be finalised by end 2025.

Agencies are expected to remake and publish their new DIAPs in the six months following release of the new NSW DIP, to ensure they align with National and State policy direction.

**Question 344 – Access restrictions**

My office has been contacted by an individual who is a wheelchair user and tried to book a trip with TrainLink to attend the Blue Mountains Music Festival on Sunday 16 March, and was advised via Trip Planner of the following message: "some services on this line may not be wheelchair accessible. Please contact NSW TrainLink on 131 500 ahead of your journey to confirm if your trip will be accessible." What are you doing to ensure that wheelchair users don't have to call ahead every time they use public transport because it may or may not be accessible?

(a) Do you accept that this is an unacceptable and discriminatory burden to place on people with disability?

**Answer**

I am advised:

Passengers can use the station information, and the train fleet details on the Transportnsw.info website for specific information about the type of accessible access available for their intended rail journey. The website also provides information on what to do at a station which is unattended and boarding assistance is required.

A range of messages are meant to prevent inconvenience to passengers, not serve as a hindrance. These messages are critical in an environment where accessibility across the rail network is variable.

**Question 345 – Access restrictions**

Transport has previously advised that it is replacing the ageing NSW regional rail fleet of XPT, XPLOER and Endeavour trains. How many of these are still in use across NSW and which lines do they service

### Answer

I am advised:

A total of 77 XPT cars are still in service. XPT cars currently operate on the following lines:

- North – Grafton, Casino, Brisbane
- West – as far as Dubbo
- South – as far as Melbourne

A total of 23 Xplorer cars are still in service. Xplorer cars currently operate on the following lines:

- West – Armidale, Broken Hill, Griffith and Moree
- South – as far as Canberra

A total of 28 Endeavour cars are still in service. Endeavour cars currently operate on the following lines:

- Southern Highlands as far as Goulburn
- West - as far as Bathurst
- South Coast - Bomaderry to Kiama
- Hunter - Newcastle to Muswellbrook, Scone & Dungog

### Question 346 – Access restrictions

As of 17 March 2025, the Transport for NSW's 'travel alerts' web page listed 20 alerts for access restrictions at train stations which are listed as "out of service" for a time period of "ongoing - until further notice". Given how important these services are for many in the community who require them, what are you doing to ensure progress of these incidents are resolved as soon as possible?

### Answer

I am advised:

As at 31 December 2024, Sydney Trains maintains 529 lifts across the network.

Where lift services are suspended, approximately 80 per cent return to service in under 5 hours.

The relevant agencies closely monitor accessibility and encourage the earliest possible remedies where services become unavailable.

### Question 347 – Questions to the Point to Point Commissioner

Can you provide a detailed explanation of how the Commission's complaint handling system works, for consumers, providers and operators, drivers and the role of the Commission?

### Answer

I am advised:

The Point to Point Commissioner's compliance team routinely undertakes safety audits to ensure service providers have an effective safety management system in place – including processes for receiving and responding to safety complaints – and investigates

incidents and complaints relating to offences under the point to point transport act, including safety breaches, fare related offences and refusals, for example of people travelling with assistance animals.

Anyone who has a safety concern or who experiences or witnesses a driver refusing to carry an assistance animal is encouraged to submit a complaint to the Commissioner, by calling 131 727 or via the website at [pointtopoint.nsw.gov.au/contact-us](http://pointtopoint.nsw.gov.au/contact-us). The Commissioner investigates these complaints, provided sufficient information is obtained by the passenger to identify the driver or vehicle, and the service provider.

The Commissioner recently introduced a new process for passengers who are refused by a rideshare or taxi driver when travelling with an assistance animal, with service providers now required to report to the Commissioner complaints of all refusals and trip cancellations, and the actions they are taking to manage these complaints.

As part of the NSW Government's \$15 million emergency package to support the wheelchair accessible taxi industry, the Commissioner will also work with service providers and disability groups to improve the complaints process for people travelling in wheelchairs.

