



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8 – CUSTOMER SERVICE

BUDGET ESTIMATES 2025-2026

Supplementary questions

Portfolio Committee No. 8 – Customer Service

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

Hearing: Wednesday 3 September 2025

Answers due by: Tuesday 30 September 2025

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Number	Question	Response																											
	EMERGENCY SERVICES Rural Fire Service																												
1	What has been the total expenditure on the Guardian program from 1 July 2017 to present, broken down by: (a) Financial year (2017-28 through to 2024-25 YTD)? (b) Capital vs operating expenditure? (c) Vendor(s) and contract ID(s)?	I am advised: <table><tr><td>(000's)</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td><td>2022</td><td>2023</td><td>2024</td><td>2025</td></tr><tr><td>Capital</td><td>2,358</td><td>4,534</td><td>2,928</td><td>274</td><td>262</td><td>10</td><td></td><td></td></tr><tr><td>Recurrent</td><td></td><td>25</td><td>775</td><td>1,504</td><td>1,467</td><td>3,384</td><td>9,456</td><td>3,382</td></tr></table> The disclosure of tender and contract information is in line with NSW Premier's Department Ministerial Memorandum 2007-01. Contracts must remain on the NSW Government tenders website for 30 days, or until the project is completed https://buy.nsw.gov.au/notices/search?noticeTypes=can	(000's)	2018	2019	2020	2021	2022	2023	2024	2025	Capital	2,358	4,534	2,928	274	262	10			Recurrent		25	775	1,504	1,467	3,384	9,456	3,382
(000's)	2018	2019	2020	2021	2022	2023	2024	2025																					
Capital	2,358	4,534	2,928	274	262	10																							
Recurrent		25	775	1,504	1,467	3,384	9,456	3,382																					
2	Is ServiceNow intended to become the principal platform for Guardian-related modules at its end-of-life?	I am advised: No decision has been made on the replacement for Guardian-related modules.																											
3	Is there a projected budget shortfall for the White fleet? (a) If so, what is the amount?	Please see the response to Question on Notice 38.																											
4	Is any work underway to ascertain the total number of volunteers who actively participate in training and operations?	I am advised: This question was answered on 11 April 2025 on page 46 of the corrected transcript for Budget Estimates 2024-25.																											
5	Are Mitigation Crews provided with fire trucks?	I am advised: Yes.																											

6	What is the progress of the comprehensive review and update of Planning for Bush Fire Protection? (a) Who is being consulted on the draft document?	I am advised: This information is available at https://www.rfs.nsw.gov.au/plan-and-prepare/building-on-bush-fire-prone-land/planning-for-bush-fire-protection
7	How much operational use has the Chinook had this year to date? (a) What have been the impacts of downtime for any mechanical issues relating to the Chinook?	I am advised: The Chinook has been deployed to multiple fires in NSW and provided assistance to the NSW SES and Queensland to provide humanitarian aid in support of significant flooding. There was no operational impact arising from any mechanical issues during these deployments given the availability of other RFS and contract aircraft.
8	Of the \$71 million allocated for the installation of Mobile Data Terminals, what is the current expenditure?	Please see the response to Question on Notice 39.
9	What percentage of RFS vehicles have been fitted with MDTs? (a) Of these vehicles, how many were operational immediately after being fitted with the MDTs? (b) Of these vehicles, what percentage are operational with mobile data or internet? (c) What is the cost of fitting Starlink to vehicles and brigade stations? i. Where is this cost being sourced from? ii. Was the need to fit vehicles and brigade stations with Starlink identified prior to the installation of MDTs, or afterwards?	I am advised: 81.8%. a) The MDTs are operational once the installation and member training processes are completed. b) All MDTs are delivered with an active SIM card installed at the time of deployment. c) The cost of fitting a Starlink unit differs based on materials as well as internal versus external mounting. i. Funding is provided through the Stay Safe and Keep Operational initiative. ii. The need for connectivity was always recognised as part of the program. d) The Windows 11 upgrade is included in the project scope and the base operating system has already transitioned to Windows 11.

	(d) Now that Windows 10 based computer programs are being phased out, how is the NSW RFS going to fund the upgrade to Windows 11? i. What is the timeframe for this transition? ii. Is the MDT software compatible with Windows 11?	
10	Following the 2022 Independent Flood Inquiry, FRNSW received \$34.3 million towards its flood response capability. What is the breakdown of how this money has been spent? (a) Is this funding and capability intended to be recurring?	I am advised: This funding was invested in training, equipment and vehicles. These functions are now managed within existing resources.
	Question for FRNSW Commissioner Fewtrell and NSW RFS Commissioner Curtin	
11	Commissioner Fewtrell, in December 2023 Fire & Rescue NSW (FRNSW) lost firefighter Michael Kidd to an on-duty fatality during a structural fire in Gross Vale. It is understood that FRNSW have reviewed the incident and are progressing 'actions' internally, however, neither the Fire Brigade Employees Union nor HSR's have been advised or consulted on any of these arrangements. Safe Work NSW recently issues you a provisional improvement notice concerning a failure to coordinate safety meetings. Is your Director of WHS sufficiently across the organisation's duties under WHS legislation?cGiven that these matters likely relate directly to incident safety and the safe systems of work can you explain the failure to consult?cSafe Work NSW recently issues you a provisional improvement notice concerning a failure to coordinate safety meetings. Is your Director of WHS sufficiently across the organisation's duties under WHS legislation?	I am advised: Please see the answer to Questions on Notice 50 and 51.

12	Commissioner Curtin, you were employed at FRNSW at the time of this incident, does this incident demonstrate shortfalls in FRNSW's approach to incident management or the provision of adequate training to firefighters?	I am advised: This is a matter for Fire and Rescue NSW.
	RFS compensation payments relating to the 2019/2020 bushfires	
13	In respect each of the 13 compensation payments paid by the RFS to third-parties relating to the 2019/2020 bushfires (identified in answers to supplementary questions received on 13 May 2025): (a) How much compensation was paid to each individual third party? (b) What type of entity was the third party that received payment (e.g. individual, corporation, etc)? (c) What was the basis of each claim for compensation? (d) When were each of the compensation payments made? (e) How long after each claim was lodged was each payment made? (f) Which fires, incident, type of incident and incident date did each payment relate to? (g) What criteria or legal basis was used to assess whether claims were granted? (h) Did any of the claims involve breaches of operational protocols, statutory or legislative	I am advised: a) The terms on which compensation payments were made are confidential. b) Individuals c) Property damage or personal injury. d) This data is not available. e) Please see the response to Supplementary Question 13(a). f) Please see the response to Supplementary Question 13(a). g) The RFS cannot answer this question as it was not the decision maker in respect of these claims. h) Please see the response to Supplementary Question 13(a).

	obligations, agency guidelines or negligence? If so, please provide details for each incident.	
14	What was the total amount of compensation paid overall for all 13 compensation claims?	I am advised: The RFS is not the custodian of this data.
15	Were any other third parties affected by the same incidents that resulted in the 13 compensation payments?	I am advised: It is likely that other third parties were impacted by incidents arising out of 2019/2020 bushfires.
16	In each of the 5 compensation payments paid by the RFS relating to backburns during the 2019/2020 bushfires (identified in answers to supplementary questions received on 13 May 2025): (a) Which backburn did each of the claims relate to? (b) What date did the backburn occur? (c) What was the name of the associated fire? (d) Did the backburn escape containment?	I am advised: The RFS is not able to provide confidential details that may identify individuals.
17	In total how many claims for compensation have been made to the RFS regarding the 2019/2020 bushfire season?	I am advised: 13.
18	How many claims for compensation regarding the 2019/2020 bushfires have been rejected? (a) Which fires, incidents and dates do each rejected claim relate to? (b) On what basis was each claim rejected?	Please see the response to Supplementary Question 16.

	(c) Has the RFS notified other third parties that were affected by the same incidents who have not received compensation payments?	
	Stockyard Flat Fire & Protocols	
19	Was fire from backburn operations relating to the Stockyard Flat fire still alight on 7 November 2019?	I am advised: Yes
20	On 7 November 2019, did the RFS issue a public forecast for extreme fire danger for 8 November 2019 for the area where the Stockyard Flat fire was located?	I am advised: Please refer to the 'Total Fire Ban Post on 7 November https://www.facebook.com/nswrfs/photos/a.10150499693320552/10157402104995552/?type=3
21	Were S.O.P #17 Backburning Protocols in effect during the 2019/2020 bushfire season?	I am advised: Yes. A new Operational Protocol for Backburning was released on 26 February 2021 in response to Recommendation 47 of the NSW Bushfire Inquiry.
	YOUTH JUSTICE Youth Segregation	
22	How many youth detainees placed in segregation for over 3 hours in 2023 were: (a) 18 years old? (b) 17 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual

	(c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	incidents does not reflect. (a) 11 (b) 27 (c) 31 (d) 28 (e) 23 (f) 6 (g) Nil (h) 1 (i) Nil (j) 127
23	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 3 hours in 2023 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 3 (b) 18

	(f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(c) 27 (d) 21 (e) 16 (f) 2 (g) Nil (h) 1 (i) Nil (j) 88
24	How many youth detainees placed in segregation for under 3 hours in 2023 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 56 (b) 186 (c) 153 (d) 263 (e) 326 (f) 112

	(i) 10 years old? (j) 18 years old or younger (total)?	(g) 32 (h) 24 (i) 1 (j) 1153
25	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for under 3 hours in 2023 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 28 (b) 155 (c) 138 (d) 237 (e) 278 (f) 77 (g) 25 (h) 24 (i) 1

		(j) 963
26	How many youth detainees placed in segregation for over 12 hours in 2023 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 8 (b) 25 (c) 25 (d) 20 (e) 5 (f) Nil (g) Nil (h) Nil (i) Nil (j) 83
27	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 12 hours in 2023 were: (a) 18 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts

	(b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 3 (b) 16 (c) 21 (d) 14 (e) 4 (f) Nil (g) Nil (h) Nil (i) Nil (j) 58
28	How many youth detainees placed in segregation for over 3 hours in 2024 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 11 (b) 72

	(e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(c) 58 (d) 64 (e) 60 (f) 36 (g) 2 (h) Nil (i) Nil (j) 303
29	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 3 hours in 2024 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 8 (b) 58 (c) 43 (d) 42 (e) 28 (f) 9

	(i) 10 years old? (j) 18 years old or younger (total)?	(g) 1 (h) Nil (i) Nil (j) 189 young people
30	How many youth detainees placed in segregation for under 3 hours in 2024 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 26 (b) 348 (c) 297 (d) 229 (e) 335 (f) 143 (g) 21 (h) 1 (i) Nil

		(j) 1400
31	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for under 3 hours in 2024 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 21 (b) 255 (c) 254 (d) 183 (e) 228 (f) 91 (g) 19 (h) 1 (i) Nil (j) 1052
32	How many youth detainees placed in segregation for over 12 hours in 2024 were: (a) 18 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts

	(b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 7 (b) 64 (c) 38 (d) 39 (e) 36 (f) 11 (g) Nil (h) Nil (i) Nil (j) 195
33	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 12 hours in 2024 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 4 (b) 53

	(e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(c) 28 (d) 22 (e) 18 (f) 4 (g) Nil (h) Nil (i) Nil (j) 129
34	How many youth detainees placed in segregation for over 3 hours in 2025 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 13 (b) 51 (c) 102 (d) 58 (e) 101

	(h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(f) 37 (g) 1 (h) Nil (i) Nil (j) 363
35	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 3 hours in 2025 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 9 (b) 39 (c) 52 (d) 48 (e) 36 (f) 33 (g) 1 (h) Nil (i) Nil

		(j) 218
36	How many youth detainees placed in segregation for under 3 hours in 2025 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 47 (b) 168 (c) 318 (d) 184 (e) 143 (f) 80 (g) 3 (h) 2 (i) Nil (j) 945
37	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for under 3 hours in 2025 were:	I am advised: Segregation is a risk management strategy, the duration of which may

	(a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 39 (b) 138 (c) 212 (d) 152 (e) 70 (f) 72 (g) 2 (h) 2 (i) Nil (j) 687
38	How many youth detainees placed in segregation for over 12 hours in 2025 were: (a) 18 years old? (b) 17 years old? (c) 16 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 10

	(d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old? (h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(b) 35 (c) 47 (d) 20 (e) 22 (f) 9 (g) Nil (h) Nil (i) Nil (j) 143
39	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, placed in segregation for over 12 hours in 2025 were: (a) 18 years old? (b) 17 years old? (c) 16 years old? (d) 15 years old? (e) 14 years old? (f) 13 years old? (g) 12 years old?	I am advised: Segregation is a risk management strategy, the duration of which may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. (a) 7 (b) 26 (c) 34 (d) 14 (e) 12

	(h) 11 years old? (i) 10 years old? (j) 18 years old or younger (total)?	(f) 6 (g) Nil (h) Nil (i) Nil (j) 99
40	How many youth detainees were placed in segregation in 2023 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	I am advised: Under Youth Justice practice, young people placed in segregation are given access to activity packs, a television, personal items (under the incentive scheme), and phone calls. Items may only be restricted if a risk assessment identifies serious self-harm or safety concerns.
41	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, were placed in segregation in 2023 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	Please refer to the response to Supplementary Question 40.
42	How many youth detainees were placed in segregation in 2024 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	Please refer to the response to Supplementary Question 40.

43	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, were placed in segregation in 2024 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	Please refer to the response to Supplementary Question 40.
44	How many youth detainees were placed in segregation in 2025 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	Please refer to the response to Supplementary Question 40.
45	How many youth detainees, who identified as Aboriginal or Torres Strait Islander, were placed in segregation in 2025 and not given any means to occupy themselves, and could you break down each instance by: (a) The date the segregation occurred (b) How long the detainee was segregated for?	Please refer to the response to Supplementary Question 40.
46	When the Secretary approves youth segregation for over 3 hours what factors are used to determine this approval?	I am advised: This Secretary's role is delegated to the relevant Youth Justice NSW Director who determines if a young person continues to pose immediate safety and/or security issues to themselves or others. Supervision instructions along with directions for further reviews and additional supports are provided.
47	Clause 10 of the <i>Children (Detention Centres) Regulation</i> 2015 requires that the reason for a young person's segregation be recorded	I am advised: (a) - For safety of others = 76 instances

	(a) For 2023, what reason/s were recorded for placing a youth detainee in segregation, and how many instances were recorded for each reason? (b) For 2024, what reason/s were recorded for placing a youth detainee in segregation, and how many instances were recorded for each reason? (c) For 2025, what reason/s were recorded for placing a youth detainee in segregation, and how many instances were recorded for each reason? (d) In 2023, how many youth detainees had been segregated solely for swearing or offensive language? (e) How many of these detainees identified as First Nations? (f) In 2024, how many youth detainees had been segregated solely for swearing or offensive language? i. How many of these detainees identified as First Nations?	- For safety of self = 15 instances - For safety of self and others = 1193 instances (b) - For safety of others = 109 instances - For safety of self = 26 instances - For safety of self and others = 1577 instances (c) As at 14 September: - For safety of others = 64 instances - For safety of self = 24 instances - For safety of self and others = 1230 instances (d)-(f) Young people are not placed in segregation for swearing or offensive language.
48	In 2025, how many youth detainees have been segregated solely for swearing or offensive language? (a) How many of these detainees identified as First Nations?	I am advised: Young people are not placed in segregation for swearing or offensive language.

49	What is the difference between the punishment of 'exclusion from/or confinement to, a place for a period' under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 and detainee segregation?	I am advised: Punishments are related to a young person who has misbehaved. Segregation is used when there is an immediate or unacceptable risk of danger to a young person, themselves, or others.
50	In 2023, how many youth detainees had been confined as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: 458. (a) 309.
51	In 2023, how many youth detainees had been excluded as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: Three, all of whom identified as Aboriginal or Torres Strait Islander. This includes exclusion from a place or an activity as a result of a misbehaviour.
52	In 2024, how many youth detainees had been confined as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: 510. (a) 341.
53	In 2024, how many youth detainees had been excluded as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: Two, both of whom identified as Aboriginal or Torres Strait Islander. This includes exclusion from a place or an activity as a result of a misbehaviour.

54	In 2025 to date, how many youth detainees have been confined as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: 449. (a) 287.
55	In 2025 to date, how many youth detainees have been excluded as a punishment under section 21(1)(d) of the Children (<i>Detention Centres</i>) Act 1987 No 57 (a) How many of these youth detainees identified as Aboriginal or Torres Strait Islander?	I am advised: 1 young person who identified as Aboriginal or Torres Strait Islander. This includes exclusion from a place or an activity as a result of a misbehaviour.
Use of force in Youth Justice NSW Centres		
56	How many incidents of use of force by staff on young detainees were recorded in 2023? (a) How many incidents of use of force were against young people who identified as Aboriginal or Torres Strait islander?	I am advised: All incident data is made available upon request to key oversight bodies including the NSW Ombudsman and the Inspector of Custodial Services (ICS) and may be published in ICS reports.
57	How many incidents of use of force by staff on young detainees were recorded in 2024? (a) How many incidents of use of force were against young people who identified as Aboriginal or Torres Strait islander?	Please see the response to Supplementary Question 56.
58	How many incidents of use of force by staff on young detainees were	Please see the response to Supplementary Question 56.

	recorded in 2025? (a) How many incidents of use of force were against young people who identified as Aboriginal or Torres Strait islander?	
	Communications in cells (CIC)	
59	Communications in cells exist in 36 adult facilities across the state, have you given any more thought to providing tablets to young detainees?	I am advised: This question was answered on page 26 of the uncorrected transcript.
60	During Budget Estimates you said that providing in-cell communications in individual rooms would be too complex, could you expand on the complexities of this process?	I am advised: This question was answered by Mr O'Reilly on page 48 of the uncorrected transcript.
61	On what grounds can this task be considered to have a "massive" cost, considering Goulburn jail was built in 1847 and currently has CIC, and aren't younger, more modern buildings less of a problem?	I am advised: This question was answered by Mr O'Reilly on page 48 of the uncorrected transcript.
62	Has the minister received a quote for the implementation of telecommunications in cells per institution? (a) If so can you provide us with the quote?	I have been briefed on the estimated costs. My position is reflected in comments made on page 26 of the uncorrected transcript.
63	Recidivism equates to unsafe communities meaning that young people are more likely to continue to commit crime into the future, harming communities. Given that the minister accepts that services and telecommunications in cells would help improve recidivism, isn't the failure to implement telecommunications in cells a continual cost to the community in both social and financial terms?	I am advised: This question was answered by Mr O'Reilly on page 48 of the uncorrected transcript.
	EMERGENCY SERVICES	

	Resilient Homes Program	
64	Under your tenure as the Minister responsible for the Reconstruction Authority, were you aware of any political decision made to reduce the total amount of anticipated funding for the Northern Rivers Resilient Homes Program so that fewer homes than 6000 would be eligible?	I am advised: The former government nominated different numbers of homes which would be eligible for the Resilient Homes Program and did not allocate funding accordingly. Any such decision predates the election of the Minns Labor Government.
65	Given your evidence is that “can we use some of this money from this bucket—the buybacks into the retros”, when it was in fact the other way around, where did this request come from?	This is a misstatement and should be read “retros into the buybacks.” I am advised this question was answered on page 31 of the uncorrected transcript.
66	Exactly who did you consult with before you cut \$100m in funding from house raises and retrofits to pay for more buybacks?	I am advised: This question was answered on page 31 of the uncorrected transcript.
67	Do you concede this decision has directly placed at least 1000 homes in harm’s way?	I am advised: This question should be directed to the Minister for Recovery.
68	Exactly how much of the \$150m Community Flood Restoration Fund was spent on buybacks, raises and retrofits in the Northern Rivers?	I am advised: This question should be directed to the Minister for Recovery.
69	If none, why did a government media release identify that this Fund would be a “second installment” of the Resilient Homes Program?	I am advised: This question should be directed to the Minister for Recovery.
70	Did you make a formal request from the Commonwealth Government to allocate an additional \$100m funding for buybacks before seeking to withdraw support? (a) If so, why did Labor MP Justine Elliott tell the Guardian on October 20 2023 that “In relation to	I am advised: The NSW Government made a number of formal and informal representations to the Commonwealth Government to support the Resilient Homes Program while I was the responsible Minister. This occurred at a Ministerial and agency level.

	additional recovery support, I'm advised that the federal government hasn't received a formal request from the NSW state government...We stand ready to assist and work with them.”	
71	On exactly what date was a formal request made by the state government to the commonwealth government for the additional contribution of \$180m in funding for the Resilient Homes Program?	I am advised: This question should be directed to the Minister for Recovery.
72	What was the exact dollar amount requested by the state government from the Commonwealth?	I am advised: This question should be directed to the Minister for Recovery.
73	What was the exact dollar amount proposed to be spent from the state government on the Resilient Homes Program?	I am advised: This question should be directed to the Minister for Recovery.
74	Given the Prime Minister had previously instructed you to “consider the range of approved programs agreed by the Commonwealth under Category D of the DRFA relating to the February-March 2022 and July 2022 flood events, and write to me with options to use savings in the first instance.” (a) Have you made any written representations to the Prime Minister identifying savings from approved programs under Category D of the DRFA relating to the February- March 2022 and July 2022 flood events? i. If so, which savings were identified? Please include a list of which programs	I am advised: This question should be directed to the Minister for Recovery.

	were proposed to have a reduction in funding.	
	SIRA	
75	How many TMF employers have a policy, form, MOU or any other arrangement with their employer regarding the use of surveillance, factual investigations or desktop reviews of certain injury types or at certain stages of a claim? (a) Which employers? i. What is the policy?	I am advised: This should be directed to the Minister for Work, Health and Safety.
76	Since handing down the TMF audit report, what compliance activity has SIRA taken against TMF employers regarding their workers compensation obligations?	I am advised: SIRA compliance activity is reported in the SIRA annual report.
77	For each financial year from 2018/19 to 2024/25, what is the total cost of insurer requested IME's? Please provide by WPI range and for by physical or psychological injury: (a) For TMF EMER (b) TMF NEMER (c) Nominal Insurer (d) Self Insurer (e) Specialised Insurer	I am advised: The maximum IME fees are set by SIRA in the Workplace Injury Management and Workers Compensation (Medical Examinations and Report Fees) Order 2025. IME claims can comprise of general practitioner and medical specialist expenses.
78	For each financial year from 2018/19 to 2024/25, what is the total number of insurer requested IME's? Please provide by WPI range and for by physical or psychological injury:	Please see the response to Supplementary Question 77.

