



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8 – CUSTOMER SERVICE

BUDGET ESTIMATES 2024-2025

Supplementary questions

Portfolio Committee No. 8 – Customer Service

**Customer Service and Digital Government, Emergency Services, Youth
Justice (Dib)**

Hearing: Friday 11 April 2025

Answers due by: 5.00 pm Tuesday 13 May 2025

Budget Estimates secretariat

Phone (02) 9230 2740

BudgetEstimates@parliament.nsw.gov.au

BUDGET ESTIMATES 2024-2025
SUPPLEMENTARY QUESTIONS

Questions from Sue Higginson MLC

Reconstruction Authority

- (1) What is the total amount of funding allocated for flood recovery in the Northern Rivers under the Resilient Homes Program and other relevant programs?
- (2) Of the total funding allocated:
 - (a) How much has been spent to date, broken down by year?
 - (b) How many properties or households have received assistance through each program stream:
 - i. Buybacks?
 - ii. Retrofits?
 - iii. Relocations?
- (3) What are the reasons for the continued delay in spending the remaining allocated funds?
- (4) Has the Reconstruction Authority undertaken cost–benefit analyses or other comparative evaluations of the following housing management options:
 - (a) demolition of flood-affected homes?
 - i. What was the date, title and authorship of any undertaken analysis?
 - (b) relocation of flood-affected homes?
 - i. What was the date, title and authorship of any undertaken analysis?
 - (c) retrofitting or raising of existing homes
 - i. What was the date, title and authorship of any undertaken analysis?
- (5) Please provide the average or indicative cost per property, as currently estimated or incurred, for the following activities:
 - (a) demolishing a flood-affected home?
 - (b) relocating a home to a new site?
 - (c) retrofitting or raising an existing home?

- (6) What evidence has been relied upon by the Reconstruction Authority to support the claim that homes demolished through the Resilient Homes Program are being recycled?
- (7) Has the Reconstruction Authority defined what constitutes “recycling” in the context of demolitions?
 - (a) If so, what is the definition and what is the title of any relevant policy, operational directive, or guideline?
 - (b) Does this definition include the use of crushers or shredders that reduce material volume for mulch or landfill disposal?
 - (c) Are any materials considered “recycled” if they are later used as mulch, landscaping supplies, landfill cover, incinerated, or used for civil works fill?
- (8) Of the homes demolished under the program to date:
 - (a) What proportion have had structural timber, steel, brick, or other building elements actually salvaged and re-used for construction purposes?
 - (b) What proportion of total demolition waste volume (by weight or cubic metres) has been sent to licensed recycling facilities, and what are the material categories?
 - (c) What proportion has been disposed of in landfill or other waste disposal facilities, either directly or following onsite shredding or crushing?
- (9) What are the final destinations for demolition waste from flood-affected properties, including:
 - (a) Which facilities have received demolition materials?
 - (b) How much material (by volume or weight) has each facility received?
 - (c) What specific recycling or disposal methods have been used at each site?
- (10) What internal assessments, audits, reports, or contractor documentation does the Reconstruction Authority hold that substantiate claims that a significant portion of materials from demolished homes are being recycled or diverted from landfill?
 - (a) Will the Minister table or release these documents?
- (11) What monitoring or verification processes are in place to confirm that contractors and receiving facilities are in fact recycling materials as claimed?
- (12) Have any independent audits or inspections been conducted of the facilities handling demolished materials?