For taxi fare related issues, passengers can contact the Commissioner's Taxi Fare Hotline. The Hotline was established for passengers to provide feedback and complaints related to taxi fares in rank and hail passenger services, such as drivers failing to use the meter, refusing a hire and overcharging.

Complaints received through the Hotline are directed to the relevant taxi service provider for appropriate action and investigation. The Commissioner expects service providers to contact passengers with the outcome of their investigation and to apply sanctions and disciplinary actions to drivers, such as suspension, further training or removal from the company's platform.

Taxi service providers must report to the Commissioner actions taken to resolve these complaints, including the actions taken by the service provider, information provided to the complainant, and the outcomes of any investigation.

More than 90 per cent of fare-related complaints passed on to service providers have been resolved with more than 3,000 refunds issued by taxi companies since the Hotline was established.

The Commissioner has made it easier for passengers to lodge a complaint with the Hotline, with more than 60,000 information stickers distributed to taxi operators across NSW. The stickers feature a QR code that easily links passengers to the Hotline number and online complaint form and must be displayed in all rank and hail taxis.

Further information about complaints management, including the process service providers are required to follow in relation to assistance animal refusals, taxi fare related complaints and safety complaints, is available on the Commissioner's website at [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au).

#### **Question 348 – Questions to the Point to Point Commissioner**

What regulatory reform needs to happen to properly capture large taxi and rideshare companies like A2B and Uber under your remit?

(a) What exactly are your powers in relation to these companies and your ability to carry out effective fraud detection measures, safety checks, complaint-handling and enforcement?

### Answer

I am advised:

NSW has strong safety laws and all parts of the point to point transport industry must comply with these standards, from the largest global companies such as Uber and DiDi down to national and local companies.

As part of the Commissioner's ongoing oversight of the industry, he recently prosecuted and fined rideshare operator DiDi for failing to ensure one of its drivers was eligible to conduct passenger services. DiDi was fined approximately \$100,000. The Commissioner is also taking action against Uber for allegedly allowing Uber Eats food delivery drivers to conduct passenger services. This matter is currently before the court.

The Commissioner previously issued Uber with 13 improvement notices and approximately \$200,000 in fines following an audit of its safety systems. As a result, Uber made changes to improve systems and processes in line with the Commissioner's directions, including expanding the team responsible for incident management, appointing dedicated safety officers to investigate and respond to serious incidents in NSW and ensuring greater consistency in how incidents and complaints are managed and responded to.

Last year, the Commissioner identified that some taxi companies were operating without compliant duress alarms, meaning their drivers were unable to easily raise an alarm or notify of trouble. These operators were ordered off the road until they addressed the issues.

The Commissioner also takes action against individual drivers when needed, for example he has prosecuted wheelchair taxi drivers for breaching their safety obligations. This resulted in the drivers being disqualified from driving any point to point transport vehicle.

Allegations of serious criminal fraud are a matter for NSW Police. The Commissioner works with NSW Police to assist them with their investigations.

(a) The Point to Point Transport Commissioner's functions and powers are set out in the Point to Point Transport (Taxis and Hire Vehicles) Act 2016.

### Question 349 – Questions to the Point to Point Commissioner

What is the Commission's resourcing capacity for its:

- (a) Complaint handling system?
- (b) Ability to investigate and monitor compliance?
- (c) Enforcement?

### Answer

I am advised:

The Commissioner's Industry Contact Centre (ICC) is a dedicated team of point to point transport specialists who are available to support the industry by answering questions and providing information. The ICC assists industry participants by helping them understand their safety obligations and manage their business requirements.

Passengers can also contact the ICC if they have been unsuccessful in reporting a safety concern to a service provider or the complaint has not been resolved to their satisfaction.

The Taxi Fare Hotline is dedicated to supporting passengers who want to report complaints related to taxi fares in rank and hail passenger services, such as drivers failing to use the meter and refusing fares unless the passenger agrees to a fixed fare and overcharging.