	(a) For TMF EMER (b) TMF NEMER (c) Nominal Insurer (d) Self Insurer (e) Specialised Insurer	
79	For each financial year from 2018/19 to 2024/25, what is the average number of insurer requested IME's per claim? Please provide by WPI range and for by physical or psychological injury: (a) For TMF EMER (b) TMF NEMER (c) Nominal Insurer (d) Self Insurer (e) Specialised Insurer	Please see the response to Supplementary Question 77.
1	For each financial year from 2018/19 to 2024/25, how many claims have incurred more in IME costs than the total claim estimated liability? (a) For TMF EMER (b) TMF NEMER (c) Nominal Insurer	Please see the response to Supplementary Question 77.

	(d) Self Insurer (e) Specialised Insurer	
2	For each financial year from 2018/19 to 2024/25, how many claims have incurred more in insurer legal services than the total claim estimated liability? (a) For TMF EMER (b) TMF NEMER (c) Nominal Insurer (d) Self Insurer (e) Specialised Insurer	Please see the response to Supplementary Question 77.
80	For each financial year from 2018/19 to 2024/25, what is the total number of workers compensation claims?	I am advised: This information is available on Opendata: https://www.sira.nsw.gov.au/open-data/system-overview
81	For each financial year from 2018/19 to 2024/25, what is the total number of accepted workers compensation claims?	I am advised: This information is available on Opendata: https://www.sira.nsw.gov.au/open-data/system-overview
82	In each year from 2020 to 2025, how many insurer-requested independent medical examinations (IMEs) were conducted? (a) Of those, how many were first IMEs on a claim, and how many were additional IMEs beyond the first per claim?	Please see the response to Supplementary Question 77.

	(b) What is the mean, median, and mode amount of independent medical examinations at the insurer's request per accepted claim each of those years? (c) What is the average cost on the scheme of an insurer requested independent medical examination? Is that 100% of the total cost?	
83	What is the annual cost on the scheme of insurer requested IMEs each year from 2020- 2025?	Please see the response to Supplementary Question 77.
84	What is the annual cost on the scheme of insurer requested IMEs, beyond the first insurer requested IME per claim, each year from 2020-2025?	Please see the response to Supplementary Question 77.
85	What is the annual cost on the scheme of insurer legal services each year from 2020-2025?	I am advised: The maximum costs for legal fees are set by SIRA in the Workers Compensation Regulation 2016 Schedule 7. There are over 160 payment types for insurer legal fees such as legal costs for recovery matters, disbursements and special resolutions.
86	Of those payments, what proportion (or how many cases) involved insurer legal costs exceeding 50% of the claim value?	Please see the response to Supplementary Question 85.
87	What was the total dollar value of insurer legal costs exceeding 50% of the claim value, in each of those years?	Please see the response to Supplementary Question 85.
88	For the TMF, what is the annual cost of insurer legal services each year from 2020-2025?	Please see the response to Supplementary Question 85.

	(a) Of those payments, what proportion (or how many cases) involved insurer legal costs exceeding 50% of the claim value? (b) What was the total dollar value of insurer legal costs exceeding 50% of the claim value, in each of those years?	
89	For the NI, what is the annual cost of insurer legal services each year from 2020-2025? (a) Of those payments, what proportion (or how many cases) involved insurer legal costs exceeding 50% of the claim value? (b) What was the total dollar value of insurer legal costs exceeding 50% of the claim value, in each of those years?	Please see the response to Supplementary Question 85.
90	For self insurers, what is the annual cost of insurer legal services each year from 2020-2025? (a) Of those payments, what proportion (or how many cases) involved insurer legal costs exceeding 50% of the claim value? (b) What was the total dollar value of insurer legal	Please see the response to Supplementary Question 85.

	costs exceeding 50% of the claim value, in each of those years?	
91	For specialised, what is the annual cost of insurer legal services each year from 2020-2025? (a) Of those payments, what proportion (or how many cases) involved insurer legal costs exceeding 50% of the claim value? (b) What was the total dollar value of insurer legal costs exceeding 50% of the claim value, in each of those years?	Please see the response to Supplementary Question 85.
92	What is the process for insurers to access scheme funds to pay for IMEs at their request? What are the eligibility requirements? Are there any barriers to reimbursement?	I am advised: An insurer (acting for the employer) engages an IME in accordance with Division 7 of Chapter 4 of the <i>Workplace Injury Management and Workers Compensation Act 1998</i> (and the Guidelines). Payment for the IME services would be considered a claims cost.
93	For each financial year from 2018/19 to 2024/25, how many claims have incurred more in insurer requested IMEs plus insurer legal services than the total claim estimated liability? What percentage of those claims have been accepted?	I am advised: There are over 160 payment types for insurer legal fees such as legal costs for recovery matters, disbursements and special resolution and over 40 payment expense for IME claims such as general practitioner and medical expenses.
94	For each financial year from 2018/19 to 2024/25, how many claims have incurred more in insurer requested IMEs plus insurer legal services than the total claim estimated liability? What percentage of	Please see the response to Supplementary Question 93.

	those claims have been accepted? (a) For the TMF EMER (b) For TMF NEMER (c) NI (d) Self Insurer (e) Specialised Insurer	
95	For each financial year from 2018/19 to 2024/25, how many claims have incurred more than 50% of the total claim estimated liability in insurer requested IMEs plus insurer legal services? What percentage of those claims have been accepted? (a) For the TMF EMER (b) For TMF NEMER (c) NI (d) Self Insurer (e) Specialised Insurer	Please see the response to Supplementary Question 93.
96	For each financial year from 2018/19 to 2024/25, how many claims have incurred more in insurer legal services than the total claim estimated liability? Please provide by insurer/CSP	Please see the response to Supplementary Question 85.
97	For self insurers, please fill in the below table with the number of claims per employer by declared wages. Please provide data for each financial year from 2018/19 to 2024/25.	I am advised: Self-insurer claims data is available in the SIRA annual report.

Number of claims	Declared wages						
	\$1M or less	\$1.01M to \$2.5M	\$2.5M to \$5M	\$5.01M to \$10M	\$10.01M to \$50M	Over \$50M	Total employers
No claims							
1 claim							
2 to 5 claims							
6 to 10 claims							
11 to 20 claims							

98	For specialised insurers, please fill in the below table with the number of claims per employer by declared wages. Please provide data for each financial year from 2018/19 to 2024/25.	I am advised: Specialised insurer claims data is available in the SIRA annual report.
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Number of claims	Declared wages						
	\$1M or less	\$1.01M to \$2.5M	\$2.5M to \$5M	\$5.01M to \$10M	\$10.01M to \$50M	Over \$50M	Total employers

No claims							
1 claim							
2 to 5 claims							
6 to 10 claims							
11 to 20 claims							
Over 20 claims							
Total with claims							
Total							
% without claims							

	Fire and Rescue NSW	
99	Please provide a copy of the form, document, MOU, understanding, direction or agreement by any name between FRNSW and EML regarding the use of desktop investigations, factual investigations,	I am advised: There is no form, document, MOU, understanding, direction or agreement by any name between Fire and Rescue NSW and EML

	surveillance or any other like term for the management of workers compensation claims.	Group regarding these issues.
	CUSTOMER SERVICE AND DIGITAL GOVERNMENT Business Connect / Business Concierge	
100	When was the Minister for Customer Service first formally advised that the Business Connect program would not be funded in the 2025–26 Budget?	I am advised: Budget deliberations are subject to Cabinet in Confidence.
101	Was the Minister for Customer Service consulted at any stage prior to that decision, given Service NSW has hosted the program?	I am advised: Budget deliberations are subject to Cabinet in Confidence.
102	What discussions, if any, occurred between the Department of Customer Service and the Minister for Small Business before the announcement?	I am advised: This question should be directed to the Minister for Small Business.
103	What qualifications and experience do business concierges hold, compared with the independent specialist advisers under Business Connect?	Please refer to the response to Question on Notice 27.
104	Will Service NSW publish performance data for the Business Concierge program, including the number of businesses supported, to allow comparison with Business Connect?	I am advised: Performance data on the Service NSW Business Bureau, including business customer numbers, is in the Service NSW Annual Report.
	eConveyancing / PEXA	
105	How many outages affecting PEXA have been reported to the Registrar General since January 2024, and what proportion were due to PEXA versus external parties?	I am advised: Since 1 January 2024, PEXA has reported to the Office of the Registrar General 63 total incidents or outages impacting its services in NSW. Of those 63 incidents or outages, PEXA's reporting indicates that 12

		were caused by PEXA (19% of total) and 51 were caused by external parties (81% of total).
106	When did the functional requirements review of the eConveyancing market commence, and when will it report?	I am advised: This question was answered on page 15 of the uncorrected transcript.
107	Will the Minister commit to convening a national ministerial forum on eConveyancing in 2025 to address system reliability and pricing, as industry has requested?	I am advised: This question was answered on page 15 of the uncorrected transcript.
108	Has the Department of Customer Service conducted any modelling of the cost of monopoly pricing to NSW home buyers since the mandate of electronic conveyancing?	I am advised: This question was answered on page 52 of the uncorrected transcript.
109	Has the Minister, his office, or Department received any representations from Mr Morris Iemma in his capacity as a lobbyist for PEXA? If so, will the Minister table all correspondence, including emails and text messages?	I am advised: This question was answered on pages 14-15 of the uncorrected transcript.
	AI AND ELECTRICITY DEMAND	
110	Is the Minister aware the growth of AI in our lives and businesses will require a significant increase in electricity generation to supply AI chips and data centres?	Yes.
111	Is the Minister assessing the state's capacity to meet this future power demand	I am advised: This question should be directed to the Minister for Energy.
112	Will electricity constraints, gaps and risks as revealed by Minister Sharpe in an earlier Budget estimates be a barrier to innovation, AI adoption and economic competitiveness in NSW?	I am advised: The Minister for Energy has detailed actions by the NSW Government to address these challenges.
	COLLAPSE OF DIGITAL RESTART FUND	

113	Minister, why has the Digital Restart Fund fallen from \$655 million in 2022/23 to just \$176 million in 2023/24, a reduction of nearly three-quarters? How can you claim digital transformation is a government priority when the funding has collapsed? (a) 2023/24: \$168m appropriated + \$8.7m contributions = \$176.7m total receipts. 2022/23: \$614m appropriated + \$41m contributions = \$655m total receipts. That's a 73% cut in receipts year-on-year. – info in the Digital Restart Fund Annual Report 2023/24	I am advised: The Department of Customer Service (DCS) continues to administer the Digital Restart Fund (DRF) which has expended funding on a range of projects after being set up largely with the proceeds of privatising public assets, as well as redirecting existing funds from other agencies. The NSW Government continues to support digital transformation by committing unallocated funds toward critical priorities, in addition to funding projects through the annual Budget process and other mechanisms.
114	DRF payments to projects fell from \$567m in 2022/23 to \$178m in 2023/24. Do you know what projects have been abandoned or scaled back as a result?	I am advised: This is not how the DRF works. No projects have been affected in the way characterised.
115	Why did administrative expenses climb (from \$3.7m in 2023 to \$5.0m in 2024) while total project funding has collapsed?	I am advised: The purpose of the DRF administration fund is to support the management and decision-making processes related to the DRF. This includes conducting investment and assurance reviews, whole-of-government architecture reviews, and information and privacy reviews.
116	The Digital Restart Fund was established to make NSW a leader in digital government. Isn't it true that under your watch the Fund has been gutted, projects cut back, and NSW is now going backwards on digital ambition?	I am advised: NSW remains the top digital jurisdiction in Australia based on Intermedium's Digital Government Readiness and Maturity Indicator Report 2024.

	SERVICE NSW AND CUSTOMER SERVICE AGENCY	
117	Does ServiceNSW have a work from home policy?	I am advised: This question was answered on page 61 of the uncorrected transcript.
118	Have all 3 Waves of the Service NSW restructure now been completed?	I am advised: This question was answered on page 61 of the uncorrected transcript.
119	How many people in total were made redundant?	I am advised: Redundancies are captured in the agency annual report under Employee Related Expenditure.
120	Did digital transaction availability through ServiceNSW increase between 2022 and 2023? YES or NO?	I am advised: Yes.
121	Mobile Service Centres failed to reach their modest target of visiting 36 rural and remote communities, with your report noting "3 communities we were unable to visit due to connectivity issues" and "7 locations with minimal connectivity." After years of promises about regional digital access, why are basic connectivity problems still preventing service delivery?	I am advised: The question is misinformed. Service NSW has four Mobile Service Centres (MSCs) that visit 148 regional and rural communities (including 48 Aboriginal communities) on a 9-week roster. Starlink was installed on each MSC in July 2024 providing reliable and stable connectivity throughout NSW. Where particular regions have been affected by natural disasters, it was not always possible for the originally scheduled visit to take place..
122	Victoria's digital identity system is already integrated with federal MyGov, Queensland has established dedicated AI governance units, yet NSW under your leadership can't even maintain digital transaction levels from 2022. Why is NSW falling behind other states in digital government capability?	Please see the response to Supplementary Question 116.

123	Minister Dib, was your department's 2022-23 annual report submitted on time? YES or NO?	I am advised: Yes.
124	Are NSW's digital government outcomes currently justifying the \$2.1 billion Digital Restart Fund investment? YES or NO?	I am advised: This is a matter for the former Government.
	NSW Digital Strategy	
125	Minister, Mission 1 of the NSW Digital Strategy promises “easy, connected and personalised services”. Yet on pages 115, 121, and 224 of the DRF Report, your key customer-facing projects are all failing — late, over budget, or not delivering benefits. How do you reconcile these failures with the Strategy’s core promise?	I am advised: Based on the page references, DCS is unable to identify which report the question refers to.
126	Why has Service NSW — once the benchmark in customer experience — become a portfolio marked by declining satisfaction and failing digital initiatives under your leadership?	I am advised: Over the past two financial years, customer satisfaction at Service NSW has remained steady, with an average customer satisfaction score of 95.7% in both FY23-24 and FY24-25.
127	Mission 2 of your Digital Strategy commits to “leaving no one behind”. On page 64 of the DRF Financial Report, funding for the Rural Access Gap fell by 75%. Minister, how can you claim inclusion when regional kids are being left behind by your cuts?	I am advised: DCS is unable to identify which report the question refers to.
128	Isn't it the case that under Labor, the Strategy's inclusion mission has collapsed into rhetoric, with no delivery?	No. The NSW Government is continuing to progress digital inclusion initiatives such as the recent launch of a new online hub for emergency, social and key worker housing at www.nsw.gov.au/homes-nsw
129	Mission 3 commits to “government as a platform”. Yet on pages 87, 143, 168 and 170, the core programs meant to unify NSW — data, payments, fines — are not on benefits, not on budget, or even reported inconsistently. Doesn't this prove that you've abandoned this	I am advised: DCS is unable to identify which report the question refers to.

	mission entirely?	
130	Minister, why should citizens trust you to deliver “platform government” when your Department can’t even provide consistent reporting on its own programs?	I am advised: DCS is unable to identify which report/s the question uses to substantiate the assertion.
131	Mission 4 commits to building trust in digital government. Yet on pages 73, 224, and 301, your cyber projects are not on benefits, not on schedule, or lack any reporting at all. Minister, how can citizens trust you with their data when your own cyber projects are failing?	I am advised: DCS is unable to identify which report the question refers to.
132	Do you accept that by underfunding and underdelivering on cyber, you’ve put NSW at greater risk of a catastrophic data breach?	I am advised: The 2025/26 Budget includes, for the first time, \$87.7 million of sustained funding to Cyber Security NSW over four years to direct its efforts and resources to support cyber security improvements across NSW Government. This compares to the former Government which failed to provide ongoing funding for Cyber Security NSW and left it on a fiscal cliff.
133	Mission 5 is about “harnessing technology to drive prosperity”. Yet your own budget papers show the DRF has been cut by nearly 75%. How is slashing investment consistent with driving the digital economy?	Please see the response to Supplementary Question 113.
134	Minister, unlike Victoria and the Commonwealth, NSW has no AI strategy, no AI adoption framework, and no workforce plan. Why have you completely failed to integrate AI into NSW’s digital ambition?	I am advised: The NSW Government has established the Office for AI and has multiple frameworks to support the safe and responsible adoption of AI. The NSW Digital Strategy also includes the following focus areas: • continue building a comprehensive and structured approach to ensuring the safe and responsible use of AI • consider whether NSW legislation and regulations are fit for purpose to effectively mitigate risks and manage harms associated

		with AI • create a public register of all high-risk AI use cases in NSW to increase transparency and build trust. Work on each of these focus areas is underway.
135	How can you claim NSW is preparing for the future economy when you dismiss AI as irrelevant to the public service, despite overwhelming evidence that it will transform workforces worldwide?	I reject the premise of the question. I refer to comments I made on 28 February 2024 on page 19 of the uncorrected transcript for Budget Estimates 2023-24: “[AI is] not actually about cost cutting at all. This is about government doing services better, being able to assist the community better, the people better. That’s what we want.” This continues to reflect my view.
	CUTS TO SPECIFIC PROGRAMS WITHIN THE DIGITAL RESTART FUND 2024 V 2023	
136	Cyber Security Uplift – Customer Service: \$19.1m (2023) → \$4.9m (2024). Minister, why has core cyber security funding in your own department collapsed by 75% when cyber incidents are escalating?	I am advised: The DRF was never intended to replace the annual budget process and/or budget reprioritisations as the vehicles to fund agencies’ ongoing cyber security functions and costs.
137	If the Government is so committed to using Digital to improve planning and unlock housing, then why has funding for the Spatial Digital Twin gone from \$21.8m to \$1.5m (It was a flagship smart cities and planning tool) Has the project failed?	I am advised: While it is unclear what the figures relate to, digital projects will often require capital investment which by its nature is not ongoing operational expenditure.
138	Minister, on page 224 of the Digital Restart Fund 2024 Project Payments Report, the Park n Pay – Disability Parking project is marked Not on schedule, Not on budget, and Not on benefits. Why is	I am advised: The project rollout has been completed with 11 councils using ParknPay to support the use of accessible parking.

	a core customer service initiative for people with disabilities failing on every single delivery measure under your watch?	
139	On page 115, the <i>Licensing Program</i> — your flagship digital reform worth \$115 million — is marked Not on schedule. Why have you failed to keep this project on track when licensing reform was promised as the centrepiece of Service NSW's digital agenda?	I am advised: DCS is unable to identify which report the question refers to.
140	Minister, on page 121, the <i>Digital Birth Certificate – National Rollout</i> is recorded as Not on track to deliver benefits, even though the project is fully funded. Why has this project failed to deliver outcomes, and how can you defend spending millions with no benefits achieved?	I am advised: DCS is unable to identify which report the question refers to.
141	Minister, on page 168, the <i>Future of Fines</i> project is reported as Not achieving objectives, Not on budget, and Not on benefits. Yet on page 170 of the same report, the same project is reported as On schedule, On budget, and On benefits. How can you explain this contradiction in your own Department's reporting, and isn't this evidence of a governance collapse in the DRF under your watch?	I am advised: DCS is unable to identify which report the question refers to.
142	On page 301, the <i>State Archives and Sydney Living Museum Cyber Uplift</i> project has no attestations at all for objectives, schedule, budget, or benefits. Minister, how can you justify signing off on a DRF report where projects have no accountability information whatsoever?	I am advised: DCS is unable to identify which report the question refers to.
143	Minister, isn't it the case that the DRF — once the engine of NSW's digital government ambition — is now riddled with projects that are off-schedule, over budget, failing to deliver benefits, or missing accountability data altogether	I am advised: DCS is unable to identify which report the question refers to.
	Cyber Security	
144	Minister, how many agencies have failed to meet the mandatory Cyber Security Policy maturity targets this year?	I am advised: Cyber Security NSW does not set maturity targets for agencies in the

		Cyber Security Policy.
145	Has your Government cut or redirected any cyber funding in this budget compared to last year?	I am advised: This question should be directed to the Treasurer.
146	How many vacancies currently exist in Cyber Security NSW, and what is the average time to fill those roles?	I am advised: Vacancy numbers fluctuate. The average time to fill a role is approximately 16 weeks.
147	Has your department ever rejected or delayed agency cyber uplift projects due to lack of budget?	I am advised: This question should be directed to the Treasurer.
148	Did the Auditor-General or the State Audit Office raise concerns with you personally about cyber readiness in NSW agencies this year?	I am advised: The Minister's Diary is published in line with Premier's Memorandum 2015-05 and is published on the NSW Government website.
149	How many ransomware incidents have affected NSW agencies in the past 12 months, and were any ransoms paid?	I am advised: Cyber Security NSW does not publicly comment on incidents reported due to the sensitivity of information and risks associated with disclosure.
150	Has the Government conducted a state-wide penetration test of critical systems in the past year — and if not, why not?	I am advised: It is the responsibility of agencies to perform penetration tests on their critical systems.
151	Is it correct that citizen-facing platforms like Service NSW and Revenue NSW remain high- risk targets according to your own threat assessments?	I am advised: All NSW Government agencies operate in an increasingly complex and contested cyber environment.

152	How much funding has been specifically allocated to protect local councils from cyber threats, given their access to state systems?	I am advised: DCS does not have responsibility for the funding of local councils.
153	Can you guarantee no sensitive citizen data was exfiltrated in cyber incidents reported in the past year?	I am advised: Despite best efforts to secure systems and data, no organisation can guarantee zero risk of a cyber incident given the increasing evolution and sophistication of threat actors.
	Service NSW	
154	Are you aware that Minister Kamper's sister Ms Kamper currently works in the Department of Customer Service – are you aware of how that conflict of interest is managed?	I am advised: All staffing issues are managed in accordance the DCS Conflicts of Interest Policy and PSCC2024-03 and the DCS Code of Ethics and Conduct and Public Service Code of Ethics and Conduct.
155	How many customer complaints has Service NSW received in the past 12 months, broken down by category (delays, outages, billing errors, etc.)?	I am advised: In FY24-25 written complaints registered with Service NSW represented less than 0.0006% of customer contact. Due to the breadth of services offered by Service NSW, the data cannot be aggregated in the way requested.
156	Minister, is Service NSW still relying on legacy systems built over a decade ago — and if so, how many?	I am advised: Service NSW continues to work with relevant stakeholders to prioritise and plan modernisation initiatives for legacy systems owned by partner agencies.
157	How much did Service NSW spend last year on advertising and marketing campaigns?	I am advised: Advertising costs are captured in the DCS annual report.