- (a) If so, please provide the dates, scope, findings, and any follow-up actions.
 - (b) If not, why has no independent verification been pursued?
- (13) Has the Reconstruction Authority received any complaints, whistleblower reports, or community allegations concerning the disposal of demolished homes or materials?
 - (a) If so, how many and what were the outcomes?
- (14) What procedures are in place to assess flood-affected homes for contaminants prior to demolition, including but not limited to:
 - (a) asbestos?
 - (b) lead-containing paint?
 - (c) synthetic mineral fibres or other hazardous residues?
- (15) What protocols or requirements are imposed on contractors or facilities to ensure hazardous materials are identified, separated, and lawfully processed?
- (16) Has the Reconstruction Authority detected any instances of non-compliance, breach, or improper disposal practices in relation to contaminated demolition materials?
 - (a) How does the Reconstruction Authority assess compliance?
 - (b) How many instances of non-compliance have been detected?
 - (c) What enforcement actions were taken in each case?
- (17) How is the demolition schedule for flood-affected homes communicated to the public?
- (18) Is there a forward schedule of planned demolitions available to the public?
 - (a) If so:
 - i. Where is it published?
 - ii. Does it include street-level detail?
 - (b) If not:
 - i. Why not?
 - ii. Will the Reconstruction Authority make this available?
- (19) For each home approved for demolition, is an explanation or rationale produced?
 - (a) Can this information be made available publicly?

- i. If not, why not?
- (20) Are there any homes that were listed for the expression of interest process for relocation in Pine Street North Lismore that have since been identified for, or listed for, demolition?
 - (a) If yes, what was the process that caused the change in listing?

Questions from Hon Emma Hurst MLC
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- (21) In regards to the Stockyard Flat, Doyles River and Dingoes Creek Fires which occurred near Yarrowitch in the Walcha LGA between 28 October and 7 November 2019:
 - (a) Can you please provide a breakdown of the number and types of personnel, vehicles and aircraft assigned to these fires on each date between 28 October and 7 November 2019?
 - (b) Were any backburn protocols (S.O.P. #17) contravened between 28 October and 7 November 2019 during firefighting operations in response to these fires? If so, please provide details as to which protocols and why the breach occurred?
- (22) Can you please provide details of the backburn escapes that are mentioned in each S44 Incident Controller report from the 2019/2020 fire season? Please include the date, location, associated fire name and relevant S44.
- (23) Has the NSW government paid any compensation to property owners, businesses or any other entity that were affected by the 2019/2020 bushfires? If so, please provide details.
- (24) Has the NSW Government paid any compensation to property owners, businesses or any other entity that were affected by escaped backburning during 2019/2020? If so, please provide details.

Questions from Hon Chris Rath MLC (on behalf of Opposition)
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Customer Service & Digital Government

- (25) Does the Service NSW 'digital services team' still employ over 500 designers, engineers and product managers?
 - (a) If not, why does that figure still exist on the Service NSW website?

- (26) Since last Budget Estimates, what improvements has the government made in the adoption of AI?
- (27) Last year you had a very firm view that the adoption of AI would not impact public service workforce numbers. Is that still your view?
- (a) Have you engaged any other Ministers to consider how any efficiencies could be gained through adoption of AI by the government?
- (28) Governments around the world are investing massive amounts of money into AI. They clearly see the productivity opportunity. How much funding or investment will you be putting into AI in NSW?
- (29) Do you know how many different apps currently exist for NSW Government services?
- (30) Do you think this represents efficient digital government service delivery?
- (31) What plans are in place to consolidate these apps to streamline service delivery?
- (32) How do different departments report their app data to you?
- (33) What money has been budgeted on updating the Service NSW app over the forward estimates?
- (34) Given that accessibility is one of your passions, why is NSW Digital Strategy not available in a PDF format?
- (a) Will the digital inclusion strategy be available in pdf?
- (35) Why isn't the 2024 NSW Cyber Strategic Plan not available on the <https://www.digital.nsw.gov.au/delivery/cyber-security/strategies> webpage?
- (a) Will there be a FY2024-25 Cyber Security NSW Strategic Plan?
- (36) How many staff are employed at Cyber Security NSW?
- (37) Is Cyber Security NSW still working to the Customer Service State Outcomes 2022-2023?
- (38) Minister, as the Minister responsible for 'digital' do you use any dashboards or data insights to help inform your role?
- (a) Are you aware of any dashboards within your department?