The Hotline team collects information provided by passengers and directs the report to the relevant taxi service provider for investigation and action. The Hotline team also ensures that service providers are following up on complaints by investigating, contacting passengers and reporting outcomes to the Commissioner.

More than 7,500 fare related complaints have been referred to service providers, with more than 90 per cent of those complaints resolved.

The Commissioner holds service providers to account for their safety obligations, including the requirement to have a process in place to manage and respond to safety complaints, through a mix of education and compliance activity.

The Commissioner's compliance team routinely undertakes safety audits to ensure service providers have an effective safety management system in place, are running checks on their drivers and vehicles, and are managing incidents and safety reports from drivers and passengers appropriately.

The Commissioner's team of inspectors regularly undertake highly visible and covert, plain clothes operations at targeted locations and popular CBD taxi ranks, during busy holiday periods, and during events throughout NSW.

Inspectors work with Guide Dogs NSW/ACT to run covert, plain clothes operations targeting drivers who refuse to carry assistance animals. These operations have identified rideshare drivers cancelling on approach and taxi drivers refusing to accept passengers with Guide Dogs at taxi ranks. Following the success of these operations, inspectors recently ran similar covert operations targeting Wheelchair Accessible Taxi services.

The Commissioner's inspectors also conduct joint operations with NSW Police and Transport for NSW.

The Commissioner makes it easier for service providers to run their businesses safely, through the provision of industry safety tools, education and advice.

The Driver Vehicle Dashboard allows industry to run quick and easy safety checks on drivers, providing near real-time information on ongoing driver eligibility, serious driving offences and criminal charges. Recent improvements to the database mean service providers can also now run checks on fare related offences, including overcharging, not using the meter or refusing a fare. Around 70 million checks are run on drivers and vehicles each year, with almost 250 million checks run since 2017.

The Commissioner's team also runs industry and community information sessions and workshops and offers online short courses, self-assessment guides and other educational material.

Detailed information about the Commissioner's compliance and enforcement activity can be found on the Commissioner's website at [pointtopoint.nsw.gov.au](http://pointtopoint.nsw.gov.au).

**Question 350 – Questions to the Point to Point Commissioner**

In each of the last 5 years, how many complaints have you received in relation to each of the following matters, broken down into the service providers or operators involved, the outcome of complaints, what action was taken (eg. how many were investigated, dropped due to not enough evidence, prosecuted, driver dismissed, referred to police, etc) and where the complaint was made (eg. via the Taxi Fare Hotline, the online taxi fare complaints form or other)?

- (a) Assistance animal refusals?
- (b) Disability discrimination, harassment, abuse, etc? (please detail the type of incidents however this is recorded)
- (c) Fraud in relation to disabled passengers?
- (d) Sexual violence, abuse, harassment, etc?

**Answer**

I am advised:

The Commissioner has received 73 complaints relating to refusal of assistance animals in the last five years, with 7 in 2021, 11 in 2022, 14 in 2023 and 41 in 2024. No complaints relating to assistance animals were received in 2020.

Of these complaints, 28 were received through the Taxi Fare Hotline, 51 of these were reported through the Commissioner's Industry Contact Centre or direct to the Commission, and 7 were through compliance activities.

All Assistance Animal complaints are referred to the Commissioner's investigators for review, with 24 fines issued to drivers in the past three years, for refusing to carry an assistance animal or assistance animal in training.

Complaints relating to matters such as fraud, sexual assault, violence and harassment are handled by NSW Police.' Anti-Discrimination NSW is the state body responsible for handling complaints relating to disability discrimination.

**Question 351 – Questions to the Point to Point Commissioner**

In each of the last 5 years, how many total calls has the Taxi Fare Hotline received?