158	Can you confirm whether Service NSW met all its service level agreements with other agencies?	I am advised: Service NSW has service level agreements in place with many agency partners. Performance against these measures fluctuates and can be dependent on factors such as seasonal peaks.
159	Has Service NSW been directed to absorb additional functions from other agencies without receiving matching budget support?	I am advised: The former Government's legacy of adding additional functions to Service NSW while failing to allocate matching budget support has been addressed through the recent realignment process.
160	Minister, how many regional Service NSW centres have closed or had their hours reduced since 2023?	I am advised: None.
161	How many identity theft or fraud incidents linked to Service NSW systems have been detected in the past year?	I am advised: No Service NSW systems have been compromised from a cyber security incident.
162	What proportion of Service NSW digital transactions fail and require customers to attend a branch in person?	I am advised: Transactions completed in Service Centres are not tracked against attempted digital transactions.
163	Can you table the top 10 systems outages at Service NSW by duration and customer impact over the past 12 months?	I am advised: Service NSW relies on multiple agencies' platforms and systems to serve customers. As a consequence this data is not aggregated in the way requested.
164	What is the average wait time for customers on the Service NSW phone line, and how does that compare to the previous year?	I am advised: For the period 1 August to 15 September 2024 the average wait time for Contact Centre support was 1 minute 7 seconds. The average wait

		time for the period 1 August to 15 September 2025 was 1 minute 21 seconds.
	Behavioural Insights Unit	
165	How many full time equivalent staff does the Behavioural Insights Unit currently employ across all roles?	I am advised: 23
166	Can you list all the current managerial positions within the Behavioural Insights Unit and the specific responsibilities each holds?	I am advised: The BIU director leads the delivery of advice and service redesign that uses rigorous research, design and evaluation of insights from behavioural science and/or behavioural economics to optimise policy outcomes and to enhance service delivery across the Department and public sector. Five managers of behavioural insights lead projects that develop, test and apply insights from behavioural science or behavioural economics to support the delivery of better services to NSW citizens.
167	How many roles have been filled through temporary or acting arrangements, and what is their duration?	I am advised: 8. The duration varies based on the role and responsibilities.
168	What proportion of staff are dedicated to trial design and evaluation, and how is that determined?	I am advised: Staff are assigned to a spread of projects that have multiple functions based on project needs and capabilities.
169	Since April 2023, how has the number of staff in the Behavioural Insights Unit changed overall?	I am advised: There has been a reduction of 1 FTE.
170	What is the breakdown of staff across the roles of senior and junior staff?	I am advised:

		There is one senior executive service staff member.
171	Can you specify how many staff are involved in capability building such as workshops and clinics and in what capacity?	Please see the response to Supplementary Question 168.
172	Of the staff delivering rapid evidence checks, sludge audits, or Behaviour Smart Bootcamps, how many are dedicated exclusively to each service?	Please see the response to Supplementary Question 168.
173	How many staff are involved in developing and maintaining the do it yourself guides and other public resources?	Please see the response to Supplementary Question 168.
174	What is the staff headcount assigned to evaluating trials such as those focused on missed hospital appointments or increasing women applying for senior roles?	Please see the response to Supplementary Question 168.
175	What behavioural science or economics qualifications do staff in each role category hold?	I am advised: The advertised essential criteria requires relevant qualifications and/or demonstrated experience.
176	Who is responsible for ethics and privacy oversight within the Behavioural Insights Unit, and how is that structured?	I am advised: The Director.
177	Are there designated staff who manage relationships with external stakeholders such as academia or the UK's Behavioural Insights Team, and if so how many and in what capacity?	Please see the response to Supplementary Question 168.
178	Which staff lead the analysis and technical assurance of randomised controlled trials, and how are they held accountable?	I am advised: Each project has a dedicated data lead. Quality assurance is ultimately the responsibility of the Director.
179	How often do staff receive professional development in emerging	I am advised:

	behavioural methodologies, and who organises that?	Individual staff development plans are developed with individual staff members.
180	Who is ultimately accountable for trial integrity and ethical compliance across Behavioural Insights Unit programs?	Please see the response to Supplementary Question 176.
181	How is workload for major trials allocated across staff, and how do you ensure no one is overloaded?	I am advised: Staff workload is continuously reviewed based on project needs and capabilities.
182	What processes exist to ensure that plain English outputs such as guidance materials are reviewed for clarity and accessibility, and by whom?	I am advised: All written communication is reviewed for accuracy and clarity. Written work is peer reviewed and authorised by the Director.
183	How many staff hours per annum are dedicated to stakeholder engagement, and how is that tracked?	I am advised: This data is not available.
184	Who reviews the public blogs and guides before publication to ensure accuracy and transparency, and how many staff are involved in that process?	I am advised: The project manager, the Director and DCS Media.
185	What personnel are responsible for the weekly Behavioural Insights clinics and the monthly Behavioural Insights Champions workshops, and what proportion of their time is dedicated to those activities?	Please see the response to Supplementary Question 168.
186	Can you provide the staff breakdown between project delivery versus capability building such as training or public resources?	Please see the response to Supplementary Question 168.
	OneCX Program	
187	How many full-time equivalent staff are currently assigned to the One CX Program, and how many are funded on a temporary or contingent	I am advised:

	basis?	93.
188	What changes have occurred to the One CX Program team since December 2024, when the most recent blog post appeared? (For example, have any roles been created, converted to ongoing, or disbanded?)	I am advised: Two roles have been discontinued.
189	How many roles within the One CX Program were converted from temporary to ongoing, and when did that conversion occur? (The PSA advised that 49 roles were converted in mid- 2023, but what has changed since then?)	I am advised: No further roles have been converted since mid-2023.
190	Which positions exist to manage stakeholder engagement and communications, and how many staff fill these roles now?	I am advised: Staff are assigned a range of responsibilities that have multiple functions.
191	What is the current staffing structure for discovery, definition and delivery phases, capability uplift, and ongoing support services as outlined in the service catalogue?	I am advised: The OneCX Program Delivery team leads the discovery, definition and delivery of website migrations into nsw.gov.au as well as agency communications and capability uplift. Ongoing support for the platform is delivered by the Customer Experience and Technology & Operations directorates.
192	Who leads the agile delivery efforts using the Scaled Agile Framework, and how many team members are dedicated to agile roles such as product owner, scrum master, or delivery lead?	I am advised: The Director. Staff are assigned a range of responsibilities that have multiple functions.
193	How many staff focus solely on accessibility improvements and audits, and how is that expertise structured across the team?	I am advised: Staff are assigned a range of responsibilities that have multiple functions. All roles support DCS's program of continuous user experience improvement.

194	What roles are responsible for continuous improvement activities like retrospectives, process adjustments, and tool enhancements, and who leads those retrospective sessions?	Please see the response to Supplementary Question 193.
195	How many people are engaged in research, analytics and data-driven content decisions, for instance, measuring accessibility uplift or monitoring performance like uptime, readability, and navigation improvements?	Please see the response to Supplementary Question 193.
196	Who manages training and capability building across the NSW Government, for example, the 365 staff trained in 2024, and how many staff deliver those sessions?	Please see the response to Supplementary Question 190.
197	How many people coordinate the Help Hub support portal, Help Hub tickets (33 292 in 2024), and maintain customer satisfaction at 98 per cent, and what are their titles?	Please see the response to Supplementary Question 190.
198	Which staff are responsible for newsletter production (31 newsletters, 3,142 subscribers) and stakeholder events, and how many hours are devoted to communications?	Please see the response to Supplementary Question 190.
199	Who manages the infrastructure elements, including uptime, security, performance, CMS platform operations, and how many technical staff are allocated to platform reliability?	Please see the response to Supplementary Question 190.
200	How many people maintain and update the CX Toolkit, content guidance, service catalogue, and all-of-government standards and toolkits?	Please see the response to Supplementary Question 190.
201	Who is responsible for case study delivery, migration coordination across portfolios, and maintaining relationships with agency partners?	Please see the response to Supplementary Question 190.
202	What team size is responsible for implementing translation and in-language experiences such as Easy Read, multilingual content, and inclusive design?	Please see the response to Supplementary Question 190.

203	Which roles support SEO, search boosting, AI summary implementation, and search optimisation across the platform?	Please see the response to Supplementary Question 190.
204	How many staff work on content strategy, archives, retirement of outdated pages (11,010 since commencement, 3,511 in 2024), and documentation strategy?	Please see the response to Supplementary Question 190.
205	Who leads user experience design, information architecture and navigation improvements across nsw.gov.au, and how many designers or UX specialists are assigned to the One CX Program?	Please see the response to Supplementary Question 190.
206	What staffing is dedicated to platform enhancements like HTML-to-PDF solution, immersive experiences, page-speed improvements and payment gateway discovery?	Please see the response to Supplementary Question 190.
207	Which staff manage research guidelines, privacy-by-design integration, PIA actions and related governance across the program?	Please see the response to Supplementary Question 190.
208	How many staff are focused on template, component, and CMS component catalogue management, and the creation of the design system and style guide?	Please see the response to Supplementary Question 190.
209	Which staff support ongoing optimisation for global UX, accessibility compliance (WCAG 2.1 AA level) and translation for CALD users, and how many are allocated versus ad hoc?	Please see the response to Supplementary Question 190.
210	What internal roles focus on archiving and managing decommissioned sites content with the State Library of NSW, and who coordinates with records-management units in agencies?	Please see the response to Supplementary Question 190.
211	Who is accountable for inclusivity and accessibility outcomes such as accessibility uplift of 23.6 per cent, and how is ownership of those metrics assigned in the team?	Please see the response to Supplementary Question 192.
212	How many staff are dedicated to innovation initiatives, pilot tools, AI-	Please see the response to Supplementary Question 190.

	driven search enhancements, and future-facing digital projects flagged in the roadmap?	
213	What measures exist to ensure continuous capability uplift with agile practice, tool training or retrospectives, and who enforces those standards across the team?	I am advised: Improvements are tracked and reported during delivery. Measures of quality and flow are utilised to measure success including numbers of websites delivered, agency satisfaction, accessibility uplift, digital quality index. Standards are managed by the Program Manager and Delivery Leads.
	Cyber Security NSW	
214	What changes have occurred to Cyber Security NSW staffing since September 2024, following the restructure reported by the PSA, and what positions have been eliminated, downgraded or altered in scope?	I am advised: 6 staff had their roles discontinued as part of an organisational realignment following the previous government's failure to provide funding for the function beyond 2023-24. Titles and functional areas have changed as a consequence of the restructure.
215	How many ongoing roles were cut in that restructure, and what were their titles or functional areas?	Please see the response to Supplementary Question 214.
216	How many vacant positions were delimited in the restructure and what areas do they pertain to?	Please see the response to Supplementary Question 214.
217	How many temporary roles were affected by the restructure and what positions were they?	I am advised: 1 role.
218	How has the restructure affected Cyber Security NSW's capability to deliver core functions such as coordinated incident response, advisory services and policy guidance.	I am advised: In 2024 Cyber Security NSW underwent an organisational realignment to provide enhanced efficiency and to integrate ID Support NSW into the branch's structure, following the previous government's failure to provide ongoing funding for the functions. The realignment has improved Cyber Security NSW's capability to deliver on its core

		function of driving a cyber-resilient NSW Government.
219	Which staff now lead incident response coordination for significant cyber events across the NSW Government, and how many staff support that function.	I am advised: The NSW Chief Cyber Security Officer (CCSO) maintains responsibility of response coordination for significant incidents. Staff allocation to an incident depends on the incident.
220	How many staff across Cyber Security NSW are dedicated to producing Intelligent Threat Bulletins, and what proportion of overall staffing does that represent.	I am advised: Multiple staff contribute to intelligence bulletins as part of a range of responsibilities they are assigned.
221	How many intelligence products did Cyber Security NSW circulate in 2024 and how many staff-hours did that work consume?	I am advised: 112 intelligence products were circulated in 2024. Hours are not recorded.
222	Which roles were responsible for the integration of ID Support NSW and how many staff were involved in that integration?	I am advised: The integration of ID Support NSW into Cyber Security NSW was managed by the Director of ID Support NSW.
223	What staffing supports the enhanced Cyber Portal, including development, user support, customisations and incident submissions?	I am advised: Staff are assigned a range of responsibilities that have multiple functions.
224	Who manages the annual NSW Government Cyber Threat Report, what team supports that, and how is its production resourced?	Please see the response to Supplementary Question 223.
225	How many staff coordinate the implementation and monitoring of the NSW Cyber Security Policy requirements across government agencies?	Please see the response to Supplementary Question 223.
226	Who chairs or supports the Cyber Security Steering Group and what staffing underpins that governance structure?	I am advised:

		The NSW CCSO.
227	How many staff are dedicated to stakeholder and law enforcement collaboration, such as work with NSW Police and ACSC?	Please see the response to Supplementary Question 223.
228	Who is in charge of managing Circulars and guidance documents, and how many staff are involved in developing those publications?	Please see the response to Supplementary Question 223.
229	How many staff provide outreach and support under the NSW Cyber Ambassador Program and Accelerator initiatives?	I am advised: These initiatives were led by Investment NSW.
230	How is the cyber workforce skills development portfolio staffed, including traineeships, Ambassador Program support and workforce pipelines?	I am advised: Staff are assigned a range of responsibilities that have multiple functions. Initiatives to improve skills across government include providing specialised training courses to NSW Government employees such as the Essential Eight Assessment course delivered in December 2023 in partnership with TAFE NSW and the Privileged User Training course delivered in July 2024 in partnership with the ASD's ACSC.
231	What resources and staffing are committed to local government and other jurisdictions, especially for councils that are not bound by the policy?	Please see the response to Supplementary Question 152.
232	How many staff are tasked with implementing DMARC tool rollouts and monitoring email fraud across agencies and councils?	I am advised: The DMARC project has been delivered and is now in operation.
233	Which staff monitor legacy systems in agencies to address the vulnerabilities highlighted in the 2025 audit, and what staffing supports compliance remediation?	I am advised: Individual agencies are responsible for system maintenance.
234	What teams are assigned to third-party risk oversight, given the rise in	I am advised:

	incidents stemming from external systems?	Individual agencies are responsible for providing a record of third-party providers and implementing third-party risk management practices, in line with mandatory requirements under the NSW Cyber Security Policy.
235	Which staff track and support agencies to close the 152 significant cyber risks flagged in the Auditor's 2025 Insights report?	I am advised: Cyber security is the responsibility of all government departments and agencies to manage.
236	Who oversees the new \$87.7 million funding announced for cyber resilience, and what positions manage allocation and outcomes?	I am advised: The NSW CCSO manages the Cyber Security NSW Budget with oversight provided by the DCS Secretary and CFO.
237	What measures are in place to ensure staffing remains fit for purpose amid changing threat environments and budget constraints?	I am advised: Cyber Security NSW maintains established learning and development pathways supported by individual professional development plans. These are complemented by regular intelligence reporting and the sharing of local and global cyber threat insights to support staff to remain up to date and inform operational priorities.
238	How many staff are responsible for measuring, tracking and reporting on agency compliance rates with the NSW Cyber Security Policy?	Please see the response to Supplementary Question 235.
239	How has the NSW Cyber Security Strategy (2021) been updated or replaced since its launch, particularly in relation to the imminent 2025 update following initial consultations?	I am advised: Cyber Security NSW is currently updating the NSW Cyber Security Strategy to ensure it remains fit for purpose.
240	What commitments are being carried forward from the 2021 Strategy around leading by example in cyber resilience and progressive workforce expansion?	I am advised: This will be detailed in the updated NSW Cyber Security Strategy.

241	How is Cyber Security NSW measuring progress against the Strategy's goal to widen the pipeline, enhance workforce diversity and facilitate regional participation?	I am advised: Cyber Security NSW is tracking progress under Mission 5 of the NSW Digital Strategy, which aims to uplift digital capability across the public sector.
242	What steps are being taken to grow the NSW cyber security industry through procurement clarity, innovation ecosystem development and connections with major precincts or global markets?	I am advised: A range of programs and initiatives foster a diverse and competitive ecosystem to support the cyber security industry in NSW such as all of government arrangements and panels to simplify procurements processes and drive value. The updated ICT Purchasing Framework provides necessary guardrails for buyers and will support better-informed procurement in a rapidly changing technology environment. The ICT/Digital Sovereign Procurement Taskforce was also established to develop strategies and policies to assist in ensuring small and medium enterprises (SMEs) can compete on an equal footing in digital technology procurement. Other initiatives include Tech Central, which seeks to create the largest technology hub of its kind in Australia and will support cyber security research and innovation.
243	Which specific programs, like the Cyber Ambassador Program, Open P-Tech, or TAFE micro-learning, are directly linked to delivering the Strategy's workforce and talent objectives?	I am advised: Cyber Security NSW delivers cyber security awareness training across the NSW public sector and local government councils.
244	How has the NSW Cyber Ambassador Program performed in terms of outreach and engagement, and what staffing resources support it?	I am advised: This program was led by Investment NSW.
245	What is the current state of partnerships between Cyber Security NSW, the Innovation Node, IBM and the Department of Education under the Open P-Tech initiative?	I am advised: DCS is unaware of any such partnership.

246	How is the Cyber Skills Study and Pathway Mapping progressing, and has it informed any workforce planning or education reform?	Please see the response to Supplementary Question 244.
247	What agencies or entities are accountable for ensuring meaningful implementation of Strategy objectives like gender and neuro-diverse recruitment, and how is accountability enforced?	I am advised: The NSW Government is committed to inclusive recruitment. Agencies' accountabilities for any workforce targets are led by the Public Service Commission at an all-of-government level.
248	How is industry and academic input being incorporated into Strategy delivery to improve cyber training relevance?	I am advised: Cyber Security NSW has undertaken consultation with industry and academia on an updated NSW Cyber Security Strategy. Feedback received from industry and academia is being used to inform various objectives.
249	How is the Strategy being aligned with the 2023-2030 Australian Cyber Security Strategy?	I am advised: The updated NSW Strategy will map to the priorities in the Australian Strategy.
250	What enhancements have been made to the Cyber Portal to support Strategy goals like improved metrics, reporting, and threat briefings?	I am advised: Examples include streamlined online reporting, Tableau and Power BI integrations, a secure library of intelligence products and automated email disseminations via distribution lists.
251	How will features like PROTECTED file transfer, engagement metrics, and threat distribution in the next Cyber Portal iteration support resilience and delivery?	I am advised: The Cyber Portal continues to receive enhancements that are customer and security focused.
252	How did the integration of ID Support NSW into Cyber Security NSW strengthen the Strategy's objective of continuity and citizen protection?	I am advised: The integration bolsters the NSW Government's ability to safeguard the confidentiality, integrity and availability of systems, services and

		data for NSW communities. Through ID Support NSW, the NSW Government provides targeted support to individuals and organisations affected by data compromises, helping NSW citizens and businesses build identity resilience, and recover from breaches and scams.
253	How is the updated 2024 Cyber Security Policy delivering on the 24Strategy's vision of government services continuity and resilience?	Please see the response to Supplementary Question 240.
254	What mechanisms are in place to translate the Strategy's intention of shifting from compliance to resilience into real culture and governance reform?	Please see the response to Supplementary Question 240.
255	How is Cyber Security NSW supporting agencies to close the 69 per cent compliance gap in basic protective measures flagged by the 2025 Audit?	I am advised: The Audit Office report refers to cyber awareness programs relating to local government initiatives, not NSW Government agencies.
256	What structures ensure independent assurance of agency compliance, as called for by audit findings?	I am advised: An assurance framework in support of the policy is in development.
257	How are third-party provider risks being managed, especially where agencies rely on external ICT services, as warned in the 2025 Audit?	I am advised: Agencies are responsible for managing cyber security requirements and risks posed by third-party service providers.
258	How is staffing being scaled or adjusted to secure emergency response capability consistent with the Strategy and recent insights?	Please see the response to Supplementary Question 223.
259	What governance structures are in place to allocate and oversee the new \$87.7 million funding and its alignment with Strategy goals?	Please see the response to Supplementary Question 236.
260	How will the new funding support practical delivery of the Strategy's commitment around resilience, diversity, workforce pipeline and	I am advised: Funding will be directed to continue the current operations of Cyber

	industry support?	Security NSW and align to an updated NSW Cyber Security Strategy.
261	How will Cyber Security NSW track whether the Strategy's goals, like trusted services and coordinated responses, are achieved through outcomes or metrics?	I am advised: Cyber Security NSW will internally track progress against the updated draft Strategy's goals and commitments, with oversight from the Cyber Security Steering Group and ICT and Digital Leadership Group.
262	What timeline is expected for the release of the updated Cyber Security Strategy and how will public transparency be maintained?	I am advised: The updated Strategy will be published when it is finalised and considered by government.
263	What accountability exists if Strategy objectives like improved procurement access or agency compliance, fail to materialise within stated timeframes or resource envelopes?	Please see the response to Supplementary Question 261.
264	How does the Strategy plan to ensure small businesses and regionally based organisations benefit from cyber resilience support and industry growth initiatives?	Please see the response to Supplementary Question 240.
	Cost of Living hub	
265	How many people have contacted DCS via the "call us" or "send us an email" options under Get in Touch for the Savings Finder or cost-of-living help, and how is that volume tracked.	I am advised: The 'Get in Touch' button on that page takes users to the Service NSW website 'contact us' page. Service NSW is not able to determine whether a customer's contact originated from the Cost of Living Hub or from elsewhere.
266	How many formal complaints have been received via those contact channels regarding changes to Active and Creative Kids vouchers, First Lap vouchers, Back to School assistance, or other Hub supports.	I am advised: The data is not aggregated in the way requested.

267	Which staff manage the inboxes or call lines connected to the Cost of Living Hub's Get in Touch functionality, and what team do they belong to.	I am advised: Multiple teams support these functions.
268	How many staff members were added or removed in the Hub support team since it launched.	I am advised: The Cost of Living Hub is hosted on nsw.gov.au. Staff from various teams provide this support.
269	What roles in the Customer Experience Unit or DCS are responsible for triaging and responding to complaints about voucher access or changes in eligibility.	Please see the response to Supplementary Question 267.
270	When did DCS receive the first complaints about tougher conditions being applied to Active and Creative Kids or First Lap vouchers.	I am advised: Active and Creative Kids is a new voucher program which replaced previous vouchers which had been defunded by the former government. Questions about the First Lap program should be directed to the Minister for Sport.
271	What changes to staff resourcing were made in response to spikes in user contacts or complaint volumes.	I am advised: Due to low volumes or nil spikes, no resource changes were made.
272	How many user contacts related specifically to eligibility or conditions for the Active and Creative Kids voucher.	I am advised: 21 written complaints. To date, 830,773 vouchers have been issued.
273	How many contacts were about difficulties with the First Lap swim voucher or confusion around term windows.	I am advised: 2 written complaints.