Appropriate Cuts (995 million)

- (39) Please provide a list of all programs, projects or services that were cut, delayed, reduced, or otherwise altered as a result of the \$995 million reduction in appropriation between 2022–23 and 2023–24.
- (40) What was the impact of this reduction on frontline service delivery, particularly within Service NSW and the Digital Restart Fund?

Privacy Breach – Former Ministers’ Home Address

- (41) Has the Information or Privacy Commissioner been formally briefed on the accidental release of home addresses of former Ministers? If so, on what date and what information was disclosed?
- (42) What protocols have been implemented or revised to prevent such breaches in future?
- (43) What notification, if any, was provided to the affected former Ministers?

Digital Restart Fund – Oversight and Extensions

- (44) Please provide a list of Digital Restart Fund projects extended or funded beyond their original allocation, including revised completion dates and additional funding provided.
- (45) What independent evaluations have been conducted on the ROI claims, and will these be tabled?

Digital Birth Certificate

- (46) On what date did the digital birth certificate pilot commence?
 - (a) When will the service be publicly available?
- (47) What budget allocation has been made to support its full implementation, and what KPIs are in place?

Customer Service Funding

- (48) I note that the 2024-2025 half yearly infrastructure statement - 2.3 Customer Service notes that the budget includes \$1.0 billion in capital spending for Customer Service initiatives and projects over the four years to 2027-28, can you explain to the committee in your own words the major priorities of this capital expenditure?
- (49) I note that \$97.9 million capital expenditure over four years from the Digital Restart Fund has been allocated including \$42.6 million capital expenditure for cyber security measures, can you detail to the committee the substance of the Digital Restart Fund?

- (a) Is this an increase or decrease from last year? If so by how much?
- (50) Which projects have been cut or de-prioritized from the Digital Restart Fund?
 - (a) Who made the decision to cut these projects?
 - (b) Was the Department asked to highlight projects that could be cut?
 - (c) Did you fight to keep these projects or did you agree that they needed to be cut?

Cyber Security

- (51) One of the key projects commencing in 2024-25 included in the budget is termed Reducing Extreme Cyber Security Risk - Digital Restart fund, \$18.0m over four years, what is this money being used for?
 - (a) Do you think that \$18.0m is sufficient to implement the departments Cyber Security Strategy?
 - (b) Have there been any cuts to resourcing, personnel or funding to Cyber Security NSW?
- (52) It was reported in September 17 by the Mandarin, in an article titled Cyber Security NSW jobs shed amid Department of Customer Service restructure, that the 'NSW government will shed several positions in the state's crucial Cyber Security NSW function despite a sustained uptick in hostile state-sponsored activities, as Australia's adversaries continue to seek to compromise critical systems'. What is your comment?
- (53) How many people work at Cyber security NSW?
- (54) Regarding the 14 jobs that were cut from Cyber Security, the so called 'realignment', can you detail which jobs were cut?
- (55) In October 2024, the Audit Office found that none of 26 of the largest state-sector agencies had met their target levels of maturity. Last month, the auditor found that two of the 26 had not funded plans to improve their cybersecurity, while a further nine had not finalised remediation plans to address shortcomings against the Cybersecurity Policy. What are you doing as Minister to ensure that this is addressed?
- (56) On cyber briefing, how often are you briefed on Cyber issues?
 - (a) By whom?
- (57) Is the Premier regularly briefed on Cyber security?
 - (a) By whom?

Agency Oversight & Fiscal Responsibility

- (58) Service NSW is forecasting a \$30 million deficit for 2024–25. What internal controls failed to prevent this outcome?
- (59) With grants and contributions to Service NSW increasing from \$137 million to \$271 million — nearly doubling — can you provide a breakdown of this additional \$134 million?
- (60) The NSW Telecommunications Authority is receiving a 22.9% increase in expenditure and 31% in capital investment. What are the measurable outcomes expected from this significant increase?
- (61) The Long Service Corporation is budgeting for a \$14.8 million deficit in 2024–25. What has led to this reversal compared to the prior year?
- (62) The State Insurance Regulatory Authority is forecasting an \$86.8 million deficit — the largest in the portfolio. What structural problems does this signal?