**Answer**

I am advised:

Since the Taxi Fare Hotline was established in November 2022, 7,715 fare related complaints have been referred to service providers, with more than 95 per cent of those complaints resolved. The breakdown per financial year is below

	Taxi Fare Hotline complaints
<b>FY 22/23</b>	1,260
<b>FY 23/24</b>	3,046
<b>FY 24/25</b>	3,409

**Question 352 – Contamination and related monitoring at the St Peters interchange Westconnex site**

With respect to monitoring reports and data provided by consultants to Transport for NSW (TfNSW) regarding the WestConnex St Peters Interchange for the period 1 January 2020 to present day, regarding compliance with Environmental Protection License (EPL) 4627:

(a) What oversight, review, and/or analysis of those reports and data has been undertaken by TfNSW staff?  
 (b) What communication has occurred between TfNSW and the Environmental Protection Authority (EPA) regarding the adequacy of that data?

### Answer

I am advised:

Transport for NSW staff review monitoring data undertaken in accordance with EPL4627 and compliance information related to this monitoring to ensure accuracy as part of the process of publishing monitoring data and preparing annual returns. This is following review of the data by WSP (consultant engaged to conduct monitoring) and the Waste Asset Management Corporation (WAMC) (engaged to provide management of environmental compliance).

In the event that monitoring data issues are identified, any discrepancies are discussed with WSP and WAMC and then a further review is undertaken by the Site Auditor if needed to resolve the issue. The EPA is advised as part of regular liaison meetings and further follow up information is provided if requested by the EPA.

Regular liaison meetings with the Environment Protection Authority (EPA) have been held since the licence was transferred to Transport, and these forums have been used to communicate and discuss any monitoring issues with the EPA as they arise. In relation to the December 2023, September 2024 and December 2024 quarterly monitoring rounds, it was identified that certain analytes were missing. These issues were communicated to the EPA, and further information regarding the issue was also provided to the EPA. The EPA wrote to Transport reminding it of its obligations under the licence, while also noting that measures have been implemented to reduce the likelihood of re-occurrence and that the missed analytes present a low risk.

An annual report is prepared and submitted to the EPA. Any non-compliances during the reporting period are included in the annual return, and these details are available on the EPA's Public Register website.

In addition, an annual environmental monitoring report is prepared, providing technical analysis and commentary on the monitoring results for each annual licence period. The annual return, annual report and annual interim advice letter prepared by the Site Auditor are all provided to the EPA.

### Question 353 – Contamination and related monitoring at the St Peters interchange Westconnex site

What was the cost to TfNSW in consultants' fees for the monitoring and report for each of the financial years between June 2020 and June 2024?

### Answer

I am advised:

The consulting fees incurred by Transport for NSW for monitoring and reporting over the financial years between June 2020 and June 2024 are approximately as follows:

- Financial Year 2020/21: \$250,000
- Financial Year 2021/22: \$250,000
- Financial Year 2022/23: \$318,139
- Financial Year 2023/24: \$371,565



**Question 354 – Contamination and related monitoring at the St Peters interchange Westconnex site**

Why didn't TfNSW publish any annual monitoring reports for the period 2020 to 2022?  
(a) Was monitoring conducted during this period?

**Answer**

I am advised:

There is no requirement to publish annual monitoring reports. Transport for NSW publishes all monitoring data as required by the licence, including all data since the licence was transferred to Transport for NSW in 2020.

**Question 355 – Contamination and related monitoring at the St Peters interchange Westconnex site**

In reviewing the reports and data for compliance with EPL4627 regarding the WestConnex St Peters Interchange site:  
(a) Did TfNSW identify any monitoring data that was not satisfactory between the reporting years of 2020 and 2024?  
(b) If yes, what issues were identified regarding the unsatisfactory data and what actions were taken as a result?