274	How many contacts addressed issues with the Savings Finder tool failing to capture entitlements correctly.	I am advised: This data is not available.
275	How many front-line DCS staff receive training to support Hub users and respond to cost- of-living enquiries.	I am advised: All frontline team members receive general training during onboarding that outlines the cost of living / Savings Finder program. 303 Service NSW frontline team members have completed multiple specialist training modules specifically focused on cost of living, savings finder, 'Homelessness to Home' and customer care.
276	How often does the Minister's office receive briefings or summaries of complaints or contact volumes relating to the Cost of Living Hub.	I am advised: My office requests and receives briefings on a range of Department of Customer Service initiatives in regular meetings with the Department.
277	Which DCS officials prepare those briefing notes or reports for the Minister's office, and how frequently.	I am advised: Briefing notes and reports are prepared by a range of DCS officials on a range of topics.
278	Was any advice provided to the Minister's office that the Active and Creative Kids voucher eligibility conditions were generating confusion, and when was that advice first sent.	Please see the answer to Supplementary Question 276.
279	When did DCS first advise the Minister's office of a significant increase in user contacts related to voucher rollouts or changes.	Please see the answer to Supplementary Question 276.
280	What documentation exists of advice from DCS to the Minister's office about public feedback on the First Lap voucher or Active and Creative Kids changes.	Please see the answer to Supplementary Question 276.
281	Has DCS advised the Minister's office about demographic patterns in user contacts for example, parents of primary school-aged children and voucher confusion.	Please see the answer to Supplementary Question 276.

282	How many staff hours are spent weekly by the Hub team processing Get in Touch communications, and which team members are responsible.	Please see the response to Supplementary Question 265.
283	How does DCS record and monitor sentiment in those contacts, such as frustration about increased complexity or reduced access.	I am advised: All customers who transact with Service NSW are given the option to provide a customer satisfaction rating. Customers who provide a low score have the option to provide additional commentary.
284	What support do staff receive when dealing with emotionally charged or high-volume customer enquiries about cost-of-living stress.	I am advised: All team members are provided support from their leader in addition to being provided with a range of training programs designed to equip staff with the tools to manage sensitive, stressful and high-volume work. Service NSW has a comprehensive Employee Assistance Program available to all staff, which is free and confidential.
285	Has the Minister's office requested updates from DCS on voucher usage rates and the Hub's support impact, and if so when.	Please see the answer to Supplementary Question 276.
286	How many times between 2023 and 2 September 2025 has the Minister's office flagged content or tool changes based on their own constituents' feedback.	Please see the answer to Supplementary Question 276.
287	Which DCS digital content staff update the Hub pages or tools in response to Ministerial feedback, and how is that tracked.	I am advised: The Customer Data and Insights unit has responsibility for the Cost of Living Hub.
288	How often do DCS and Ministerial staff meet (virtually or in person) to discuss the status of the Hub or upcoming content changes.	Please see the answer to Supplementary Question 276.
289	How many content updates to the Hub since 2023 were initiated	Please see the answer to Supplementary Question 276.

	following feedback passed from the Minister's office to DCS.	
290	What changes were made to improve clarity about voucher eligibility or term dates, and who authorised those changes.	I am advised: Communication and engagement channels were used by DCS to support and improve community understanding about voucher eligibility and support uptake. These included: • Paid advertising campaigns • Translated materials (flyers, social media tiles, press ads) in Arabic, Punjabi, Vietnamese, and Mandarin • Social media and community events • Services Australia digital and in-centre materials • DCS email campaigns • Outbound calls and emails to eligible providers • Website updates.
291	How many complaints did DCS log about voucher rollouts that ended at odds with public expectations or media coverage.	I am advised: This data is not available.
292	Which staff coordinate with Service NSW to resolve Get in Touch contacts about voucher access or application errors.	Please see the response to Supplementary Question 267.
293	How many Get in Touch contacts were escalated to Service NSW staff, and how many were resolved completely within DCS.	I am advised: All Cost-of-Living Hub contacts are sent to Service NSW to be resolved.
294	How many duplicate or repeated contacts came in about the same issue, indicating systemic confusion.	I am advised: This data is not available.

295	Which staff in DCS lead the user research or surveys exploring how easy or hard the Hub is to use.	Please see the response to Supplementary Question 287.
296	What evidence has DCS collected on the most confusing elements of the Hub, and how has that informed updates.	I am advised: DCS makes ongoing usability improvements to its sites in response to feedback and other developments. For example, restructuring the page for ease of navigation and introducing banners to make navigation to the page easy for citizens with high cognitive load.
297	How many usability improvements have been made since launch to simplify navigation for vouchers and calculators.	Please see the response to Supplementary Question 296.
298	Which staff were responsible for those usability updates and what changes were implemented.	Please see the response to Supplementary Question 295.
299	How does DCS measure performance of Get in Touch response times, and who monitors those metrics.	I am advised: Performance is measured against Service Level Agreements which are monitored by team leaders.
300	What is the average response time to emails or calls logged via the Hub, and has that improved over time.	Please see the response to Supplementary Question 265.
301	Which staff log and review media or social media feedback related to cost-of-living tool changes, and how many such inputs are actioned for site updates.	Please see the response to Supplementary Question 287.
302	How many requests have been made by community groups or advocacy organisations for changes to voucher conditions, and who within DCS engaged with them.	I am advised: Service NSW implements changes as directed by the agency which has policy ownership of the program.
303	Was advice given to the Minister's office about plans to change eligibility or rollout timing of vouchers like Back to School supports.	Please see the response to Supplementary Question 276.

304	Which staff had carriage of stakeholder liaison or community engagement around voucher changes.	Please see the response to Supplementary Question 302.
305	How many internal meetings were held in DCS about managing the rollout of the new combined Active and Creative Kids voucher.	I am advised: 24.
306	How many additional staff resources were allocated to the Hub at the height of voucher contact demand, such as back-to-school or term start periods.	Please see the response to Supplementary Question 267.
307	How many contacts related to language comprehension or translation requests were received, and which languages were most frequently requested.	I am advised: This data is not available.
308	How many translation or interpreting requests were fulfilled via TIS for Hub-related enquiries.	I am advised: This data is not available.
309	Which staff track translation usage and ensure accurate multilingual support for cost-of- living tools and pages.	I am advised: The Customer Data and Insights unit and staff supporting the OneCX program.
310	How many contacts requested financial hardship support beyond calculators such as accessing food or energy rebates and who in DCS handles these referrals.	I am advised: Contacts range in nature from specific requests about financial hardship supports such as the Senior Energy Rebate to general requests for information.
311	How many submitted feedback forms rated the Hub “not helpful” or “difficult to use” and have those been reported to the Minister’s office.	Please see the answer to Supplementary Question 276.
	Government brand advertising, communications and social media	

312	What is the current total headcount of the Advertising and Communications unit at the Department of Customer Service?	I am advised: Employment statistics are captured in the DCS annual report.
313	How many of the Advertising and Communications staff are employed on an ongoing basis and how many are on temporary or contingent contracts?	I am advised: There is no unit by this name at DCS.
314	How many executives are included in the Advertising and Communications unit headcount and what roles do they perform?	Please see the response to Supplementary Question 313.
315	How has the overall headcount of the unit changed in each of the past two financial years?	Please see the response to Supplementary Question 313.
316	What proportion of the unit's headcount is dedicated to campaign design, campaign effectiveness, and campaign evaluation respectively?	I am advised: The team is not structured as described. Accordingly, this data is not available.
317	How many staff in the unit are responsible for stakeholder engagement and agency liaison compared to those working on technical or creative outputs?	Please see the response to Supplementary Question 316.
318	How many positions in the unit are currently vacant and how long have those vacancies been unfilled?	Please see the response to Supplementary Question 313.
319	What is the average staffing cost per full time equivalent in the Advertising and Communications unit?	Please see the response to Supplementary Question 313.
320	How many contractors or consultants are engaged in the unit in addition to the internal headcount?	Please see the response to Supplementary Question 313.
321	How does the headcount of the Advertising and Communications unit compare with equivalent communications teams in other NSW Government departments?	Please see the response to Supplementary Question 313.

322	How many executives lead the Brand and Communications function within DCS?	Please see the response to Supplementary Question 316.
323	What are the titles and responsibilities of each executive in the Brand and Communications team?	Please see the response to Supplementary Question 316..
324	Which executive is accountable for the Diverse Communications Team?	I am advised: This does not exist.
325	Which executive is accountable for the Digital Campaigns Leadership Team?	I am advised: This does not exist.
326	Which executive is accountable for the Campaign Effectiveness Team?	I am advised: This does not exist.
327	Which executive is accountable for the Campaign Performance Team?	Please see the response to Supplementary Question 326.
328	Which executive runs the Sector Capability Team?	I am advised: This does not exist.
329	How many executives oversee the Brand and Communications team and what does each of them do?	Please see the response to Supplementary Question 316.
330	How is executive oversight divided across the various sub-teams listed?	Please see the response to Supplementary Question 316.
331	What specific deliverables are each of those executives responsible for delivering?	Please see the response to Supplementary Question 316.
332	How often do these executives report internally to DCS senior leadership or the Secretary?	Please see the response to Supplementary Question 316.
333	How many senior-level staff sit under each executive across those	Please see the response to Supplementary Question 316.

	sub-teams?	
334	Which of the listed Brand and Communications sub-teams undertake the same or overlapping responsibilities as communications staff in other departments or agencies?	Please see the response to Supplementary Question 316.
335	Where do the Digital Campaigns Leadership Team and agency-specific digital teams overlap in roles?	I am advised: This does not exist.
336	Is there duplication between the Campaign Effectiveness Team and internal communications functions in major agencies?	Please see the response to Supplementary Question 326.
337	Does the Campaign Performance Team conduct work that mirrors advertising procurement teams in other clusters?	Please see the response to Supplementary Question 327.
338	Are there overlapping functions between the Diverse Communications Team and multicultural roles in agencies like Multicultural NSW?	Please see the response to Supplementary Question 324.
339	How does the Sector Capability Team's training content compare with the GovComms Capability Program events?	Please see the response to Supplementary Question 328.
340	Is there duplication between the Multicultural and Aboriginal advertising policy enforcement and cultural inclusion roles in other departments?	I am advised: No.
341	Does the Regional media guidance overlap with communications roles in Regional NSW or agencies focused on regional engagement?	I am advised: No.
342	Does the Brand and Communications team perform functions that are duplicated by Service NSW communications staff?	I am advised: No.
343	Do any responsibilities of the Brand and Communications team overlap with Treasury or Premier's Department communications	I am advised: No.

	work?	
344	Is there role duplication where Brand Framework or logo placement conflicts with agency- specific brand teams?	I am advised: No.
345	What support services does the Diverse Communications Team provide and how many staff deliver them?	Please see the response to Supplementary Question 324.
346	What support services does the Digital Campaigns Leadership Team provide and how many staff deliver them?	Please see the response to Supplementary Question 335.
347	What support services does the Campaign Effectiveness Team provide and how many staff deliver them?	Please see the response to Supplementary Question 326.
348	What support services does the Campaign Performance Team provide and how many staff deliver them?	Please see the response to Supplementary Question 327.
349	What support services does the Sector Capability Team provide and how many staff deliver them?	Please see the response to Supplementary Question 328.
350	How many campaigns annually does each sub-team support?	It is not clear to what sub-teams the question refers to.
351	How are client agencies onboarded to work with each of these sub-teams?	Please see the response to Supplementary Question 350.
352	How does DCS ensure each team's services are unique and not duplicated by other agencies?	I am advised: DCS has undertaken extensive consultation and significant work to ensure the Department delivers an efficient service which complements the work of other agencies.
353	Which teams provide peer review of campaign proposals?	I am advised: The Brand, Digital and Communications unit.
354	Which team makes recommendations to Cabinet on advertising	Please see the response to Supplementary Question 353.

	proposals?	
355	Which team provides feedback on creative concepts and campaign briefing documents?	Please see the response to Supplementary Question 353.
356	Which team monitors evidence of likely effectiveness and behavioural insights?	Please see the response to Supplementary Question 353.
357	Which teams manage learning and development for government communications professionals?	Please see the response to Supplementary Question 353.
358	DCS - Advertising accountability, governance and compliance How does the Brand and Communications team ensure compliance with the Government Advertising Act 2011?	I am advised: Individual agency heads are required to give a compliance certificate for each campaign that confirms the campaign complies with the <i>Government Advertising Act 2011</i> .
359	Which team ensures apolitical content in all government advertising?	I am advised: Individual agency heads are required to give a compliance certificate for each campaign that confirms the campaign complies with the <i>Government Advertising Act 2011</i> and regulatory requirements.
360	How does DCS enforce accessibility standards for people living with disabilities across campaigns?	I am advised: This is the responsibility of the individual agency.
361	How is Indigenous or multicultural representation enforced across campaigns?	I am advised: Peer review assessments are made against criteria in the Government Advertising Guidelines and include consideration of meeting requirements for multicultural and Aboriginal media.
362	Which team ensures that at least 26 per cent of regional campaign spend targets regional media?	Please see the response to Supplementary Question 353.

363	How is regional media engagement tracked and enforced?	I am advised: Peer review assessments are made against criteria in the Government Advertising Guidelines and include consideration of meeting requirements for regional media.
364	Which team tracks compliance with Disability Inclusion Act requirements in campaign design?	I am advised: This is the responsibility of the individual agency.
365	Which team ensures that compliance certificates are signed and publicly available?	Please see the response to Supplementary Question 364.
366	Who tracks whether agencies have completed peer review for campaigns above budget thresholds?	Please see the response to Supplementary Question 353.
367	Who verifies that post-campaign effectiveness reports are submitted in time?	Please see the response to Supplementary Question 353.
368	Which team ensures campaigns over \$1 million have cost-benefit analysis?	I am advised: This is the responsibility of the individual agency.
369	How is the Advertising and Digital Communications Services Scheme managed?	I am advised: The Scheme is managed by DCS. Applications may be submitted via the buy NSW website.
370	Which team deals with procurement-related queries and suppliers under that scheme?	Please see the response to Supplementary Question 369.
371	Which team liaises with OMD or media buying services?	Please see the response to Supplementary Question 353.
372	How is the All-of-Government Communications Framework applied in practice?	I am advised: The All of Government Communications Framework was published in 2020 and provides agencies with high level principles. Individual

		agencies are responsible for applying the Framework principles.
373	Which team supports implementation of the Brand Framework across agencies?	Please see the response to Supplementary Question 353.
374	How is consistency of NSW Government branding enforced across all government communications?	I am advised: All agencies are responsible for adherence to the NSW Government Brand Framework and visual identity.
375	Who monitors use of masterbrand, co-brand and independent brand categories?	Please see the response to Supplementary Question 353.
376	Which team issues guidance on logo use, including TV endframes and visual style?	Please see the response to Supplementary Question 353.
377	Who ensures adherence to the NSW Government Visual Identity System?	Please see the response to Supplementary Question 353.
378	What role does the Branding function play beyond advertising, such as in social media or events?	I am advised: Brand, Digital and Communications supports and monitors the Brand Framework including preparation and distribution of branding guidelines, templates and other brand files across government to minimise costs and duplication and ensure branding consistency. Branding support is provided in relation to government advertising, communications, events and engagement activities.
379	Who resolves disputes between agency branding and masterbrand requirements?	Please see the response to Supplementary Question 353.
380	How often do these sub-teams meet with cluster communications teams in major agencies?	I am advised: Brand, Digital and Communications coordinates with other agency communications teams with meetings scheduled as required to meet

		operational needs.
381	Who coordinates between DCS Brand and Communications and other departments' communications?	Please see the response to Supplementary Question 380.
382	Which staff manage cross-agency advertising planning and shared campaigns?	I am advised: This is the responsibility of the relevant agencies.
383	Does the Campaign Effectiveness Team collaborate with Premier's Department communications for election-related guidelines?	Please see the response to Supplementary Question 326.
384	How are A-government communication frameworks shared across agencies?	Please see the response to Supplementary Question 372.
385	Which team supports communities of practice like GovComms?	I am advised: Brand, Digital and Communications.
386	Who liaises between the GovComms Capability Program and Brand and Communications team?	I am advised: This does not exist.
387	What is the total headcount across all Brand and Communications sub-teams together?	I am advised: Information about staffing is published in the DCS annual report.
388	How many FTEs are allocated to the Diverse Communications Team?	Please see the response to Supplementary Question 324.
389	How many FTEs are allocated to the Digital Campaigns Leadership Team?	Please see the response to Supplementary Question 325.
390	How many FTEs are allocated to the Campaign Effectiveness Team?	Please see the response to Supplementary Question 326.
391	How many FTEs are allocated to the Campaign Performance Team?	Please see the response to Supplementary Question 327.

392	How many FTEs are allocated to the Sector Capability Team?	Please see the response to Supplementary Question 328.
393	How has staffing changed in these teams since 2023?	Please see the response to Supplementary Question 315.
394	Have any roles been added or eliminated in that timeframe?	Please see the response to Supplementary Question 315.
395	Which teams require external consultant support versus internal capacity?	I am advised: The use of consultants is reported in the Department's annual report.
396	How does DCS measure the success of each support function?	I am advised: It is unclear which support functions are referred to.
397	Which metrics are tracked by Campaign Effectiveness Team?	Please see the response to Supplementary Question 326.
398	Which metrics are tracked by Digital Campaigns Leadership Team?	Please see the response to Supplementary Question 325.
399	Which metrics are tracked by Sector Capability Team?	Please see the response to Supplementary Question 328.
400	Are these metrics publicly reported or included in annual reporting?	I am advised: Government Advertising Media expenditure is reported on the data.nsw website.
401	Which teams review and act on post-campaign effectiveness reports?	Please see the response to Supplementary Question 353.
402	How are lessons learned shared across clusters?	I am advised: The NSW Government no longer has clusters.
403	Which team handles continuous improvement of advertising processes?	Please see the response to Supplementary Question 353.
404	Which DCS senior leader authorised the official switch of infrastructure wrap-around colours from blue to red?	I am advised: The NSW Government Brand Framework including Masterbrand

		colour palette has not changed since 2021. The update to NSW Government hoarding was part of a broader refresh of branding across agencies. The change was carried out in-house and rolled out progressively, meaning there was no additional cost to taxpayers.
405	What specific date was the decision to change the government colour palette made?	Please see the response to Supplementary Question 404.
406	Which Minister signed off on the decision to change the colour of hoarding and fencing covers?	Please see the response to Supplementary Question 404.
407	What documented rationale was provided to justify switching the colour palette from blue to red?	Please see the response to Supplementary Question 404.
408	What consultation was carried out with agencies before confirming the change of colour?	Please see the response to Supplementary Question 404.
409	What specific briefing notes or cost assessments were prepared by DCS before the switch was approved?	Please see the response to Supplementary Question 404.
410	How many kilometres of existing blue shade cloth and hoarding were in stock when the decision was made to change to red?	I am advised: This data is not available. Agencies are responsible for managing their own hoarding and other branded materials. .
411	What is the total dollar value of blue shade cloth and fencing wraps still in storage or active use as of September 2025?	Please see the response to Supplementary Question 410.
412	Has any existing stock of blue fencing or hoarding been discarded or written off, and if so, what was the cost?	Please see the response to Supplementary Question 410.
413	How many new red fencing covers, shade cloths or hoarding sheets have been procured since the switch was announced?	Please see the response to Supplementary Question 410.
414	What is the cost per square metre of red shade cloth compared to the	Please see the response to Supplementary Question 410.

	previous blue stock?	
415	How much money has been spent since the announcement on producing new red branding assets, including cloth, hoarding, fencing, and ribbons?	Please see the response to Supplementary Question 404.
416	Which contractors or suppliers are responsible for manufacturing and supplying the new red branding materials?	Please see the response to Supplementary Question 410.
417	Were any new tenders issued to procure the red fencing covers, and if so, when were those tenders released?	Please see the response to Supplementary Question 410.
418	How many contracts have been updated or varied to include red rather than blue branding assets?	Please see the response to Supplementary Question 410.
419	What due diligence was carried out to confirm there would be “no additional cost” to taxpayers as stated by DCS?	Please see the response to Supplementary Question 404.
420	Can DCS provide a breakdown of all staff hours and internal resources used to implement the red rebrand?	Please see the response to Supplementary Question 404.
421	What communications were sent to agencies to enforce the change of colour, and on what dates?	Please see the response to Supplementary Question 404.
422	Which teams within DCS are responsible for overseeing rollout of the red colour branding across worksites?	Please see the response to Supplementary Question 410.
423	How many agencies have already transitioned their worksite branding from blue to red as of September 2025?	Please see the response to Supplementary Question 410.
424	What timeline has been set for all agencies to complete the colour switch on hoarding and fencing?	Please see the response to Supplementary Question 404.
425	How will DCS monitor compliance with the red colour branding across hundreds of work sites?	Please see the response to Supplementary Question 410.