Capital Expenditure & Asset Management

- (63) Given total capital expenditure is effectively flat across the Department, how are capital investment decisions being prioritised under financial constraints?
- (64) Can you justify the \$42 million increase in capital spending by the Telecommunications Authority, especially amid cuts elsewhere?
- (65) Are there digital transformation or service access projects being deferred due to reduced funding across the portfolio?
 - (a) If so, which ones?

Governance & Transparency

- (66) The Department continues to post a negative net assets position, rising from -\$422 million to -\$202 million. What reforms are being undertaken to reverse this trend?
- (67) ‘Other Operating Expenses’ across agencies remains substantial — e.g., \$556 million for the Department alone. Can you provide a detailed list of what is included in this category?

Financial Sustainability and Budget Oversight

- (68) Your department has faced scrutiny over budget allocations and overspending, particularly within Service NSW. Can you clarify how you are ensuring greater fiscal responsibility while maintaining frontline services?

- (69) Given that Service NSW faced an overspend of \$179 million, what measures have you taken to ensure that budget reductions do not negatively impact regional communities and critical customer services?
- (70) There has been confusion over job cuts within Service NSW. You previously stated that frontline jobs were protected, but documents suggest wider restructuring. Can you confirm the number of positions that have been cut and where these reductions have occurred?
- (71) Minister Kamper previously stated that the Business Bureau was “fully funded” with no structural changes, but your statements indicate otherwise. Can you clarify whether there have been any staffing changes or service reductions within the Business Bureau?

Customer Service and Digital Government Performance

- (72) There have been reports of increasing wait times at Service NSW centres and online due to staffing cuts and budget constraints. What steps are you taking to address service delays and ensure timely assistance for customers?
- (73) Digital security is a growing concern for government services. What investments have been made to protect citizen data, and has your department conducted recent cybersecurity audits?
- (74) Many rural communities still struggle with access to digital services due to poor connectivity. How is your department addressing digital access issues for remote and disadvantaged areas?

Previous Budget Estimates and Unfulfilled Commitments

- (75) Several digital transformation initiatives, including improved online government services, were expected to roll out last year. Can you provide an update on their status and explain why some have faced delays?
- (76) The Minister has spoken about the need for efficiency in Service NSW, yet there has been little transparency on where previous overspending occurred. Can you outline which specific programs contributed to the overspending and how this is being rectified?

Regional Service Reductions

- (77) Given that there has been a push to make services more accessible online, has there been a proportional investment in ensuring regional and elderly populations, who may not be tech-savvy, are not disadvantaged?

Emergency Services

Lithgow Fire Station

(78) In relation to the new Lithgow Fire Station:

- (a) When will the flood study be completed?
- (b) Why can't we cap the whole of the site?
- (c) Is it a budgetary issue as to why Lithgow is not getting the fire station it deserves?
- (d) Does this land impact on the neighbouring bowling club?
- (e) When can we expect work to commence?
- (f) What is the timeline for the works to be completed?
- (g) Are the members of the local fire brigade being engaged with?
 - i. How and when?
- (h) How much has been allocated to the new station?
 - i. How much has already been spent on designs and studies etc.?

Land Buybacks

(79) What arrangements are in place for the ongoing management of land purchased under buy-back schemes in the Northern Rivers and the Central West?

- (a) How much funding has been put aside for this ongoing management?

(80) What is the long-term plan for the management of blocks that have been purchased under these buy-back schemes?

- (a) Which body will be responsible for the management into the long-term?

Emergency Services Budget

(81) On page 17 of the transcript the Minister said he 'thinks' the budget allocation for emergency services was \$2.2 billion for the current year. Could you please clarify the exact number?