**Answer**

I am advised:

Transport for NSW has identified some monitoring data issues for monitoring conducted between the years 2020 and 2024. In the event issues are identified with the monitoring data, a review process is undertaken to understand the cause of the issue and any future action to be undertaken to address the issue. This has included updates to the standard operating procedure for monitoring required under the licence, to assist in identifying any potential issues earlier in the monitoring process to help avoid re-occurrence. There have also been a few instances of monitoring equipment failure (continuous water level loggers) as an example with the corrective actions being changes to field monitoring procedures and replacement of loggers with new ones. Some monitoring wells were impacted by construction activities carried out for the construction of the Sydney Gateway and M4-M5 link motorway projects. In some instances, monitoring wells were temporarily inaccessible during the monitoring events and in other instances wells were damaged by construction activities preventing sampling from occurring. A small number of minor field monitoring and laboratory errors have occurred to date.

**Question 356 – Contamination and related monitoring at the St Peters interchange Westconnex site**

What is the estimated cost, over each of the next 3 financial years, of remediating contaminated land at the WestConnex St Peters Interchange site?

**Answer**

I am advised:

The estimated cost of remediating contaminated land at the WestConnex St Peters Interchange site over the next three financial years is currently undetermined. This is due to the scope of works still being in the design stage, which directly impacts the cost estimation process.

At present, the majority of activities being undertaken by WSP and WAMC are not remediation efforts but rather monitoring, operations and maintenance activities, as



required under the Environment Protection Licence (EPL), landfill management and site investigation activities. These activities are accounted for within the OPEX cost budget.

**Question 357 – Contamination and related monitoring at the St Peters interchange Westconnex site**

In relation to the “minor errors” identified by the NSW Environmental Protection Authority in reports and data provided to consultations for TfNSW for the period 1 January 2020 to present regarding compliance with EPL4627:

- (a) What were these errors;
- (b) On what basis were they deemed to have been “minor”;
- (c) What are the implications of such errors; and
- (d) What steps, if any, were taken by TfNSW to mitigate against any negative implications of such errors?

**Answer**

I am advised:

Minor errors identified by the EPA related to published data on the Transport for NSW website, such as the incorrect report being uploaded for a specific monitoring round. These errors in the published data have since been rectified and no further action is required. There were no material implications resulting from these errors, as they were all administrative errors in nature.

**Question 358 – Contamination and related monitoring at the St Peters interchange Westconnex site**

In the last financial year, how much money did Transport for NSW spend on engaging external contractors to undertake research/investigations and prepare reports to inform projects led by the Department?

**Answer**

I am advised:

Regarding St Peters Interchange, expenditure in the last financial year was zero dollars. Approximately \$500,000 has been budgeted, primarily for Landfill Gas Risk Assessments, and Mitigation Gas Design. These tasks are progressing.

**Question 359 – Contamination and related monitoring at the St Peters interchange Westconnex site**

How does this compare with expenditure on the same in the past five financial years?

**Answer**

I am advised:

The costs outlined above encompass all expenses associated with contamination monitoring and reporting by the project.

**Question 360 – Contamination and related monitoring at the St Peters interchange Westconnex site**

In relation to permanent staff employed by Transport for NSW:

- (a) What is the total number currently employed and how does this compare with the number for the past five financial years; and
- (b) Of these, how many roles include subject matter expertise or specialist policy knowledge in their specific remit and how does this compare with the number for the past five financial years?

**Answer**

I am advised:

There have been no permanent staff from Transport for NSW employed specifically on St Peters Interchange over the past five years. Staff are instead employed on the broader M8 Project, which encompasses and exceeds St Peters Interchange in scope. These staff members are engaged across the entire length of the M8 Project, extending to Kingsgrove. Transport for NSW's Environment staff provide specialist assistance as required.

**Question 361 – Opal Cards**

On 10 January I wrote to your office about the fact that light rail workers are the only NSW transport staff not provided with free public transport by way of an employee opal card. Why is this the case?

**Answer**

I am advised:

Transport for NSW has been progressively rolling out Opal cards to public transport operational staff. Bus operators were the priority, followed by operational staff working on Sydney Metro and Manly Fast Ferries.