426	Have any agencies reported difficulties or increased costs in implementing the red colour branding?	Please see the response to Supplementary Question 404.
427	What guidance has been given to agencies about using up remaining blue stock before switching to red?	Please see the response to Supplementary Question 404.
428	How will the red Waratah logo be adapted or altered for visibility on a red background?	I am advised: The NSW Government brand visual identity system permits alternative logo versions including a mono (white) version when a design cannot accommodate the full colour logo.
429	What advice did branding specialists provide on the risk of logo visibility when placed on red fencing?	Please see the response to Supplementary Question 428.
430	Has any analysis been done on whether red colour branding could create public confusion with political party colours?	Please see the response to Supplementary Question 404.
431	How many ceremonial ribbons have been purchased in red since the change, and what has been the cost?	Please see the response to Supplementary Question 410.
432	Was the switch of ceremonial ribbons from blue to red subject to any procurement variation or new purchase order?	Please see the response to Supplementary Question 410.
433	What monitoring or reporting mechanism is in place to track all costs associated with the red rebrand across NSW agencies?	Please see the response to Supplementary Question 410.
	All of Government Communications Framework	
434	What is the full list of communications themes under the All-of-Government Communications Framework as presented on the NSW Government site (such as Aboriginal information, Community services, Driving, Education, etc.)?	I am advised: The All of Government Communications Framework published by DCS in 2020 is publicly available https://www.nsw.gov.au/nsw-government/communications/all-of-government-communications-framework

		It does not have 'communications themes'.
435	Which team or division within DCS is responsible for managing and overseeing this Communications Framework across clusters?	I am advised: All agencies are responsible for applying the Framework principles.
436	How is responsibility divided between DCS and individual agencies for delivering communications under each theme?	Please see the response to Supplementary Question 435.
437	Which agency communications teams retain autonomy over their messaging even when using the broader Framework?	Please see the response to Supplementary Question 435.
438	How many communications staff are deployed government-wide to support this Framework, and how many FTEs does that represent?	Please see the response to Supplementary Question 435.
439	How many executives or senior managers are assigned to maintain or govern the Communications Framework?	Please see the response to Supplementary Question 435.
440	What reporting lines exist from those executives to the Secretary of Customer Service or another senior leader?	Please see the response to Supplementary Question 435.
441	How often is the Communications Framework reviewed for currency and relevance?	Please see the response to Supplementary Question 435.
442	Has the Framework been updated since 2023, and if so, what changes were made and when?	I am advised: No.
443	Is there duplication in content creation where multiple agencies publish overlapping messages under the same theme?	I am advised: DCS convenes various forums to support consistency of government messaging.
444	How is consistency maintained in messaging for themes like "Health and wellbeing" when shared across clusters?	Please see the response to Supplementary Questions 434 and 402.

445	What mechanisms exist to prevent contradictory or duplicated campaigns, for example, between DCS and the Health cluster on emergency messaging?	Please see the response to Supplementary Question 443.
446	Which themes are most prone to duplication across agencies, and how is that tracked?	Please see the response to Supplementary Question 434.
447	How are communications resources, such as creative assets or templates, shared across agencies through this Framework?	I am advised: There are no assets or templates associated with the All of Government Communications Framework.
448	Who tracks usage of shared templates or guidance across government agencies?	I am advised: DCS not track this information.
449	Which team in DCS liaises with agency communications leads to coordinate multi-agency campaigns?	I am advised: Individual agencies coordinate with other participating agencies in multi-agency campaigns.
450	What governance or committee structures support the Framework's implementation?	Please see the response to Supplementary Question 435.
451	Are agencies required to submit campaign proposals under themes to DCS for approval before release?	Please see the response to Supplementary Question 402.
452	If so, what criteria are used to approve or reject cross-agency communications?	Please see the response to Supplementary Question 449.
453	How is performance of cross-agency communications measured, and by whom?	Please see the response to Supplementary Question 435.
454	Which team is accountable for ensuring accessibility standards are applied across all theme messaging?	Please see the response to Supplementary Question 434.

455	Which team oversees multicultural or inclusive communications within each theme?	Please see the response to Supplementary Question 434 and 435.
456	What are the accountability pathways if a campaign under a theme fails to meet compliance or quality standards?	Please see the response to Supplementary Question 434 and 435.
457	Has DCS been instructed to include the phrase “Minns Labor Government” in media releases or public communications?	I am advised: No.
458	If so, which office or individual issued that directive, was it the Premier’s office, a ministerial adviser, or DCS leadership?	Please see the response to Supplementary Question 457.
459	On what date was the directive first communicated to DCS communications staff?	Please see the response to Supplementary Question 457.
460	Is there a formal memo, briefing note or mandate directing communications to reference “Minns Labor Government”?	Please see the response to Supplementary Question 457.
461	Have DCS communications staff raised any concerns or objections about that naming requirement, and if so, who and when?	Please see the response to Supplementary Question 457.
462	What budget is allocated to maintain the All-of-Government Communications Framework, and how is that distributed across themes?	Please see the response to Supplementary Question 434 and 435.
463	How many staff hours per week are devoted to coordinating the Framework across agencies?	Please see the response to Supplementary Question 435.
464	What training is provided to agency communications staff on using the Framework effectively?	Please see the response to Supplementary Question 435.
465	Has the Framework generated cost savings by reducing duplicated assets or messaging, and if so, how much?	I am advised: DCS does not track this information.

466	If any themes require external agencies, such as multicultural or Aboriginal communications specialists, how are they sourced and contracted?	I am advised: Agencies are responsible for following their own procurement requirements to engage suppliers.
467	How are conflicts between DCS-driven Framework messaging and agency-specific priorities resolved?	I am advised: The Framework does not have messaging.
468	Is there a performance report or evaluation available that measures outcomes from cross- agency communications under the Framework?	I am advised: No.
469	What mechanisms allow agencies to input new theme areas or propose changes to existing Framework categories?	Please see the response to Supplementary Question 434.
470	Are agencies required to contribute reporting on their use of the Framework, and if so, how frequently and through what system?	I am advised: All agencies are required to submit advertising expenditure to DCS on a quarterly basis.
471	Which stakeholders or external partners (such as community groups or stakeholders) are consulted in developing the Framework themes or guidance?	Please see the response to Supplementary Question 434.
	Social Media	
472	Which division inside the Department of Customer Service is responsible for owning and updating the Social Media Guidelines?	I am advised: Policy, Strategy and Governance and Digital NSW.
473	How many full time equivalent staff are dedicated to managing these Guidelines across the NSW Government?	I am advised: Staff are assigned a range of responsibilities that have multiple functions. There are no staff solely focused on managing the social media guidelines.

474	Who within DCS signs off on updates or revisions to the Guidelines before they are published?	I am advised: The Executive Director, NSW Government Digital Channels.
475	How often are the Guidelines reviewed and when was the last review completed?	I am advised: The guidelines are reviewed as needed by developments in the industry and were last updated in March 2025.
476	Which executives in DCS are directly accountable for ensuring agencies comply with the Social Media Guidelines?	Please see the response to Supplementary Question 478.
477	What training is provided to agency social media officers to ensure they understand their obligations?	I am advised: DCS manages a community of practice which is an opportunity for knowledge sharing and peer support.
478	How do agencies confirm that they are compliant with the Guidelines and who checks compliance?	I am advised: The guidelines are not mandated.
479	What is the process for approving a new NSW Government social media account under these Guidelines?	I am advised: This is the responsibility of individual agencies.
480	Which team in DCS provides advice to agencies when they are unsure how to apply the Guidelines?	I am advised: Digital NSW.
481	How many times since 2023 has DCS been asked to provide advice on account creation or content under the Guidelines?	I am advised: DCS does not track this.
482	How many official NSW Government social media accounts are currently active and who tracks this number?	I am advised: DCS does not track this.

483	What reporting requirements do agencies have to meet when using government social media accounts?	Please see the response to Supplementary Question 479.
484	How are accessibility requirements such as captions and alt text enforced under these Guidelines?	Please see the response to Supplementary Question 479.
485	Which team checks whether agencies are meeting accessibility obligations on their social media channels?	Please see the response to Supplementary Question 479.
486	What rules exist in the Guidelines for managing privacy and data security on social media platforms?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/privacy .
487	Who in DCS is responsible for overseeing compliance with privacy and security standards?	Please see the response to Supplementary Question 479.
488	How are social media posts archived and recorded to meet government record keeping laws?	I am advised: Individual agencies are responsible for recordkeeping and archiving the social media accounts that they manage.
489	Which team manages the archiving of NSW Government social media accounts and how is that funded?	Please see the response to Supplementary Question 488.
490	What measures exist in the Guidelines to deal with inappropriate or abusive comments on government accounts?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/community-management .
491	Who in DCS supports agency staff wellbeing when dealing with abusive or threatening interactions on social media?	I am advised: DCS teams responsible for DCS social media accounts are provided

		with third party mental health training.
492	What restrictions or guidance are included in the Guidelines regarding the use of artificial intelligence or automated content?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/using-artificial-intelligence .
493	How are influencers approved for use in NSW Government campaigns and who oversees that process?	Please see the response to Supplementary Question 479.
494	What guidance is provided on disclosure and transparency when government uses influencers in campaigns?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/influencers .
495	Which team monitors whether government agencies are correctly identifying paid partnerships on social media?	Please see the response to Supplementary Question 479.
496	What guidance exists on the use of hashtags or campaign tagging in official NSW Government posts?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/social-media-copy .
497	How do agencies ensure consistency of branding and tone across all official NSW Government social media channels?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/social-media-copy .
498	Which team manages cross agency coordination to prevent duplication or conflicting messages?	Please see the response to Supplementary Question 479.
499	What rules exist about agencies running closed groups or private communities under government branding?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/managing-a .

		closed-group
500	How is sentiment monitoring or social listening incorporated into the Guidelines and who carries it out?	I am advised: Please refer to https://www.nsw.gov.au/nsw-government/communications/social-media-guidelines/social-listening
501	What budget has been allocated to maintaining and enforcing the Social Media Guidelines since 2023?	Please see the response to Supplementary Question 478.
502	How many complaints have been made about agency use of social media and who investigates them?	I am advised: This data is not available.
503	Has DCS been formally instructed to include the phrase “Minns Labor Government” in social media posts?	I am advised: No.
504	If DCS has been instructed to include that phrase who issued the directive and on what date?	Please see the response to Supplementary Question 503.
505	Is there a written directive requiring agencies to use the phrase “Minns Labor Government” in social media content?	Please see the response to Supplementary Question 503.
506	Have any agency communications teams raised concerns about being required to use the phrase “Minns Labor Government”?	Please see the response to Supplementary Question 503.
507	What steps does DCS take to ensure that social media communications remain factual and apolitical if such a directive exists?	Please see the response to Supplementary Question 503.
508	Have any staff in ministerial offices lodged complaints through NSW Government social media channels, and if so who lodged them and when?	I am advised: DCS does not hold this information.
509	Have any members of the public lodged serious complaints through NSW Government social media channels, and if so what was the	Please see the response to Supplementary Question 508.

	subject matter and when were they received?	
510	What processes exist to record, categorise and escalate complaints that are submitted through official NSW Government social media accounts?	Please see the response to Supplementary Question 479.
511	How many complaints from members of the public have been deemed serious enough to require formal investigation since 2023?	Please see the response to Supplementary Question 508.
512	When ministerial staff make complaints via social media channels how are those handled differently to complaints made by the general public?	Please see the response to Supplementary Question 508.
513	Which teams within DCS are responsible for receiving, triaging and resolving complaints that arrive through government social media channels?	Please see the response to Supplementary Question 508.
514	What role, if any, does the Premier's Office play in being notified about complaints made through NSW Government social media accounts?	Please see the response to Supplementary Question 508.
515	Has the Premier's Office ever intervened directly in resolving a complaint received via a government social media channel, and if so when and why?	Please see the response to Supplementary Question 508.
516	What is the average time taken to resolve a serious complaint submitted via government social media accounts, and who is accountable for ensuring resolution?	Please see the response to Supplementary Question 508.
517	Are agencies required to report complaints raised via their official social media accounts to DCS or the Premier's Office, and if so how frequently and through what mechanism?	I am advised: No.
	EDM Marketing –	

518	How frequently does Service NSW send out EDMs from news@comms.service.nsw.gov.au?	I am advised: Approximately every three weeks.
519	Who in Service NSW or DCS decides the content included in each EDM?	I am advised: Content comes from across government agencies.
520	What process governs how topics are selected for inclusion in the newsletters?	I am advised: Content must be timely and relevant to the community.
521	Are content calendars planned and approved in advance, and if so who approves them?	I am advised: Content calendars go through the appropriate chain of approvals.
522	What criteria determine which announcements or updates qualify for inclusion in an EDM?	Please see the response to Supplementary Question 520.
523	What has been the most clicked item or link across all EDMs over the past year?	I am advised: Information on energy rebates.
524	Which types of content, such as rebates, service updates, or event announcements, regularly attract the highest click-through rates?	I am advised: Cost of living relief.
525	Where (geographically or by demographics) are recipients engaging most with EDM links?	I am advised: This data is not available.
526	Does Service NSW conduct A/B testing or experiments to optimise EDM content or timing?	I am advised: Yes.
527	How are performance metrics from EDMs shared internally, and does DCS receive reports?	I am advised:

		Internal reports are shared with content stakeholders.
528	To what extent do ministerial offices review or influence the content of EDMs before they are issued?	I am advised: Emails are sent to Ministerial Offices prior to send for information.
529	Who in the Minister's office typically requests content be added, changed, or removed?	Please see the response to Supplementary Question 519.
530	How often does ministerial feedback result in edits to draft or scheduled EDMs?	Please see the response to Supplementary Question 519.
531	Does the Premier's or relevant Minister's office receive advance copies of EDMs before they are sent?	Please see the response to Supplementary Question 528.
532	Is there an official policy explaining how ministerial input must be balanced with consumer value?	I am advised: No.
533	Why was EDM content from the Coalition government halted from December 2022 due to the caretaker conventions prior to the 2023 election?	I am advised: Email communication, where a third party is used to distribute emails, is considered a form of advertising under the <i>Government Advertising Act 2011</i> .
534	What advice or policy directed Service NSW or DCS to pause or modify EDM content during that period?	Please see the response to Supplementary Question 533.
535	From what date in December 2022 did the restriction on Coalition content begin, and when did it end?	I am advised: Safety, routine and crisis related content continued to be sent as required including through the quarantine period, in line with caretaker convention.
536	Will DCS or Service NSW apply the same pre-election (from	Please see the response to Supplementary Question 533.

	December 2026) or caretaker period restrictions to the Minns Labor Government?	
537	If yes, from what date will the EDM content be restricted or paused under those arrangements?	I am advised: From the first day of the quarantine period.
538	Will ministerial or political branding be removed from EDMs during the upcoming caretaker period?	I am advised: There is no such branding on EDMs.
539	Who is accountable for managing compliance with election caretaker rules in EDM distribution?	Please see the response to Supplementary Question 521.
540	What documentation exists of communications between DCS, Service NSW, and ministerial offices regarding EDM policy and content during election periods?	I am advised: These documents would pre-date the current Government.
541	If there were concerns about EDM content in the lead-up to elections, how were they escalated and resolved?	Please see the response to Supplementary Question 540.
542	Will these policies and restrictions be applied transparently to the public or subject to internal reporting?	I am advised: The <i>Government Advertising Act 2011</i> and Caretaker conventions are published on nsw.gov.au.
	Service NSW	
543	How many Service NSW centres are currently operating across NSW and how many are planned to open, close, consolidate or relocate in the next 18 months?	I am advised: There are 118 Service Centres delivering services across NSW. A new Service Centre is planned for Campbelltown.
544	What formal strategy or plan guides decisions on Service NSW centre openings, closures and relocations, and when was it last approved?	I am advised: A range of factors guide these decisions including utilisation of

		existing/nearby services, proximity to other Service NSW points of presence, actual or expected population growth, building size and condition, and location limitations.
545	How many centre leases are due to expire within the next 18 months and how many of those leases will not be renewed?	I am advised: 53 leases are due to expire in the next 18 months with all 53 centres to continue operating.
546	For each lease that will not be renewed in the next 18 months, which specific Service NSW locations are affected and on what dates do the leases end?	Please see the response to Supplementary Question 545.
547	What is the stated rationale for each lease non renewal decision, including cost, utilisation, building condition, co tenancies, or footprint changes?	Please see the response to Supplementary Question 545.
548	Who signed off on each decision not to renew a lease and on what date was that approval given?	Please see the response to Supplementary Question 545.
549	What consultation has been undertaken with local communities and MPs for each location facing closure, consolidation, or relocation, and when did that consultation occur?	Please see the response to Supplementary Question 545.
550	What alternative access arrangements will be in place for communities affected by a centre closure or relocation, including mobile hubs, extended hours, or digital assistance?	Please see the response to Supplementary Question 545.
551	What criteria are used to determine whether a location remains viable, including foot traffic thresholds, transaction mix, and demographic needs?	Please see the response to Supplementary Question 544.
552	How many centres are operating under temporary or month to month lease arrangements and where are they located?	I am advised: None.

553	What is the projected net saving or additional cost from the set of lease non renewals and relocations planned over the next 18 months?	Please see the response to Supplementary Question 545.
554	How many staff roles will be moved or made redundant as a result of lease non renewals, and how will affected staff be supported?	Please see the response to Supplementary Question 545.
555	Has Service NSW modelled the impact on wait times and customer experience for neighbouring centres when one centre closes or consolidates, and what are the results?	Please see the response to Supplementary Question 545.
556	What service continuity plans exist for regions that would otherwise be left with long travel times to the nearest centre if a lease is not renewed?	Please see the response to Supplementary Question 545.
557	What commitments exist to maintain a Service NSW presence in rural and regional communities where there is limited digital connectivity?	I am advised: 99% of NSW citizens live within 30 minutes of a Service NSW point of presence and Service NSW works to provide people access to face-to-face support no matter where they live. Service NSW maintains a strong presence in regional and rural NSW and supports communities in these areas through 69 regionally located service centres, four Mobile Service Centres (MSCs), 32 regional Council Agencies and 1 Government Access Centre.
558	How many incidents of customer on staff violence or threats have been recorded in Service NSW centres since March 2023 and in which centres did they occur?	I am advised: In the period from 1 March 2023 to 15 September 2025, Service NSW recorded one incident of customer on staff violence.
559	What are the categories of incidents recorded in centres, such as physical assault, threats, harassment, or damage to property, and how many incidents fall into each category?	I am advised: Incidents may range from physical assault to unreasonable customer behaviour by phone, in person or by other media.
560	What measures have been implemented to mitigate violence in centres, including security staffing, design changes, duress alarms, or	I am advised:

	police liaison, and when were these measures rolled out?	A range of measures have been adopted including de-escalation training commenced in 2023, securing training for frontline staff commenced in 2024 and ongoing upgrades to security infrastructure such as CCTV and duress alarms.
561	How many staff compensation claims or lost time injuries have arisen from violent incidents in centres since March 2023 and what support was provided to affected staff?	I am advised: Workers Compensation claims are recorded in the agency annual report.
562	How many substantiated incidents of fraud or misconduct by Service NSW staff have been identified since March 2023 where staff assisted or were alleged to assist criminals to obtain identity documents or credentials?	I am advised: These are matters for the police and inappropriate to comment on.
563	In the substantiated cases of staff related fraud, what were the circumstances, which processes were compromised, and what controls failed?	Please see the response to Supplementary Question 562.
564	For each substantiated fraud or misconduct case involving identity assistance, what disciplinary action or prosecution followed and on what dates were outcomes finalised?	Please see the response to Supplementary Question 562.
565	What changes to identity proofing, counter procedures, dual controls, or system flags have been implemented since January 2023 to prevent staff enabled fraud and how are these audited?	I am advised: A DRIVES Monitoring System was introduced in December 2023 to prevent and detect system misuse.
566	How many attempted or suspected cases of third party coaching or collusion at counters have been detected since March 2023 and how many were escalated to police?	Please see the response to Supplementary Question 562.
567	What proportion of identity related transactions at centres require secondary verification or back office review, and how has that proportion changed since March 2023?	I am advised: Most transactions require customers to provide identity documents to

		complete a transaction.
568	How are centre managers trained to recognise red flags for identity fraud and what refresher training cadence is mandated across all locations?	I am advised: Managers are assigned mandatory training modules annually about Fraud and Corruption Awareness to educate staff to identify data breaches and identity misuse.
569	What is the current vacancy rate for frontline roles across Service NSW centres and how does staffing adequacy correlate with incident rates and customer wait times?	I am advised: 6%. Customer wait times and incident rates in Service Centres are influenced by a range of factors.
570	How many complaints have been received from the public about reduced hours, closed counters, or longer wait times linked to lease changes or staffing levels and how were these complaints resolved?	I am advised: The data is not aggregated in the way requested.
571	What external assurance or independent review has examined Service NSW location strategy, lease decisions, violence mitigation, and anti fraud controls since January 2023 and what were the key findings?	I am advised: The Service NSW location strategy is not audited independently. Comprehensive analysis is undertaken in accordance with the decision-making process to determine the location of service centres.
	Disaster Recovery – DCS	
572	What is the current total headcount of the Disaster Management team within the Department of Customer Service?	I am advised: Service NSW responds to natural disasters by activating surge capacity which differs from event to event depending on need. For example, 95 frontline team members participated in the East Coast flood event.
573	How many of these roles are ongoing, how many are temporary, and how many are contingent or seconded staff?	Please see the response to Supplementary Question 572.

574	How has the headcount of the Disaster Management team changed since March 2023, and what are the reasons for any reductions?	I am advised: Service NSW organisation-wide more than doubled its staff levels between 2018 and 2023 and new programs were initiated without long-term funding allocated. Since March 2023, the agency has implemented efficiencies and better coordinated support to enable it to remain within budget parameters.
575	Who within DCS authorised any staff reductions or reassignments in the Disaster Management team?	I am advised: The authorisation to realign the agency following the COVID-19 pandemic was made by the NSW Government after the former Government more than doubled its staff levels between 2018 and 2023 and new programs were initiated without long-term funding allocated.
576	Did the directive for any reduction in the Disaster Management team come from the Premier's Department, and if so when and in what form?	Please see the response to Supplementary Question 575.
577	Has there been any instruction from the Premier's Office to reduce, restructure, or redirect staff within the Disaster Management team?	Please see the response to Supplementary Question 575.
578	What consultation occurred with staff, unions, or external stakeholders before any reduction or change to the team was implemented?	I am advised: A robust consultation and engagement approach with employees, unions, partner agencies and other stakeholders was undertaken.
579	How many positions in the Disaster Management team are currently vacant, and how long have those vacancies been unfilled?	I am advised: None.
580	What impact assessments were conducted to determine the effect of staff reductions on disaster readiness and response capability?	I am advised: This was all considered as part of the review.