- a. What is the corresponding budget allocation for the previous 5 years?

Youth Justice

Staffing and Work Place Issues

- (82) Has the Department received any internal risk assessments warning that current Youth Justice Centre conditions, including increased violence and staff shortages, could lead to large-scale unrest or a riot?
- (83) Minister, are you aware that current conditions in Youth Justice Centres are being described by staff as “a powder keg”?
- (a) What steps are you taking to de-escalate risk, both for young people and staff?
- (84) Can the Department confirm whether any Youth Justice Centres have fallen below minimum safe staffing levels at any time in the past six months?
- (a) If so, which centres and for how long?
- (85) Has there been any increases in staffing levels within Youth Justice NSW over the past 12 months ?
- (a) If so, what is the estimated annual cost of these additional staff ?
- (86) If staffing levels have not increased, how is the Department managing the increased detention population ?
- (87) How do the current staffing levels and workforce profile in Youth Justice Centres compare to 2023 data ?

Staff Wellbeing and Burnout in Youth Justice Centres

- (88) With 18% of Youth Justice staff showing signs of all three dimensions of burnout—exhaustion, cynicism and reduced efficacy—what urgent action is being taken to address the sustainability of the Youth Justice workforce?
- (89) Can the Department confirm whether psychological debriefing or counselling is routinely available for Youth Justice staff after violent incidents or critical events?

Recruitment, Retention and Staffing Ratios

- (90) The recruitment satisfaction rate is just 43%, with concerns around capability and merit-based processes. How is the Department ensuring that high-quality candidates are recruited into Youth Justice roles?
- (91) How many current vacancies exist across Youth Justice centres, and what is the average time taken to fill frontline roles?
- (92) What is the current turnover rate in Youth Justice roles, and how does it compare to previous years?

- (93) With 16% of Youth Justice staff having experienced bullying, what support and protection is available for new and younger staff who report workplace harm?

Leadership Confidence and Communication

- (94) Only 46% of staff expressed confidence in senior executives, with just 38% saying they feel listened to. What mechanisms are in place to ensure Youth Justice staff feedback reaches senior decision-makers?
- (95) Given that only 36% of staff believe action will be taken on this year's survey results, can the Department explain how it is restoring trust with the Youth Justice workforce?
- (96) What steps is the Department taking to increase visibility and engagement of executives with Youth Justice Centres and regional staff?

Learning, Development and Role Support

- (97) With only 55% of staff positive about learning and development, and just 46% satisfied with professional development opportunities, what is being done to enhance training for Youth Justice staff in areas like trauma-informed care and de-escalation?
- (98) Does the Department offer specific pathways for Youth Justice staff to advance their careers into management or specialist roles?

Safety and Incident Management

- (99) How many serious assaults or critical incidents have occurred in Youth Justice Centres in the past 12 months involving harm to staff?
- (100) Is there a minimum staffing benchmark to ensure safety during high-risk operations in Youth Justice Centres?
- (101) What escalation protocols are in place for when staffing drops below safe operating levels, and are these protocols triggered automatically?

Retention and Intention to Leave

- (102) With 36% of respondents indicating they are actively looking to leave the department, and 31% citing poor senior leadership, how is the Department responding to this risk within the Youth Justice workforce?
- (103) What proportion of Youth Justice staff have left in the past 12 months, and what were the top reasons cited in exit interviews?

- (104) Does the Department conduct internal pulse surveys or listening sessions specific to Youth Justice operations to prevent attrition?

Inspector of Custodial Services

- (105) What is the current staffing level of the Inspector of Custodial Services?
- (106) there been any increase in funding or staff numbers for the Inspector's Office

Regional and Remote Youth Justice Challenges

- (107) What percentage of young people in detention are from regional NSW?
- (108) How does the Department ensure regional youth justice centres have the same level of programs and services as metro-based facilities?
- (109) What consultation was conducted with regional community organisations before the recent funding round for youth justice programs in Moree?
- (110) What proportion of funding for community-based youth justice programs is allocated to regional and remote communities?