In early 2025, Transport for NSW commenced working with Light Rail operators to provide Opal Cards to operational employees in those organisations. This is expected to be completed before the end of the year.

**Question 362 – Opal Cards**

When will we see the next generation Opal system and what is this delay costing the taxpayer?

**Answer**

I am advised:

At this stage, there is no additional cost for the Opal Next Generation program. The Request for Procurement is currently in evaluation. Once the delivery contract is signed, Transport for NSW will advise the delivery timeline and project cost.

**Question 363 – E-micromobility**

Are the e-micromobility parking guidance on track to be developed in 2025?

**Answer**

I am advised:

Yes.

**Question 364 – E-micromobility**

How will Transport for NSW ensure local councils and stakeholders are consulted in developing these guidelines?

**Answer**

I am advised:

Transport for NSW plans to engage with key stakeholders on guidance materials in advance of its publication.

**Question 365 – E-micromobility**

Will the updated guidance include dedicated parking infrastructure or enforcement measures to prevent obstruction of footpaths and roads?

**Answer**

I am advised:

Yes. Guidance will include parking solutions and provide advice on options to improve parking compliance.

**Question 366 – E-micromobility**

Will the Government commit to establishing a clear and accountable governance framework for road space allocation on both state and local roads?

**Answer**

I am advised:

In February 2025, Transport launched a review of the *Roads Act 1993*. This review intends to enable more contemporary uses for roads and streets, including taking better account of the needs of all road users in their planning, administration and management. The review will inform the approach the NSW Government takes on road space allocation.

**Question 367 – Get Active Program**

Will the Government commit to increasing funding for the Get NSW Active Program in the next Budget?

**Answer**

I am advised:

This question relates to a recommendation in the Parliamentary Inquiry into the use of e-scooters, e-bikes and related mobility options. The NSW Government will respond to this in due course.

**Question 368 – Get Active Program**

What criteria are used to determine which projects receive funding, and how does the Government ensure fair distribution across councils?

**Answer**

I am advised:

Criteria for the 2025/2026 Get NSW Active Program are:

- Project design and strategic merits (design project or construction project applications)
- Aims and objectives of the strategy/plan (strategy/plan development project applications)
- Project management approach and ability to deliver project.

For the Get NSW Active Program 2025/2026, funding is allocated based on population: 40 per cent to Regional and Outer Metropolitan, 15 per cent to Western Parkland City, and 45

per cent to Central River City and Eastern Harbour City. per cent (\$500,000) is for strategy/plan projects, 10 per cent (\$5 million) is for design projects, and the remainder goes to construction projects.

Funding is awarded only if enough eligible projects are submitted. If a region lacks sufficient applications, funds will go to the next highest-ranked projects across all regions.

#### **Question 369 – Get Active Program**

Will the Government consider a doubled budget year on year with clear commitments in each and every NSW Budget as recommended by Bicycle NSW?

#### **Answer**

I am advised:

Funding decisions are made through established funding processes for the NSW Government. These take into account alignment with target outcomes and Government policy, demonstration of benefits and merit, and the overall fiscal context of the State.

#### **Question 370 – Narrowing of Bronte Road**

Will there be a review of the Waverley Council's narrowing of Bronte Road in its "Streetscape upgrade" works given the road takes buses and parked SUVs making passing distances unsafe?

#### **Question**

I am advised:

Bronte Road, located in Waverley, is a regional road managed by Waverley Council. Transport for NSW has been working with Council on the proposed Charing Cross Streetscape Upgrade.

As part of the proposal, both traffic and parking lanes are to be narrowed. However, the proposed lane widths have been carefully designed to comply with all relevant standards. The design ensures that vehicles, including buses, can continue to pass parked cars safely and efficiently.

Further details, including the Review of Environmental Factors, are available on Waverley Council's website.

#### **Question 371 – Inner West Bus Services**

Will the government investigate the introduction of a direct service between Annandale and the City via the Anzac Bridge?