581	How many roles are specifically dedicated to community preparedness programs such as “Get Ready”, and have those numbers changed since March 2023?	I am advised: This question should be directed to the Minister for Recovery.
582	How many staff are responsible for overseeing recovery programs across flood, bushfire, and storm affected communities, and have those resources been reduced?	I am advised: The Service NSW Executive Leadership team coordinates disaster preparedness and recovery across all divisions including frontline recovery response, digital, grant assessment and other related activities.
583	What is the current staffing allocation to manage the “Get Ready” campaign, including community engagement, communications, and outreach?	I am advised: This question should be directed to the Minister for Recovery.
584	Who within DCS is accountable for ensuring that recovery information on the NSW Government website is accurate and up to date?	I am advised: This question should be directed to the Minister for Recovery.
585	What role does the Premier’s Department play in reviewing or approving content for disaster preparedness or recovery information published by DCS?	I am advised: The Premier’s Department does not approve content on disaster preparedness or recovery information published by DCS.
586	Have any staff from the Disaster Management team been seconded into the Premier’s Department or vice versa, and if so how many and when?	I am advised: None.
587	What reporting lines exist between the Disaster Management team in DCS and senior executives in the Premier’s Department?	I am advised: None.
588	Has the Premier’s Department requested regular updates from DCS on the staffing, performance, or output of the Disaster Management team, and if so how often?	I am advised: No.

589	How many staff are directly responsible for liaising with local councils and community groups as part of the disaster recovery process?	I am advised: This question should be directed to the Minister for Recovery.
590	How many positions have been reclassified, downgraded, or merged in the Disaster Management team since March 2023, and why?	Please see the response to Supplementary Question 572 and 573.
591	Who determines the budget allocation for staffing in the Disaster Management team, and has the Premier's Department had input into these decisions?	I am advised: The budget for staffing is allocated from the overall operational budget of Service NSW.
592	How many staff are dedicated to communications and public engagement within the Disaster Management team, and has this number changed since March 2023?	I am advised: These responsibilities are managed by the wider Division.
593	What measures are in place to ensure staff cuts or reallocations do not compromise disaster readiness or recovery delivery?	I am advised: Per the response to Supplementary Question 572, Service NSW has established a surge workforce who are trained and ready to be deployed.
594	Has the Disaster Management team received any direction from the Premier's Office to prioritise certain disasters or regions over others, and if so when and why?	I am advised: No.
595	Have any staff raised concerns internally about reductions in disaster management capability, and how were those concerns escalated?	Please see the response to Supplementary Question 578.
596	What external reviews, audits, or inquiries have assessed staffing levels or capability of the Disaster Management team since March 2023, and what did they conclude?	Please see the response to Supplementary Question 574.
	Telecommunications Purchasing Arrangements (TPA)	
597	When exactly was the decision made to allow the TPA C2210 contract	I am advised:

	to expire on 30 June 2025?	The TPA C2210 Head Agreement, established in 2018, included a five-year term with two optional one-year extensions. The second extension was exercised in June 2024, setting the final expiry date as 30 June 2025.
598	Who within the Department of Customer Service authorised the expiry of contract C2210 without an active replacement panel in place?	I am advised: The ICT Digital Sourcing branch within Digital NSW manages all-of-government contracts.
599	How many general order forms were signed under contract C2210 before 30 June 2025, and what is their total dollar value?	I am advised: This information is held by individual agencies.
600	What controls are in place to ensure those general order forms are honoured until their expiry without disruption to agencies?	I am advised: The General Order Forms remain in force on their own terms until their stated expiry dates.
601	Which agencies are most exposed to risk by the gap between C2210 expiring and the TPA 2.0 replacement panel being established?	I am advised: During the transition to TPA 2.0, agencies have multiple procurement pathways - including SCM0020 (ICT Services Scheme) and SCM0053 - to meet telecommunications requirements.
602	What steps were taken to prevent service disruption for agencies reliant on telecommunications procurement during the transition?	Please see the response to Supplementary Question 601.
603	How many vendors that were on contract C2210 have been invited to participate in the TPA 2.0 replacement panel process?	I am advised: All eligible SCM0020 suppliers were able to participate in the open-market RFT (RFT-2004360) for TPA 2.0, including suppliers on C2210.
604	What is the timeline for the TPA 2.0 replacement panel to be	I am advised:

	finalised, and who is accountable for delays in its implementation?	The ICT Digital Sourcing branch within Digital NSW is accountable for delivery. The timeline was extended in response to requests from suppliers seeking addition time to prepare comprehensive submissions.
605	Has the Premier's Department or Treasury been briefed on the risks of contract expiry and the timing of TPA 2.0, and if so when?	I am advised: Timelines have been communicated through standing governance forums.
606	What lessons were identified from the management of C2210 that will be applied to the establishment and governance of TPA 2.0?	I am advised: Lessons from the previous arrangements established in 2018 include: • Running a two-stage market process to test scope and competition. • Simplifying buyer and supplier experience.
	Office of AI	
607	Was the decision to create the Office for Artificial Intelligence driven by a Cabinet resolution or administrative direction, and on what date was approval given?	I am advised: A Cabinet deliberation would by its nature be Cabinet-in-Confidence.
608	Which individual within the Minister's Office or Department of Customer Service first proposed establishing the Office for AI, and is there a briefing document backing that proposal?	I am advised: The scope of work and forecast costs for the Office for AI were initially identified within Digital NSW.
609	Who first engaged with Design and Digital NSW leadership about this new Office, and when did those discussions occur?	Please see the response to Supplementary Question 608.
610	Which agencies beyond Digital NSW were consulted about the establishment of the Office, and on what dates did those consultations take place?	I am advised: All NSW agencies participating in the ICT and Digital Leadership Forum (IDLG) were consulted.

611	Was the Premier's Office briefed prior to public announcement, and if so on what date and what was their feedback?	I am advised: Yes.
612	Who here in the Department or Minister's Office drafted the media release and who approved the text, including the quotes from the Minister and the Chief Information and Digital Officer?	I am advised: Standard processes were adopted in the preparation of a media release by the Department's media team.
613	Were there internal discussions recorded about the risk of overlap between the new Office and the existing AI Review Committee, and can we see those minutes?	I am advised: Both perform different roles.
614	What governance structure applies to the Office, including reporting lines, accountability, oversight bodies, and how does this relate to the AI Review Committee?	I am advised: The Head of the Office for AI will report to the Chief Information and Digital Officer.
615	How many staff have been allocated to the Office for AI, and how many have been transferred from existing roles versus newly recruited?	I am advised: 14 with 13 to be filled through a recruitment process.
616	What is the total budget allocated for the Office for AI over the initial two-year term and what funding line was it drawn from?	I am advised: Funding will be managed within existing resources.
617	Can you provide copies of communications or agreements outlining the collaboration with CSIRO on the updated AI Assessment Framework?	I am advised: No.
618	What criteria defined the seven expert committee members' selection and who made the final appointments?	I am advised: An assessment was conducted based on applicant experiences in fields such as: • intellectual property law • data science and architecture

		• cyber security • digital transformation, policy and governance • privacy and ethics • procurement. The recruitment process was completed as per the NSW Government Board and Committees Guidelines.
619	Were there any alternate candidates considered for those roles, and what documentation supports that process?	I am advised: In July 2024 to October 2024, a statewide expression of interest was launched. 130 applications were received.
620	Who first proposed the Hunter smart school zone signs trial and what data was used to justify its inclusion in the media release?	I am advised: This question should be directed to the Minister for Roads.
621	What was the exact remit of the Office in building AI literacy across the public service and who is responsible for overseeing those training initiatives?	I am advised: The Office will initially coordinate learning and development initiatives across agencies, seeking opportunities to share strategic approaches, content and courses to achieve a coordinated uplift in AI literacy and capability.
622	How will the success of the Office be measured publicly or internally and when will those metrics be reported?	I am advised: Success metrics will be established.
623	How will the Office avoid duplication with existing ethical, assurance and capability functions within Digital NSW and government-wide governance?	I am advised: The scope of the Office will complement existing expertise across NSW government.
624	Why is the Office limited to an initial two years and what are the conditions for extension or early termination?	I am advised: The Office for AI has been established for an initial two-year trial to test its role, approach and impact. This period allows for evaluation

		and flexibility to adapt or adjust as needed.
625	Who will hold the Office to account for mission creep or straying beyond oversight into delivery or project management?	Please see the response to Supplementary Question 614.
626	Has any agency raised concerns internally about overlapping remits or confusion of responsibility with the new Office, and if so when and how was that handled?	Please see the response to Supplementary Question 623.
627	Was the creation of the Office for AI communicated or expedited in response to the Opposition's budget reply pledge to establish a Minister for AI?	I am advised: The Opposition's perception of its influence on government policy is divorced from reality.
628	Did the Department conduct any analysis or produce a briefing note comparing the Office for AI with the Coalition's proposed approach to an AI Minister?	Please see the response to Supplementary Question 627.
629	Has the Opposition's plan for responsible AI across the public service informed the mandate or design of the Office in any way?	Please see the response to Supplementary Question 627.
630	Is there any correspondence between the Premier's Department or Minister's Office regarding AI policy in the lead-up to the Office announcement based on the Oppositions budget in reply speech relating to a Minister responsible for AI?	Please see the response to Supplementary Question 627.
	Mobile Phone / Provider – DCS/Whole of Government	
631	Who is the contracted mobile phone provider used by the Department of Customer Service to manage whole of government mobile devices and when was that contract entered into?	I am advised: There is no single whole-of-government mobile services contract managed by DCS. Procurement and allocation is managed by individual agencies.
632	How many active mobile phone contracts and devices are currently being managed across the whole of NSW Government under this	Please see the response to Supplementary Question 631.

	arrangement?	
633	What is the total monthly cost of mobile phone services across all NSW Government agencies under the DCS-managed contract since March 2023?	Please see the response to Supplementary Question 631.
634	How many mobile phones and tablets have been reported lost or stolen by NSW Government staff since March 2023, and what has been the replacement cost?	Please see the response to Supplementary Question 631.
635	Which agencies recorded the highest number of lost or stolen devices, and what accountability measures were taken in each case?	Please see the response to Supplementary Question 631.
636	How many executives or senior staff across government are provided with multiple devices such as a mobile phone and a tablet, and who approved those allocations?	Please see the response to Supplementary Question 631.
637	What is the average monthly cost per device under the contract, and how does that compare with the lowest available rate negotiated with the provider?	Please see the response to Supplementary Question 631.
638	How many upgrades or replacements of devices have been approved since March 2023 across NSW Government, and what was the total cost of those upgrades?	Please see the response to Supplementary Question 631.
639	What measures are in place to prevent personal or non-official use of devices under the DCS-managed whole of government contract, and how many breaches have been identified since March 2023?	Please see the response to Supplementary Question 631.
640	What oversight role does the Premier's Department or Treasury have in monitoring costs, losses, or procurement decisions related to the whole of government mobile phone contract?	Please see the response to Supplementary Question 631.
	DCS Roles / Human Resources	

641	Who authorised the creation of the new “Director of Systems Capability” role overseeing Government Technology Platforms and on what date was that decision made?	I am advised: The Director of Systems Capability role was established to consolidate digital systems expertise and uplift delivery. Authorisation was made through standard approval processes.
642	What is the full job description or criteria for the director of systems capability?	I am advised: The Director of Systems Capability is responsible for leading the strategic uplift of systems capability across Government Technology Platforms, including building technical capability, driving innovation in digital systems design, and providing assurance across platform delivery.
643	What prompted the restructuring of the GTP division and how was the headcount reduction of 112 roles justified in terms of financial risk and fiscal responsibilities?	I am advised: There was not a headcount reduction of 112 roles. The final approved structure addressed operational inefficiencies and builds in-house technical capability.
644	Which GTP roles were moved from ongoing to temporary status, and how many were ultimately removed from the structure entirely?	I am advised: There was a net variance of 26 roles in the final approved structure.
645	What internal assessment was undertaken to determine whether such a significant reduction in roles would impair the delivery of core whole-of-government platforms like Licence NSW, Regulation NSW and GovDC?	Please see the response to Supplementary Question 643.
646	Can DCS provide a breakdown of the FTE count before and after the restructure, especially for engineering disciplines such as full-stack developers, API developers, data engineers, and quality assurance testers mentioned by the spokesperson?	Please see the response to Supplementary Question 643 and 644.
647	What governance mechanisms ensure that the new value-based operating model implemented by the new director aligns with broader	I am advised: The operating model operates in conjunction with Digital NSW’s

	whole-of-government digital strategies?	established all-of-government governance mechanisms.
648	Has the Public Service Association been engaged about the ongoing impacts of the restructure, particularly concerning staff morale, retention, or service continuity, and if so when and how was that engagement conducted?	I am advised: The PSA was engaged throughout the process.
649	Which platforms among Licence NSW, Regulation NSW, and GovDC are considered most at risk of disruption during the transition, and what mitigation strategies are in place?	I am advised: Delivery continuity has been prioritised throughout.
650	What measures are in place to ensure that the new role does not unintentionally centralise control over Government Technology Platforms without appropriate oversight, especially given that the existing GTP division manages critical shared infrastructure?	I am advised: Oversight is maintained through layered governance. Platform and program delivery remain subject to enterprise risk, assurance, and portfolio management controls.
651	A SEEK review for the profile of the NSW Department of Customer Service from the last 12 months that states “Worst career mistake I ever made in my life was joining SafeWork NSW as an Inspector” highlights hopeless management, low morale, high turnover, clunky IT, and not enough Inspectors to do the work. What is the Department’s response to this specific public criticism?	I am advised: This question should be directed to the Minister for Work, Health and Safety.
652	Why do SEEK reviews for the profile of the NSW Department of Customer Service in the last 12 months consistently describe overall management in the Department of Customer Service as hopeless and morale as very low, and what accountability has been applied to those managers?	I am advised: The Department receives feedback through a variety of channels and actions it as required. The Department’s main sources of feedback regarding staff experience including recruitment, morale and perceptions of Department leadership are the annual PMES survey and local Pulse surveys.
653	SEEK reviews on the public record for the profile of the NSW Department of Customer Service within the last year highlight high staff turnover across the Department. What are the Department’s	Please see the response to Supplementary Question 652.

	turnover figures for the last 12 months and what measures are being taken to address the trend?	
654	What is the Department's explanation for SEEK reviewers for the profile of the NSW Department of Customer Service in the last 12 months stating that the recruitment process is complicated and overly lengthy, and what reforms have been made to streamline it?	Please see the response to Supplementary Question 652.
655	A SEEK review posted for the profile of the NSW Department of Customer Service in the past year states that IT systems across the Department are old and clunky. What investment has been made since March 2023 to modernise the systems used by staff?	Please see the response to Supplementary Question 652.
656	A SEEK review for the profile of the NSW Department of Customer Service titled "Mission is great but leadership lacking" states that incompetent managers contradict each other, delegate responsibility, and are not held accountable for poor decisions. What action has been taken to deal with this culture?	Please see the response to Supplementary Question 652.
657	Why are SEEK reviews for the profile of the NSW Department of Customer Service in the last 12 months stating that leaders have only ever worked in government and are making average and short-sighted decisions, and how is executive capability being assessed independently?	Please see the response to Supplementary Question 652.
658	A SEEK review for the profile of the NSW Department of Customer Service says they "WOULD NEVER RECOMMEND!" claims no support from management, stressful working conditions, and that stress from restructures was pushed onto new staff. How is the Department ensuring staff wellbeing during restructures?	I am advised: A variety of supports are made available to staff including: • Wellbeing resources • Employee assistance programs • Post placement support options • Leadership support

		Additional tailored supports as required.
659	Why do SEEK reviews for the profile of the NSW Department of Customer Service in the last year repeatedly claim that team leaders did not know what was happening, and what training or accountability processes exist for team leaders across the Department?	Please see the response to Supplementary Question 652.
660	A SEEK review for the profile of the NSW Department of Customer Service titled “Could not get out of there fast enough” describes very toxic management, saying the job was not worth the pay or the impact on mental health. What monitoring has the Department undertaken to track psychosocial risks in its workplaces?	Please see the response to Supplementary Question 652.
661	Another SEEK review for the profile of the NSW Department of Customer Service within the last year states “It was an awful experience”* with a lack of clear vision from senior management and inexperienced junior management creating a toxic environment. How does the Department reconcile this with its public claims of strong leadership?	Please see the response to Supplementary Question 652.
662	Why do SEEK reviews for the profile of the NSW Department of Customer Service posted in the last 12 months claim there is an absence of clear vision from senior management and inexperienced junior management, and what changes in leadership capability are being implemented?	Please see the response to Supplementary Question 652.
663	The SEEK review for the profile of the NSW Department of Customer Service titled “Awful toxic environment” describes poor managers who do not care, no accountability for slack workers, overloaded workloads, no training, and zero support. How does the Department explain this criticism?	Please see the response to Supplementary Question 652.
664	What is the Department’s response to SEEK reviews for the profile of the NSW Department of Customer Service in the last 12 months stating that staff are overloaded with work and have no support at all	Please see the response to Supplementary Question 652.

	from management, and what workforce planning has been undertaken to fix this?	
665	Why do SEEK reviews for the profile of the NSW Department of Customer Service written in the past 12 months repeatedly describe a lack of training, no reward for hard work, and a toxic culture, and what is being done to publicly address this reputation?	Please see the response to Supplementary Question 652.
	DCS Leadership	
666	How many current executives in the Department of Customer Service have previously worked in ministerial offices, and which offices were they employed in?	I am advised: DCS does not keep records of these movements.
667	Have any current executives in the Department of Customer Service disclosed personal or family relationships with current ministers or their staff, and if so when were those disclosures made?	I am advised: All Public Sector Senior Executives (PSSE) working for the Department are required under the DCS Policy and the PSCC 2024-03 to submit a Senior Executive Private Interest Declaration which would capture these details.
668	What process exists within the Department of Customer Service to record and publish potential conflicts of interest between executives and ministers or ministerial advisers?	Please see the response to Supplementary Question 667.
669	How many executives in the Department of Customer Service are known to be current or former members of the Labor Party, and have they declared this affiliation?	I am advised: Under the <i>Government Sector Employment Act 2013</i> , the Secretary of a Department primarily exercises the employer functions of the Government in relation to departmental employees. Secretaries are not subject to the direction or control of a Minister in the exercise of those functions. 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 <i>Government Sector Employment Act 2013</i> .
670	What assurances are in place to ensure that executive decisions in the Department of Customer Service are not influenced by political relationships with ministers or their offices?	Please see the response to Supplementary Question 667.
671	Have any executives in the Department of Customer Service declared close family members who are staffers in ministerial offices, and if so when were those declarations made?	Please see the response to Supplementary Question 667.
672	Have any executives in the Department of Customer Service declared close family members who are sitting Labor MPs, and if so when were those declarations made?	Please see the response to Supplementary Question 667.
673	Has the Department of Customer Service ever briefed the Premier's Office on executive level conflicts of interest or political affiliations, and if so on what dates?	I am advised: The Secretary of the Department of Customer Service maintains regular contact with the Secretary of the Premier's Department. These conversations may include matters relevant to executive-level conflicts of interest, where appropriate.
674	What safeguards exist to ensure that ministerial offices do not attempt to influence the promotion, appointment or role of Department of Customer Service executives with Labor Party ties?	I am advised: All Public Service Senior Executive (PSSE) appointments within DCS are made in accordance with the Government Sector Employment (GSE) Act, which includes a GSE-compliant recruitment process. This process requires candidates to demonstrate alignment with the NSW Public Sector Capability Framework, ensuring that appointed executives possess the necessary leadership, strategic and operational capabilities.
675	Have any executives been required to stand aside or recuse themselves from decisions due to declared connections with ministers, ministerial	Please see the response to Supplementary Question 667.

	staff, or the Labor Party, and if so which executives and when?	
	NSW Government Leadership on AI	
676	When did the Minister first become aware of Minister Scully's intention to announce the AI planning system tender?	I am advised: The Minister for Planning has engaged all Ministerial colleagues on measures to streamline the planning system.
677	Was the Minister for Digital Government consulted during the development of this AI initiative before the public announcement was made?	Please see the response to Supplementary Question 676.
678	Did the Minister's department provide any input into the technical specifications or procurement strategy for this AI planning tool?	I am advised: Digital NSW and the AI Review Committee have engaged with the Department of Planning, Housing and Infrastructure on the potential use of AI in planning.
679	Has the Minister been briefed on whether the AI system will store sensitive commercial and personal information, given the massive implications of data privacy and AI?	I am advised: This is a matter for the Department of Planning, Housing and Infrastructure and the Minister for Planning.
680	Is the AI planning system using an Australian AI platform or one reliant on overseas data and services?	I am advised: This question should be directed to the Minister for Planning.
681	Will the AI planning system be integrated with existing government digital infrastructure that falls under the Minister's portfolio responsibility?	I am advised: This question should be directed to the Minister for Planning.
682	What cybersecurity protocols from the Minister's Digital Government portfolio will apply to this new AI system?	I am advised: Under the NSW Cyber Security Policy, NSW Government agencies have a responsibility to ensure a secure-by-design approach for new initiatives. In addition, the NSW Government Artificial Intelligence Ethics Policy and the NSW Artificial Intelligence Assessment

		Framework outline the principles for responsible use of AI across government.
683	Can the Minister produce any written correspondence between the Minister's Department and the Department of Planning on the use of AI in this initiative?	Please see the response to Supplementary Question 678.
684	Is the Minister aware of the NSW Data Leadership Group, comprising Chief Data Officers of various agencies, and were they involved in the AI planning decision?	I am advised: This question should be directed to the Minister for Planning.
685	Why does NSW no longer have a Chief Data Scientist?	I am advised: The emergence of generative AI has expanded involvement beyond data science to all of ICT, with off-the-shelf platforms offering large language models, low/no-code deployment and AI features accessible across government. The NSW Government is working to ensure safe, ethical and compliant use through coordinated consultation across data governance, cyber security, ethics, legal, technology and architecture, privacy, procurement and policy. Data governance and standards are fundamental, and are led by the Data Analytics Centre and Data NSW in coordination with the NSW Data Leadership Group.
686	Has the Minister met with the NSW Data Leadership Group?	I am advised: The Minister's Diary is published in line with Memorandum 2015-05 and is available on the NSW Government website.
	AI Implementation More Broadly	
687	Are there established protocols for how different ministerial portfolios should implement AI solutions?	I am advised: All agencies are mandated to use the NSW AI Assessment Framework, the AI Ethics Policy, and engage with the NSW Digital

		Assurance Framework when investments are greater than \$5 million or funded by the DRF.
688	Is the Minister aware of other NSW agencies currently implementing AI solutions without the Minister's oversight?	Please see the response to Supplementary Question 687.
689	What is the Government's target for AI-related jobs created in NSW by 2030?	I am advised: The NSW Innovation Blueprint 2035 sets a broader goal of 100,000 additional jobs from innovation-intensive firms by 2035.
690	Does NSW currently have any confirmed hyperscale AI data centre projects in development?	I am advised: The Department is aware of applications lodged for approval with the Department of Planning, Housing and Infrastructure. The status of these projects is a matter for the Department of Planning, Housing and Infrastructure.
691	Has the Minister considered establishing any sovereign AI compute capabilities or partnerships?	I am advised: The NSW Digital Strategy, launched in October 2024, includes an analysis of NSW AI priorities.
692	Has the NSW Government developed any AI supply chain or ecosystem development strategies?	Please see the response to Supplementary Question 242.
693	Can the Minister name three specific, measurable improvements to government digital services that have been delivered under the Minister's leadership, beyond strategy documents and media releases?	I am advised: 1. The NSW Government has streamlined and accelerated delivery of new digital licenses under the Securing the Benefits of Digital Licensing program. 2. The NSW Land Subdivision Pipeline gives NSW Government agencies as well as local councils, developers and member of the public comprehensive access to the latest approved subdivision activity.