Aboriginal Youth Incarceration and Closing the Gap

- (111) Over the past five years, the rate of Aboriginal child incarceration in NSW has been increasing, despite an overall decline in general youth detention rates. What specific programs are in place to reduce Aboriginal youth incarceration?
- (112) Have any new justice reinvestment initiatives been trialled?
- (113) Two thirds of Aboriginal children in detention are from regional NSW. What specific programs are being implemented in these regions to divert Aboriginal youth away from detention?
- (114) What specific collaboration exists between Youth Justice NSW and NSW Police to complement community-led diversion initiatives?

Youth Justice – Bail Reforms and Custody Rates

- (115) Has the Department conducted or commissioned an impact evaluation of the bail law reforms (particularly s22C) on custody rates, including by location, age, and Aboriginality?
- (116) How is the increase in detention being reconciled with NSW's Closing the Gap targets?
- (117) Will the Government consider legislative reform to mitigate unintended impacts of bail amendments?

Safe Aboriginal Youth Program – Moree Delays

- (118) What specific planning milestones were not met for the Safe Aboriginal Youth Program in Moree and why?
- (119) On what date will the bail accommodation be operational and how many places will it offer?
- (120) Will similar delays be experienced in Coffs Harbour and Dubbo, and what lessons have been learned from the Moree implementation?

Cost of Youth Detention vs. Diversion

- (121) Has the Department explored any scalable fiscal modelling to illustrate long-term savings from reducing demand for custodial services via early intervention?
- (122) Can the Department table any current or recent evaluation comparing cost-effectiveness of therapeutic diversion programs to detention?

General questions

CFMEU meetings

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

ETU meetings

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

Ministerial disclosures to The Cabinet Office

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

Department(s)/Agency(s) Employees

- (126) How many redundancies were processed by each Department(s)/agency(s) within your portfolio responsibilities since 28 March 2023?
- (a) Of these redundancies, how many were:
- i. Voluntary?
 - ii. Forced?

- (b) What was the total cost of all redundancies in each Department/agency within your portfolio responsibilities?
- (c) On what page are redundancies published in the respective Department(s)/Agency(s) Annual Reports?

Department(s)/Agency(s) Annual Reports

- (127) On what date were the annual report(s) from 2023-24 for each department / agency in your portfolio published?
- (128) 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?
- (129) 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?
- (130) In what month will the 2024-25 annual report(s) for each department / agency in your portfolio be published?
- (131) Will the 2024-25 annual report(s) for the department / agency in your portfolio include a printed copy?
 - (a) If yes, how much is budgeted for printing in 2024-25 for each department / agency?

State Records Act

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

Advertising

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

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

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

Ministerial staff disclosure of gifts and/or hospitality

(135) 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?

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

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

(b) Are these gifts of hospitality declared?

Ministerial Code of Conduct

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

(a) If yes, what was the breach?

Credit Cards

(138) 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?

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

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

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

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

Senior Executive Drivers

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

GIPA Applications – Ministerial Office

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

(a) If yes, how many?

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

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

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

GIPA Act – Disclosure Log Website URL

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

TikTok

- (146) Are you on TikTok?

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

Signal

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

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

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

Training

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

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

- (b) If yes, how much?

Cabinet documents

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

Parliamentary Secretary

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

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

- (152) Has your Parliamentary Secretary ever used your Ministerial Vehicle?

Media releases and statements

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

(a) If no, why?

Overseas Travel

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

Data Breaches

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

(156) If yes, what is the website?

Discretionary Fund

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

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

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

Qantas Chairman's Lounge

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

Local Government Councillors

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

Questions from Amanda Cohn MLC

Heatwave Emergency Sub Plan

(160) What is the status and expected release timeline of the Cool Places Guideline being developed by State Emergency Management?