#### **Answer**

I am advised:

There are no current plans to introduce a bus service operating between Annandale and the City via Anzac Bridge. Customers in Annandale can catch the frequent service route 470 Lilyfield to City Martin Place.

#### **Question 372 – Inner West Bus Services**

There is no school bus for kids to get to Balmain Senior Secondary College if they live in Ultimo or Pyrmont. What responsibility does the government take for making sure students have a viable and reliable option for getting public transport to school?

**Answer**

I am advised:

Students in Ultimo and Pyrmont can catch frequent route 501 to Victoria Road Rozelle and can transfer to route 433 or school service. Alternatively, they can catch route 501 to the bus stop at Victoria Road at Callan Street, Rozelle and walk to the school which is approximately 700 metres away.

**Question 373 – Barangaroo**

Why was the Barangaroo Metro Station entrance built almost one kilometre away from the Barangaroo Ferry Wharf?

**Answer**

I am advised:

Barangaroo Station's location was carefully chosen not only to complement and catalyse future development in the area but also to provide a critical east-west transport link between Martin Place and Barangaroo. This new connection enhances the efficiency of the broader Sydney transport network and is designed to ease future pressure on the heavily utilised suburban rail platforms at Wynyard Station.

Beyond its functional role in the transport network, Barangaroo Station serves as a gateway to some of Sydney's most vibrant and culturally significant precincts. It provides improved access to the Walsh Bay Arts and Culture Precinct, while also offering direct and convenient connectivity to a diverse range of public, residential, commercial, and entertainment areas within the Barangaroo development. In doing so, it strengthens the integration of transport and urban life, ensuring that this emerging waterfront destination is both accessible and welcoming to residents, workers, and visitors alike.

The station also enhances mobility for communities in nearby residential neighbourhoods such as Millers Point and Walsh Bay, and is poised to meet the needs of future residents in Central Barangaroo. As a result, it supports a more connected, sustainable, and liveable city by delivering high-quality, future-focused public transport infrastructure.

**Question 374 – Barangaroo**

Does the Government plan to construct and operate another Ferry Wharf adjacent to the Barangaroo Metro at the entrance to Nawi Cove?

**Answer**

I am advised:

There are no plans to construct a ferry wharf at the entrance to Nawi Cove.

**Question 375 – Glebe Island**

How soon can the Government make the Glebe Island Bridge able to support a pathway from Pyrmont to Rozelle for walkers, cyclists, wheelchairs and push-chairs?

**Answer**

I am advised:

Transport for NSW investigated options for the rehabilitation and reactivation of Glebe Island Bridge, with a preferred option identified as part of the Strategic Business Case

completed in late 2024. Transport will prepare a Final Business Case which will be submitted to the NSW Government for investment decision.

**Question 376 – Glebe Island**

Would the Government consider a temporary lightweight crossing platform for the Glebe Island Bridge while the historic swing bridge mechanism is repaired?

**Answer**

I am advised:

No.

**Question 377 – Metro design and fire safety**

Are elevated walkways, used to assist access and egress of rescue efforts in tunnel rescue incidents, included in the Sydney Metro Western Sydney Airport design guidelines?

(a) If yes, have these design elements been tendered for construction and will they be delivered?

(b) If not, is this consistent with other Sydney Metro projects?

i. What cost savings does the change in design represent to the project?

ii. Have emergency service agencies been consulted on the changes?

**Answer**

I am advised:

Elevated walkways are included in the Sydney Metro – Western Sydney Airport design requirements. The Sydney Metro – Western Sydney Airport design for the walkways is being finalised.

Elevated walkways will be delivered by the Stations, Systems, Trains, Operations and Maintenance (SSTOM) contractor, Parklife Metro (PLM). Construction is being progressed by PLM.

Sydney Metro continues to consult with relevant stakeholders including Fire and Rescue NSW and the Office of the National Rail Safety Regulator, adhering to the agreed formal process of engagement, to ensure the design meets the relevant standards.