		3. The Digital Identity and Verifiable Credentials Program is making strong progress with over 70,000 customers having renewed their Working With Children Check fully online.
	Regulations and Ethics Relating to AI and Digital	
694	How many agencies are currently using AI tools without any state-level guidelines or oversight?	Please see the response to Supplementary Question 687.
695	Has the Minister established a mechanism for transparency around AI use in government decision-making?	Please see the response to Supplementary Question 687.
696	What safeguards are in place to protect citizens' data from AI misuse by government or private contractors?	Please see the response to Supplementary Question 687.
697	How does NSW coordinate with the Commonwealth on AI regulation, and what role has the Minister personally played in that coordination?	I am advised: NSW is represented on the State and Territories AI Roundtable and at the Data and Digital Ministers Meeting.
	Dealing with the Changing Workforce as a Result of AI	
698	Can the Minister confirm whether it is still the Minister's position that Artificial Intelligence will not affect the size of the NSW public service?	Please see the response to Supplementary Question 135.
699	Has the Minister read the Commonwealth Productivity Commission's findings on the likely impact of AI on public sector workforces?	I am advised: I receive briefings on Artificial Intelligence research and the approach taken by other jurisdictions.
700	Is the Minister aware of the Victorian Government's AI strategy which specifically addresses public service workforce change?	Please see the response to Supplementary Question 699.
701	Has the Minister commissioned any modelling of how many roles	Please see the response to Supplementary Question 135.

	could be displaced, changed, or created in the NSW public service as a result of AI?	
702	Has any contingency planning been undertaken by the Government to redeploy staff whose roles will inevitably change?	I am advised: The NSW Government, as demonstrated by the Workforce Mobility Placement Policy, is committed to retaining valued and skilled employees within the government sector.
703	Does the Minister have a timeline for AI workforce readiness across the public service?	I am advised: The Government is committed to lifting digital capability in the public sector workforce as outlined in Mission 5 of the NSW Digital Strategy.
704	Has the Minister consulted with unions about how AI will affect public service roles?	Please see the response to Supplementary Questions 702 and 703.
	SIRA	
705	Does SIRA have any protocols that would be relevant to how research involving unsolicited contact by a Nominal Insurer claims provider with former claimants, with a psychological injury whose claims had been finalised?	I am advised: SIRA is not aware of the details of any such research.
706	Does SIRA consider such research requires approval by an ethics committee?	Please see the response to Supplementary Question 705.
707	Does the use of a person's private telephone number, obtained by the claims provider in relation to handling the claim, for the purpose of research comply with privacy legislation?	Please see the response to Supplementary Question 705.
708	Was SIRA advised prior to 18 July 2025 that EML was conducting a survey of former claimants "where the WPI was 21-30% and the worker had received a Work Injury Damages (WID) settlement", and if so, did SIRA take any action on this matter?	I am advised: No.

	EMERGENCY SERVICES North Strathfield	
709	Does the Government/FRNSW intend to close North Strathfield fire station? Why?	I am advised: This question was answered in response to Question on Notice 5833 submitted 8 August 2025.
710	Is there an alternate site?	Please see the response to Supplementary Question 709.
711	Will it be an outright closure?	Please see the response to Supplementary Question 709.
712	Why hasn't there been any consultation with the community or local member?	Please see the response to Supplementary Question 709.
713	Why is there no transparency	Please see the response to Supplementary Question 709.
714	Will you guarantee that North Strathfield fire station will not close?	Please see the response to Supplementary Question 709.
715	Is the Government/FRNSW looking to close Rhodes fire station?	I am advised: This question was answered in response to Question on Notice 5834 submitted 8 August 2025.
716	Will there be an alternate site?	Please see the response to Supplementary Question 715.
717	Where is the location of that site?	Please see the response to Supplementary Question 715.
718	Has a site been found yet?	Please see the response to Supplementary Question 715.
719	When does FRNSW have to vacate the current station?	Please see the response to Supplementary Question 715.
720	Does the Government/FRNSW have any plans to open new fire stations in the surrounding areas?	Please see the response to Supplementary Question 715.
721	Can you provide an update on the plans to purchase a new site for	Please see the response to Supplementary Question 715.

	Rhodes fire station.																																									
722	Gender and Disaster Australia With the ongoing risk of devastating floods and fires- and the impact on women and children – will the NSW Government finally work with Gender and Disaster Australia to incorporate the National Gender and Emergency Management Guidelines into NSW disaster recovery? (a) If not, why not?	I am advised: This question should be directed to the Minister for Recovery.																																								
723	Rural Fire Service volunteers At present, how many volunteers are currently in the RFS? (a) How many are in active or operational firefighting roles? (b) Separately and by region: i. How many members are over 50 years of age? ii. How many members are over 60 years of age? iii. How many members are over 70 years of age? iv. How many members are under 50?	I am advised: <table><tr><th>Area Command</th><th>Under 50</th><th>50-59</th><th>60-69</th><th>70+</th></tr><tr><td>RFS Area Greater Sydney</td><td>6,746</td><td>2,392</td><td>1,984</td><td>2,022</td></tr><tr><td>RFS Area Hunter</td><td>3,788</td><td>1,365</td><td>1,544</td><td>1,540</td></tr><tr><td>RFS Area North Eastern</td><td>2,565</td><td>1,140</td><td>1,328</td><td>1,258</td></tr><tr><td>RFS Area North Western</td><td>2,654</td><td>1,329</td><td>1,441</td><td>1,367</td></tr><tr><td>RFS Area South Eastern</td><td>4,225</td><td>1,962</td><td>2,305</td><td>2,275</td></tr><tr><td>RFS Area South Western</td><td>4,057</td><td>1,674</td><td>1,891</td><td>1,885</td></tr><tr><td>RFS Area Western</td><td>5,358</td><td>2,479</td><td>2,696</td><td>2,932</td></tr></table> <i>Note 1: These figures include double counting of volunteers who are members of more than one Brigade, District or Area.</i> <i>Note 2: Data errors may have occurred due to data migration of historical volunteer data into the current system.</i>	Area Command	Under 50	50-59	60-69	70+	RFS Area Greater Sydney	6,746	2,392	1,984	2,022	RFS Area Hunter	3,788	1,365	1,544	1,540	RFS Area North Eastern	2,565	1,140	1,328	1,258	RFS Area North Western	2,654	1,329	1,441	1,367	RFS Area South Eastern	4,225	1,962	2,305	2,275	RFS Area South Western	4,057	1,674	1,891	1,885	RFS Area Western	5,358	2,479	2,696	2,932
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724	Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are under 30?	I am advised: <table><tr><th>Area Command</th><th>Under 30</th></tr><tr><td>RFS Area Greater Sydney</td><td>506</td></tr><tr><td>RFS Area Hunter</td><td>293</td></tr><tr><td>RFS Area North Eastern</td><td>159</td></tr><tr><td>RFS Area North Western</td><td>123</td></tr><tr><td>RFS Area South Eastern</td><td>217</td></tr><tr><td>RFS Area South Western</td><td>190</td></tr><tr><td>RFS Area Western</td><td>204</td></tr></table> Please refer to the Notes in response to Supplementary Question 723.	Area Command	Under 30	RFS Area Greater Sydney	506	RFS Area Hunter	293	RFS Area North Eastern	159	RFS Area North Western	123	RFS Area South Eastern	217	RFS Area South Western	190	RFS Area Western	204
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725	Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are aged between 30 and 50?	I am advised: <table><tr><th>Area Command</th><th>30-50</th></tr><tr><td>RFS Area Greater Sydney</td><td>293</td></tr><tr><td>RFS Area Hunter</td><td>206</td></tr><tr><td>RFS Area North Eastern</td><td>134</td></tr><tr><td>RFS Area North Western</td><td>119</td></tr><tr><td>RFS Area South Eastern</td><td>174</td></tr><tr><td>RFS Area South Western</td><td>123</td></tr><tr><td>RFS Area Western</td><td>175</td></tr></table> Please refer to the Notes in response to Supplementary Question 723.	Area Command	30-50	RFS Area Greater Sydney	293	RFS Area Hunter	206	RFS Area North Eastern	134	RFS Area North Western	119	RFS Area South Eastern	174	RFS Area South Western	123	RFS Area Western	175
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726	Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are aged over 50?	I am advised: <table><tr><th>Area Command</th><th>Over 50</th></tr><tr><td>RFS Area Greater Sydney</td><td>167</td></tr><tr><td>RFS Area Hunter</td><td>138</td></tr><tr><td>RFS Area North Eastern</td><td>77</td></tr><tr><td>RFS Area North Western</td><td>60</td></tr><tr><td>RFS Area South Eastern</td><td>148</td></tr></table>	Area Command	Over 50	RFS Area Greater Sydney	167	RFS Area Hunter	138	RFS Area North Eastern	77	RFS Area North Western	60	RFS Area South Eastern	148				
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RFS Area South Eastern	148																	

		<table><tr><td>RFS Area South Western</td><td>48</td></tr><tr><td>RFS Area Western</td><td>95</td></tr></table> Please refer to the Notes in response to Supplementary Question 723.	RFS Area South Western	48	RFS Area Western	95
RFS Area South Western	48					
RFS Area Western	95					
727	How many volunteers have departed the RFS in the last 12 months? (a) What was the reason most cited for departure?	I am advised: Volunteer numbers are captured in the agency annual report.				
728	In each of the 13 compensation payments paid by the RFS to third-parties relating to the 2019/2020 bushfires: (a) How much compensation was paid to each individual third party? (b) In each case what type of entity was the third party that received payment? (c) What was the total amount of compensation paid overall? (d) What was the basis of each claim for compensation? (e) When were each of the compensation payments made? (f) How long after each claim was lodged was each payment made? (g) Which fires, incident, type of incident and incident date did each payment relate to? (h) What criteria or legal basis was used to assess whether claims were granted?	Please see the response to Question on Notice 12.				

	(i) Did any of the claims involve breaches of operational protocols, statutory or legislative obligations, agency guidelines or negligence? Please provide details for each incident?	
729	In each of the 5 compensation payments paid by the RFS relating to backburns during the 2019/2020 bushfires: (a) Which backburn did each of the claims relate to? (b) What date did the backburn occur? (c) What was the name of the associated fire? (d) Did the backburn escape containment?	Please see the response to Question on Notice 12.
730	In total how many claims for compensation have been made to the RFS regarding the 2019/2020 bushfire season?	Please see the response to Question on Notice 12.
731	How many claims for compensation regarding the 2019/2020 bushfires have been rejected? (a) Which fires, incidents and dates do each rejected claim relate to? (b) On what basis was each claim rejected?	Please see the response to Question on Notice 12.
732	Were any other third parties affected by the same incidents that resulted in the 13 compensation Payments? (a) Has the RFS notified other third parties that were affected by the same incidents who have not received compensation payments?	Please see the response to Supplementary Question 15.

	State Emergency Service volunteers																																														
733	Separately for each SES Region, at present, how many volunteers are currently in the SES? (a) How many members are over 50 years of age? (b) How many members are over 60 years of age? (c) How many members are over 70 years of age? (d) How many members are under 50?	I am advised: <table><tr><th>Zones</th><th>49 and Under</th><th>50 - 59</th><th>60 - 69</th><th>70 and over</th></tr><tr><td>SES Head Office</td><td>868</td><td>186</td><td>127</td><td>81</td></tr><tr><td>SES Metro</td><td>2,577</td><td>672</td><td>477</td><td>270</td></tr><tr><td>SES North Eastern</td><td>435</td><td>189</td><td>184</td><td>131</td></tr><tr><td>SES North Western</td><td>268</td><td>70</td><td>85</td><td>55</td></tr><tr><td>SES Northern</td><td>793</td><td>268</td><td>276</td><td>167</td></tr><tr><td>SES South East</td><td>882</td><td>249</td><td>221</td><td>136</td></tr><tr><td>SES Southern</td><td>543</td><td>151</td><td>114</td><td>76</td></tr><tr><td>SES Western</td><td>463</td><td>138</td><td>118</td><td>59</td></tr></table>	Zones	49 and Under	50 - 59	60 - 69	70 and over	SES Head Office	868	186	127	81	SES Metro	2,577	672	477	270	SES North Eastern	435	189	184	131	SES North Western	268	70	85	55	SES Northern	793	268	276	167	SES South East	882	249	221	136	SES Southern	543	151	114	76	SES Western	463	138	118	59
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734	How many volunteers have joined the SES in the last 12 months?	I am advised: Volunteer numbers are captured in the agency annual report.																																													
735	How many volunteers have departed the SES in the last 12 months? (a) What was the reason most cited for departure?	I am advised: Volunteer numbers are captured in the agency annual report. (a) This data is not available.																																													
736	Provide a list of areas that have a fuel load rated High, Very High or Extreme.	I am advised: This question does not relate to ‘State Emergency Service volunteers’ and is not held by the agency.																																													

	Response Types	
737	Separately for each RFS Station, how many and what type of incidents were responded to?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
738	Separately for each RFS Station, how many and what type of incidents were unable to be responded to due to a lack of crews?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
739	Separately for each Fire + Rescue Station, how many and what type of incidents were responded to?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
740	Separately for each Fire + Rescue Station, how many and what type of incidents were unable to be responded to due to a lack of crews?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
741	Separately for each SES Unit, how many and what type of incidents were responded to?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
742	Separately for each SES Unit, how many and what type of incidents were unable to be responded to due to a lack of crews?	I am advised: This data cannot be collated within existing resources. Incident data is available in the agency annual report.
	Fire + Rescue	
743	How many Fire + Rescue Appliances are: (a) Under 10 years old	I am advised: The NSW Government is investing an additional \$17 million in the agency's fleet to address the lack of investment by the former government. For major fleet vehicles:

	(b) Over 10 years old (c) Over 15 years old (d) Over 20 years old	<table><tr><td></td><td>Under 10 years</td><td>10-15 years</td><td>15-20 years</td><td>Over 20 years</td></tr><tr><td>Appliances</td><td>340</td><td>141</td><td>146</td><td>115</td></tr></table>		Under 10 years	10-15 years	15-20 years	Over 20 years	Appliances	340	141	146	115
	Under 10 years	10-15 years	15-20 years	Over 20 years								
Appliances	340	141	146	115								
	Black Hawks											
744	What is the status of the two ex-army BlackHawk helicopters gifted to the RFS in October 2023?	I am advised: The RFS continues to work with the Civil Aviation Safety Authority (CASA) to obtain the appropriate certification for aerial firefighting with test flights approved to take place.										
745	How much in total has been spent refurbishing these helicopters?	I am advised: \$965,126.76										
746	Have they been approved to carry personnel yet?	Please see the response to Supplementary Question 744.										
747	What have you done as Minister to assist these aircraft getting the right accreditations?	I and my office continue to make representations to the Commonwealth in support of this.										
	Hazard Reduction											
748	Minister, what new technologies have you introduced in the last two and a half years to help with Hazzard Reduction targets?	I am advised: The RFS has developed an in-house Risk Modelling Platform (RMP), to better enable bush fire risk modelling, including enhancements to enable the platform to compare the effectiveness of individual treatments on risk reduction.										
749	What new technologies are you looking into?	I am advised:										

		The RFS continues to consider new research and technology to improve fire detection, modelling and risk understanding.
750	How many new technology providers have you met with?	I am advised: In accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information, all Ministers publish extracts from their diaries, summarising details of scheduled meetings held with stakeholders, external organisations, third-party lobbyists and individuals. Ministers' diary disclosures are published quarterly on The Cabinet Office's website.
	Coulson's Contract	
751	Does the contract with Coulson's include pilot's wages?	I am advised: Terms of the contract are Commercial-in-Confidence.
752	Does the contract with Coulson's include maintenance including parts and components?	Please see the response to Supplementary Question 752.
	Goulburn 4WD Truck	
753	Can you confirm the Yass-based CAFS tanker (CT511) will be removed from the Yass Valley station?	I am advised: Consultation remains ongoing with local crews, the FBEU and Health and Safety Representatives.
754	Are you aware this is the only 4WD firefighting appliance in the community?	Please see the response to Supplementary Question 753.
755	Did you consult with local fire fighters or zone management before this decision was signed off?	Please see the response to Supplementary Question 753.
756	When did you advise local firefighters that this resource would be	Please see the response to Supplementary Question 753.

	removed?	
757	What factors were considered in making this decision? (a) Are you concerned this will impact FRNSW ability to respond to bushfires / fires on farms?	Please see the response to Supplementary Question 753.
	Spontaneous Volunteers	
758	What process do you undergo to choose which group is selected?	I am advised: The SES works with established and emergent groups to support community volunteering during disasters. During times of severe weather, the SES will enable and support communities to mobilise and take action as part of their recovery. The process and response is tailored to the impact and the local community.
759	Reflecting on the volunteer program in the Mid North Coast, when was this officially dissolved?	I am advised: As part of the transition to recovery, community volunteering arrangements were included as part of the handover to the NSW Reconstruction Authority.
760	What happened with the transition from Response to recovery?	Please see the response to Supplementary Question 759.
	RFS Starlink	
761	Last Budget Estimates the committee was informed the RFS was on track to install about 700 of the Starlink units on trucks by October this year. How many have been installed? –	I am advised: Following further work to optimise the design and efficiency of unit installation, 405 units are forecast to be installed by the end of October.
762	How many more Starlink units are there to remaining to install?	I am advised:

		4,700.
763	When will the installation of the Starlink units be completed?	I am advised: The RFS is projecting completion for FY28.
764	Have we seen these units have an effect in the field yet?	I am advised: Yes, the VaaN solution is directly contributing to public safety outcomes, including supporting search and rescue operations.
765	Once the program is complete what percentage of the fleet will be connected to Starlink?	I am advised: 67.6%
	Fire and Rescue Staffing	
766	Last estimates the committee was informed in an answer to questions on notice that in the past 12 months 20 Fire and Rescue stations were taken offline in the previous 12 months due to staff shortages, could I please get an update since then?	I am advised: For the same nominated duration, 16 stations.
767	What has been done to try and address these shortages?	I am advised: Zone Management Teams work with On Call Fire Fighter Recruitment and Station Management Teams to target recruitment efforts at stations with shortages. Recruitment activities can include advertisement of vacancies via the E-Recruitment system, local information and recruitment sessions, targeted media editorials, posters and leaflet distribution. The efforts and assistance of local representatives would be welcomed particularly in regional towns where recruitment of retained firefighters is an acute challenge.
	GKNP	

768	Do you support the importation of timber from countries with less environmental standards than NSW?	I am advised: This question should be directed to the Minister for Agriculture.
769	Can you confirm what advice your departments gave with regards to the creation of the Great Koala National Park with regard to the bushfire risk to Mid-North Coast Communities?	I am advised: The National Parks and Wildlife Service has firefighting roles and capability for land on its tenure. Advice provided is a matter for the Minister for Environment. When finalised, the Bush Fire Management Committees will review the relevant Bush Fire Risk Management Plans and advise accordingly.
770	How many additional resources are being allocated to the Mid-North Coast in light of the increased bushfire risk of the Great Koala National Park?	I am advised: This question should be directed to the Minister for Environment.
771	Did you provide input into the cabinet submission for the Great Koala National Park?	Please see the response to Supplementary Question 607.
772	Did your office provide input into the cabinet submission for the Great Koala National Park?	Please see the response to Supplementary Question 607.
773	Did your agencies provide input into the cabinet submission for the Great Koala National Park?	Please see the response to Supplementary Question 607.
	Fire Trails	
774	How many kilometres of fire trails exist across New South Wales?	I am advised: Fire trails include strategic, tactical and track trails. The data contains potential duplication and may not include information in draft Fire Access and Fire Trail (FAFI) plans.
775	What proportion of these trails are currently accessible and operational for firefighting purposes?	I am advised: This information is publicly available at https://www.rfs.nsw.gov.au/plan-and-prepare/fire-trails/fire-trail-

		register
776	How many trails are classified as “strategic” fire trails?	I am advised: Strategic fire trails across NSW are identified in Fire Access and Fire Trail (FAFT) Plans, developed by Bush Fire Management Committees (BFMCs).
777	When was the last statewide audit of fire trail accessibility and condition undertaken?	I am advised: A condition assessment program is ongoing.
778	How does the government define “fit for purpose” in relation to a fire trail?	I am advised: The NSW Fire Trail Standards set out the design, construction, maintenance and performance requirements for a trail to safely and reliably support firefighting operations.
779	What agency is responsible for maintaining fire trails on National Parks estate?	I am advised: National Parks and Wildlife Services as the public land manager.
780	What agency is responsible for fire trails on State Forests?	I am advised: Forestry Corporation NSW as the public land manager.
781	Who holds responsibility for trails crossing local government areas?	I am advised: Councils, as public land managers, are responsible for maintaining fire trails on their own tenures. Where a trail spans two LGAs, each land manager is responsible for the portion that falls within its tenure.
782	How is responsibility divided for fire trails that cross multiple tenures, such as Crown land and private land?	I am advised: Responsibility for trails crossing different land tenures sits with the relevant land manager.