(161) What support will be provided to local government sector and community organisations in preparing for extreme heat events?

RFS

- (162) What is the total number of operational hours for the CH-47 Chinook for firefighting?
- (163) How many hours of downtime has the CH-47 Chinook had due to mechanical or maintenance issues?
- (164) What is the expenditure in this financial year on maintenance and operations of the CH-47 Chinook?
- (165) In reference to recommendation 61 of the NSW Bushfire Inquiry, what upgrades are planned and/or budgeted for fire control centres at Wagga, Queanbeyan, Bega, Cooma, and Yass, or any other location?
- (166) What progress has been made on retrospective screening of volunteers who joined RFS prior to the requirement for police checks?
- (167) Regarding the review and update of Planning for Bush Fire Protection (PBP):
- (a) Who were the key stakeholders consulted in 2024?
 - (b) Which agency and industry representatives have been invited for engagement and consultation on the draft document?
 - (c) Is the review considering changing conditions and fire behaviour due to climate change?
 - (d) Is the review considering the safety of firefighters and other emergency services personnel?

Department of Communities and Justice

- (168) What was the cause of delays in the opening of, or deliveries of essential supplies or staffing to, evacuation centres before and during Ex-Tropical Cyclone Alfred?
- (169) What review or improvements are being made to prevent similar delays reoccurring in future?

Questions from Abigail Boyd MLC
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SIRA

- (170) SIRA's 2023/24 Annual Report says 'In the 2023-24 financial year, SIRA completed 4 quarterly audits and reviews and publishes results of these on SIRA's website'. The following

Audits/Reviews are listed: Liability decisions on psychological injury claims (published on SIRA website October 2023), Audit of new claims service provider onboarding and performance - Gallagher Basset (published April 2024), Audit of new claims service provider onboarding and performance - DXC (published May 2024), Premiums and Policy review (expected to be published in October 2024).

(a) Please provide a link to each report.

(b) If the reports are no longer hosted on the SIRA website, please provide a copy.

(171) In relation to primary psychological injury workers compensation claims, for each financial year from 2013/14 - 2024/25 (to date), how many have received a Whole Person Impairment rating of:

(a) 0-10%

(b) 11-14%

(c) 15-29%

(d) 30%+

(172) How many Employer Improvement Notices have been issued to government employers in relation to failure to have a compliant Return to Work Program, and to which government employers, in:

(a) FY 2022/23

(b) FY 2023/24

(c) FY 2024/25 (to date)

(173) How many Employer Improvement Notices have been issued to government employers, and which government employers, in relation to failure to notify injuries to the insurer within 48 hours, in:

(a) FY 2022/23

(b) FY 2023/24

(c) FY 2024/25 (to date)

(174) How many Penalty Notices have been issued to government employers, and to which government employers, in relation to failure to have a compliant return to work program, in:

- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)
- (175) How many Penalty Notices have been issued to government employers, and to which government employers, in relation to failure to notify injuries to the insurer within 48 hours, in:
- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)
- (176) How many Caution Letters have been issued to government employers, and to which government employers, for failure to notify injuries to the insurer within 48 hours, in:
- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)
- (177) How many other regulatory actions has SIRA undertaken against government employers, and to which government employers, in:
- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)
- (178) For the TMF, what percentage of physical injury claims have their liability accepted?
- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)
- (179) For the TMF, what percentage of psychological injury claims have their liability accepted?
- (a) FY 2022/23
 - (b) FY 2023/24
 - (c) FY 2024/25 (to date)

(180) For the Nominal Insurer, what percentage of physical injury claims have their liability accepted?

(a) FY 2022/23

(b) FY 2023/24

(c) FY 2024/25 (to date)

(181) For the Nominal Insurer, what percentage of psychological injury claims have their liability accepted?

(a) FY 2022/23

(b) FY 2023/24

(c) FY 2024/25 (to date)