		Private landholders are responsible for the section of trail on their property. These responsibilities are recorded through the Bush Fire Coordinating Committee (BFCC) FAFT Planning process and coordinated via the relevant Bush Fire Management Committee (BFMC) Fire Access & Fire Trail Plan (FAFT Plan).
783	Are there Memoranda of Understanding (MOUs) in place between agencies regarding fire trail maintenance?	I am advised: The Bush Fire Coordinating Committee (BFCC) Fire Access and Fire Trail (FAFT) Planning process is used by Bush Fire Management Committees (BFMCs) to identify strategic and tactical fire trails. Through this process, supported by regular reporting, land managers provide visibility and insight to the BFMC on the maintenance of trails within their tenure.
784	What is the total budget allocation for fire trail maintenance in 2025–26?	I am advised: This data is not available as it is spread across multiple agencies.
785	How does this compare to allocations over the last five years?	Please see the response to Supplementary Question 784.
786	What proportion of fire trail funding goes to National Parks versus Forestry Corporation versus local government?	I am advised: This question should be directed to the Minister for Environment and Minister for Agriculture. The data for local government is held by the local government.
787	Has any additional fire trail funding been allocated since the 2019–20 Black Summer bushfires?	I am advised: This question was answered on page 53 of the uncorrected transcript.
788	What is the projected funding for fire trail upgrades under forward estimates?	Please see the response to Supplementary Question 784.

789	What is the government's standard for fire trail maintenance frequency?	I am advised: The NSW Fire Trail Standards and the RFS Fire Trail Design, Construction and Maintenance Manual set out performance-based trail requirements, meaning maintenance is driven by condition monitoring and operational readiness, rather than fixed timeframes.
790	How many fire trails were inspected for condition in the last financial year?	I am advised: RFS records show 645 fire trails underwent condition assessments in 2024/25.
791	What proportion of trails inspected were deemed to be in "poor" condition?	Please see the response to Supplementary Question 777.
792	What percentage of trails currently meet the required fire appliance access standards?	Please see the response to Supplementary Question 777.
793	Has the government established KPIs for agencies responsible for fire trail upkeep?	Please see the response to Supplementary Question 789.
794	How does the Rural Fire Service coordinate with National Parks regarding fire trail accessibility?	Please see the response to Supplementary Question 782.
795	What processes are in place for inter-agency dispute resolution when trail maintenance responsibilities are unclear?	I am advised: Disputes can be escalated to the Bush Fire Coordinating Committee for resolution.
796	Are volunteer brigades consulted before fire trail closures or access restrictions are applied?	I am advised: Yes.
797	Has the government considered a single, centralised agency to oversee all fire trail networks?	I am advised: Fire trail management and maintenance is a shared responsibility

		across land managers/owners, coordinated through Bush Fire Management Committees. The RFS sets standards, certifies trails and maintains the Register of Fire Trails.
798	What role does local government play in identifying priority fire trails for maintenance?	I am advised: Local government plays a key role in identifying priority fire trails for maintenance through its standing membership on BFMCs. Councils contribute local knowledge, land management perspectives and community priorities to the FAFT Planning process, ensuring that the identification and prioritisation of fire trails reflects both operational requirements and local needs.
799	Do volunteer firefighters have input into which trails need upgrading?	I am advised: Yes.
800	What mechanisms exist for communities to report blocked or overgrown fire trails?	I am advised: Reports can be made directly to the relevant public land manager, through the local Bush Fire Management Committee, via the RFS public website or by contacting any RFS District or Area Command office.
801	Are farmers or private landholders consulted regarding trails crossing their land?	I am advised: Farmers and private landholders are consulted where fire trails cross their land once a BFMC has identified the need for a new fire trail or to recognise an existing trail within a FAFT Plan.
802	How many complaints about inaccessible fire trails have been logged by the RFS in the last year?	I am advised: 63 inquiries about fire trails have been lodged between 22 July 2024 and 19 September 2025. Inquiries may have referred to trails, tracks or roads that the applicant considered might be fire trails.

803	How quickly are reported fire trail blockages or damage typically resolved?	I am advised: This will vary depending on the nature of the issue.
804	Does the government have a long-term strategic plan for the statewide fire trail network?	I am advised: The Government accepted the recommendations of the NSW Bushfire Inquiry. Accordingly, the strategic approach to the statewide fire trail network is guided by the BFCC Fire Access and Fire Trail (FAFT) Policy and Planning framework.
805	How many kilometres of new fire trails are planned for construction over the forward estimates?	Please see the response to Supplementary Question 784.
806	Has the government considered converting disused forestry roads into strategic fire trails?	I am advised: The Government takes a tenure-blind approach to the identification of strategic fire trails through the FAFT Planning process.
807	What modelling has been done on the adequacy of current fire trail coverage under future climate change scenarios?	I am advised: The effectiveness of current fire trails is being reviewed as part of the Next Generation Bush Fire Risk Management Plans. These plans use advanced risk modelling that factors in climate-adjusted fire weather scenarios to predict future fire risks.
808	Are future housing developments required to consider fire trail access in planning approvals?	I am advised: This matter is addressed in section 3.4.4 of the RFS <i>Planning for Bushfire Protection</i> 2019 guidelines.
809	Is there a single, updated digital map of all fire trails in NSW accessible to frontline firefighters?	I am advised:

		Yes.
810	How frequently is the statewide fire trail map updated?	I am advised: Each public land management agency maintains its own fire trail mapping and shares this data with the RFS. An Interagency Fire Trail Data Reference Group has been established under the BFCC to formalise and standardise data exchange, enabling more coordinated and consistent statewide updates.
811	Are GPS coordinates for all trails integrated into RFS operational systems?	I am advised: MDTs have a mapping layer showing fire trails sourced through the Here Maps application which includes GPS coordinates.
812	What investment is being made in aerial or drone surveys to monitor fire trail conditions?	I am advised: The RFS does not undertake fire trail inspections using drones.
813	Has the government considered public-facing maps to assist in community awareness and reporting?	I am advised: This proposal must be balanced with privacy concerns (particularly for private landholders) and public safety in considering publishing fire trail information maps.
814	What is the average cost per kilometre of fire trail maintenance?	I am advised: This data is not available because of the variable of costs to transport materials, which varies according to trail location and distance from resources such as quarries.
815	What is the average cost of constructing a new kilometre of fire trail?	Please see the response to Supplementary Question 814.
816	How much has been spent on repairing trails after flooding events in the past three years?	I am advised: No certified trails on private land tenure that are the responsibility of

		the RFS have been reported as damaged or not meeting fire trail standards following floods over this timeframe.
817	Has the government conducted cost-benefit analysis comparing trail maintenance to increased aerial firefighting costs when trails are inaccessible?	I am advised: Fire trail maintenance is not a substitution for aerial firefighting.
818	What penalties, if any, exist for agencies that fail to maintain fire trails to standard?	I am advised: Penalties are described in the <i>Rural Fires Act 1997</i> Part 3B Fire Trails, Division 6.
819	How many recommendations about fire trails made in the NSW Bushfire Inquiry have been implemented?	I am advised: The Government has completed all NSW Bushfire Inquiry recommendations assigned to the RFS in relation to fire trails.
820	How many fire trail blockages delayed firefighting responses during the 2019–20 bushfires?	I am advised: This data is not available.
821	Has the government undertaken any simulation exercises testing firefighting response with current fire trail coverage?	I am advised: The RFS conducts holistic exercises to test coordinated emergency response and management arrangements.
822	What lessons have been learned from other jurisdictions, such as Queensland or Victoria, about fire trail management?	I am advised: NSW aims to be a leader in fire trail management. The NSW approach is underpinned by the Fire Trail Standards and the Fire Trail Design, Construction and Maintenance Manual, which together set consistent benchmarks for planning, construction and maintenance across public and private lands. The RFS remains open to learning from other jurisdictions.

823	What new measures are being introduced this year to improve statewide fire trail preparedness?	I am advised: The RFS continues to consider the latest research and technology to improve statewide fire trail preparedness.
	YOUTH JUSTICE	
824	As of June 2025, BOCSAR reported a 34% increase in young people in custody since June 2023, with almost 70% on remand. What new funding or additional supports (beyond existing diversion programs) have been allocated for this rising remand cohort?	I am advised: This question was answered on page 9 of the uncorrected transcript.
825	What specific post-release supports (housing, education, NDIS access, culturally safe health care) are funded for children released from remand or detention?	I am advised: This question was answered on page 10 of the uncorrected transcript.
826	Of the \$100m+ in new diversion funding, how much is specifically allocated to Aboriginal community-controlled organisations?	I am advised: Information on planned and awarded contracts is available at the buyNSW website.
827	Has Youth Justice undertaken any evaluation to measure whether these diversion programs are offsetting the impact of the harsher bail laws?	I am advised: BOCSAR is currently undertaking a study about youth bail.
828	What measurable targets has the Government set for reducing Aboriginal overrepresentation in youth detention, and by what timeframe?	I am advised: Target 11 of the Closing the Gap program.
829	How many young offenders have been accommodated in the Moree bail accommodation? (a) Well then where are young offenders being housed? (b) This was announced a year and a half ago – to	I am advised: This question was answered on page 33 of the uncorrected transcript.

	accompany a 12 month time limited, targeted bail change. That bail change has now been extended, and we still don't have bail accommodation? (c) Seven months ago (7 Feb 2025) you announced that tenders for the new bail accommodation had been awarded. What has happened since then? (d) When will it open? (e) What will be the total cost? (f) How much of the additional \$2million announced in February this year is going to the bail accommodation? (g) What is the size of the block of land set aside for the accommodation? (h) Has construction commenced? (i) Do you have a location and land committed for the bail accommodation? (j) So only an EOI has gone out? (k) Is it true you are looking at leasing land after difficulties finding a location? (l) I understand the issues with 'separation' but have you considered buying rather than leasing a site further out of town where land could be easier to locate?	
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830	Looking at the bail accommodation facility in Dubbo, how many young offenders on bail been referred to the Dubbo facility in the last 12 months? (a) Why only that number? (b) With the Dubbo facility so drastically underutilised, are you deliberately delaying Moree because you are not confident it will work?	I am advised: There is not a dedicated bail accommodation service in Dubbo. Youth Justice accesses beds in youth accommodation services on a fee for service basis for bail as required.
831	Why has the Government been able to deliver operating pilots in the Riverina and Western Sydney, but not the bail accommodation service promised for Moree in March 2024?	I am advised: This question was answered on page 33 of the uncorrected transcript.
832	What accountability exists for the timeline slippage in Moree?	Please see the response to Supplementary Question 831.
833	Given Aboriginal young people are most over-represented in Moree, why is this community still waiting for consistent delivery of diversionary programs?	I am advised: Youth Justice NSW completed the re-commissioning of the Casework Support Program in April 2025, with a new ACCO provider awarded a five-year contract, which will provide consistency in diversion supports.
834	What steps will you take to ensure Moree is not left behind while other regions see early intervention programs fully operational?	Please see the response to Supplementary Question 829.
	Child Safe Action Plan Implementation	
835	Staff and Official Visitor Training (a) How many Youth Justice staff and Youth Justice Official Visitors have completed child safe training in each financial year since the plan's launch?	Please see the response to Question on Notice 31.

	(b) What proportion of current staff and Official Visitors have completed the training? (c) How many training sessions have been delivered specifically on the Child Safe Standards and child protection obligations?	
836	Inspection and Compliance (a) How many inspections of youth justice centres have been conducted under the updated inspection standards that incorporate the Child Safe Standards? (b) What proportion of the recommendations from these inspections have been implemented by Youth Justice NSW? (c) Have any inspections or Official Visitor reports in the past 12 months identified breaches or deficiencies in meeting the Child Safe Standards?	I am advised: (a) This information is available in the Inspector of Custodial Services (ICS) Annual Report. (b) 45 of 51 are complete or in progress. Four are not supported and two are the responsibility of Justice Health and the Forensic Mental Health Network. (c) The ICS and Official Visitors are responsible for identifying any potential issues. Any issues identified will be outlined in a report once published.
837	Complaints and Reporting (a) How many complaints were made to Official Visitors by children and young people in the past 12 months, and what proportion related to safety	I am advised: (a) 339 with nil relating to safety concerns or allegations of abuse. (b) Youth Justice has no oversight of this data as any referrals would be managed by those agencies independently.

	concerns or allegations of abuse? (b) How many matters have been referred by ICS staff or Official Visitors to the Office of the Children's Guardian, NSW Ombudsman, or other statutory bodies since the plan commenced?	
838	Aboriginal Official Visitors (a) Are Aboriginal Official Visitor positions currently filled at all youth justice centres, and if not, where are vacancies? (b) How is cultural safety training being embedded in the Youth Justice workforce in line with the plan's commitments?	I am advised: (a) Please see the response to Question on Notice 31. (b) Youth Justice NSW embeds cultural safety training through eLearning modules, classroom sessions, trauma-informed training covering intergenerational trauma, cultural programs, participation in cultural events as well as targeted recruitment and mentoring:
839	Awareness and Engagement (c) How is the department ensuring that children and young people in detention understand their rights under the Child Safe Standards? (a) What child-friendly resources have been developed and distributed to children in custody, and how is their effectiveness being measured?	I am advised: (a) Youth Justice NSW has developed a Child Safe Policy Framework informed by the 2017 Royal Commission into Institutional Responses to Child Sexual Abuse. (b) Measures include a rights-based induction video informed by young people and a feedback and complaints triage system.

840	Monitoring and Evaluation (a) What specific data points are being collected to measure progress against the objectives in the Child Safe Action Plan? (b) Has the department undertaken any evaluation of whether the plan has reduced incidents or improved responses to child safety concerns?	I am advised: (a) Measures include: • Young People’s Safety & Empowerment Questionnaire – An online survey completed by young people in both custody and community settings to gather their perspectives and experiences of safety and empowerment. • Child Safe at YJNSW: Managers’ Checklist – A practical tool for managers to track compliance and ensure actions are in place to meet outcomes under the Child Safe Framework. • NSW Office of the Children’s Guardian (OCG) Child Safe Self-Assessment. • Annual Quality Assurance Reviews. (b) Yes. The initiatives attached to the plan have seen significant reductions in incidents of self-harm and the use of restrictive practices in Youth Justice centres since 2018/19.
	Numbers in Custody	
841	According to the Australian Institute of Health and Welfare, “25% of those under youth justice supervision in 2022–23 had been in out-of-home care in the last 10 years”¹. Can you outline long-term KPIs or mechanisms to evaluate the long-term outcomes for children transitioning between child protection and youth justice systems?	I am advised: The performance of government in providing child protection and youth justice services is publicly available on the Report on Government Services (RoGS) website.
842	How many young people were refused bail in 2024–25 due to lack of suitable accommodation?	I am advised: This question should be directed to the Attorney-General.
	Conditions in Youth Justice Detention Centres	

843	Minister, the Northern Territory Government has recently moved to re-introduce the use of spit hoods on children in custody with the aim of protecting detention workers. Are you considering the re-introduction of spit hoods in youth justice centres in NSW?	No.
844	What are the minimum guaranteed daily education hours for detainees at each centre in 2025–26, and what is the attendance rate?	I am advised: This question should be directed to the Minister for Education and Early Learning.
845	What is the ratio of psychologists, caseworkers, teachers and youth officers per 10 young people, by centre, and how will this change under the 2025–26 Budget?	I am advised: The allocation of teachers and education resources are matters for the Minister for Education. The allocation approaches used for psychologists, case workers and youth officers are fundamentally different as they serve different functions with the centre.
846	What is the ratio of youth officers to young people on each shift at each centre, and how often is the staffing ratio below policy minimum?	I am advised: In mainstream units there is a minimum of three youth officers per shift during the AM and PM shifts, and one youth officer during the night shift. In High Risk Units and Enhanced Support Units the minimum staffing requirement is four youth officers per shift during the AM and PM shifts, and one youth officer on during the night shift. Other staff within the centre may be deployed to temporarily cover youth officer roles if required. It is policy to maintain these minimum ratios at all times and Youth Justice is not aware of any breaches to this policy.
	Miscellaneous	
847	How many FTE youth justice caseworker positions are currently vacant? What is the average caseload per worker, and how has it	I am advised:

	changed since last year?	As at 15 September 2025, five. Caseloads have remained steady compared to last year.
848	Please list 2025–26 capital and maintenance allocations across each Youth Justice centre (security upgrades, classrooms, health clinics, cultural spaces) and the criteria used.	I am advised: The Department of Communities and Justice (DCJ) manage capital investments for Youth Justice centres as well as maintenance under contract with BGIS. Minor capital works, major capital and maintenance expenditure is prioritised across the diverse DCJ asset portfolio, with funding levels varying each year based on priority. Reactive and planned maintenance is not allocated per division but as required based on criticality. Forecasts are subject to design, planning and procurement as well as variables such as location of the works and latent conditions.
849	How much of the Youth Justice NSW budget is spent on contracted services (security, health, education, training), and who are the top five contractors by value?	I am advised: Youth Justice does not contract for security, health, education and training.
850	Please provide the average hours of classroom-based education delivered per detainee per week at each centre, along with attendance rates.	I am advised: This question should be directed to the Minister for Education and Early Learning.
851	Please provide the average overtime hours per youth officer per week, by centre, for the past 12 months.	I am advised: Overtime expenses are published in the DCJ annual report under employee related expenses.
852	How many young people entered custody in 2024–25 due to breach of bail conditions rather than new offences?	I am advised: BOCSAR publishes statistics relating to young people in custody at https://bocsar.nsw.gov.au

853	How many Bail and Accommodation Support Service (BASS) beds are available statewide, and what is the occupancy rate?	I am advised: This question was answered on page 41 of the uncorrected transcript.
854	Please list all diversionary programs currently funded and operating in Youth Justice NSW, with their annual budgets, locations, and providers.	I am advised: Youth Justice NSW publishes details of support services available to young people at https://www.nsw.gov.au/legal-and-justice/youth-justice/programs-and-services/support-services
855	Provide the most recent evaluation results for Youth on Track, including reoffending rates at 6 and 12 months post-program.	I am advised: The 2022 Bureau of Crime Statistics and Research (BOCSAR) report is the most recent formal evaluation of Youth on Track and is available online.
856	What proportion of young people eligible for diversion under the Young Offenders Act in 2024–25 actually received a warning, caution, or conference? Break down by police district.	Please see the response to Supplementary Question 852.
857	How many young people in custody have a diagnosed mental health condition, and what proportion are receiving ongoing treatment?	I am advised: Youth Justice NSW is not able to provide this information.
858	Please provide the total number of critical incidents (assaults, self-harm, escapes, contraband finds) in 2024–25, broken down by centre.	I am advised: All incident data is made available upon request to key oversight bodies including the NSW Ombudsman and the Inspector of Custodial Services (ICS), and may be published in ICS reports.
859	How many uses of separation or isolation lasted more than 24 hours in 2024–25? Please provide the longest duration recorded.	I am advised: Data on separation captures any instance in which a young person or group of young people are separated from others for a range of reasons including gender, age, illness or being accommodated in a

		high risk unit. For 2024-25, there were 544 such instances. These durations may also include time spent asleep, undertaking activities in different parts of the centre, exercising, accessing a psychologist or other programs and undertaking ongoing education, which the data on individual incidents does not reflect. Isolation is not an applied practice within Youth Justice centres.
860	What are the policy requirements for reviewing CCTV footage after an incident, and how many reviews were conducted in the past 12 months?	I am advised: CCTV footage can only be accessed by the DCJ employees identified in the Youth Justice NSW Policy for the following acceptable purposes: incident review or operational formal debrief; to detect, investigate or prosecute any unlawful activity; for professional conduct purposes; employee training and development purposes. Access to, and viewing of any type of footage is documented in a Youth Justice NSW centre register. The number of reviews conducted in the past 12 months is not data that Youth Justice NSW holds.
861	What internal targets and monitoring mechanisms are in place to meet Closing the Gap Target 11 (youth detention rate reduction)?	I am advised: Target 11 is to reduce the overrepresentation of Aboriginal young people in custody by 30% by 2031. Data is recorded daily.
862	How many Aboriginal community-controlled organisations currently deliver Youth Justice programs, and what is their share of the diversionary funding pool?	I am advised: Youth Justice NSW funds 24 ACCOs to deliver programs across NSW. Regarding diversionary funding, please refer to the answer to Supplementary Question 854.
863	What KPI indicators are used by Youth Justice NSW?	I am advised: More specificity is required to answer this question.

864	When was the last time Youth Justice NSW publicly released a KPI dashboard, and why is it not published regularly?	I am advised: Statistics are publicly available on the YJNSW website: https://www.nsw.gov.au/legal-and-justice/youth-justice/about/statistics
865	What funding or programmatic supports are being invested in bail support services for Aboriginal children, including therapeutic bail support or bail hostels?	I am advised: Youth Justice NSW supports young people on bail through a number of support measures such as Youth on Track, the Bail and Accommodation Support Service, A Place to Go and A Place to Go House, the Broadmeadow Children's Court Project, and the Rural Residential Rehabilitation Adolescent Alcohol and Other Drugs Service. .
	CFMEU meetings	
866	Since 28 March 2023, have you met with the Construction, Forestry and Maritime Employees Union (CFMEU) that was not disclosed in accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information?	Please see the answer to Supplementary Question 750. Please see the answer to Supplementary Question 750.
	ETU meetings	
867	Since 28 March 2023, have you met with the Electrical Trades Union (ETU) that was not disclosed in accordance with the Premier's Memorandum M2015-05 Publication of Ministerial Diaries and Release of Overseas Travel Information?	Please see the answer to Supplementary Question 750.
	Ministerial disclosures to The Cabinet Office	
868	On what date did you last update/make a ministerial disclosure to the Premier and the Secretary of The Cabinet Office?	I am advised:

		The Ministerial Code of Conduct (Ministerial Code) requires Ministers to make certain disclosures to the Premier and the Secretary of The Cabinet Office. I comply with my obligations under the Ministerial Code.
	Department(s)/Agency(s) Employees	
869	In relation to redundancies, will this be made available in your respective Department(s)/Agency(s) Annual Reports?	I am advised: Information about any redundancies within agencies is published in the agency annual reports.
	Department(s)/Agency(s) Annual Reports	
870	Do you have plans to print the 2024-25 annual report(s) for each department / agency in your portfolio? (a) If yes, what is the budgeted expenditure for printing for each department / agency?	I am advised: Annual reports should be prepared in accordance with the Treasury Policy and Guidelines – Framework for Financial and Annual Reporting (TPG25-10).
	State Records Act	
871	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?	I am advised: The Ministers' Office Handbook provides guidance in relation to recordkeeping obligations under the <i>State Records Act 1998</i> . The Cabinet Office also provide guidance, advice, training and support on these obligations for Ministers' offices. Further information is available on State Records NSW's website (www.nsw.gov.au/departments-and-agencies/dciths/state-records-nsw). All Ministers' offices are expected to comply with their obligations under the State Records Act.

	Department(s)/Agency(s) Gifts and Hospitality Register	
872	Does your portfolio department(s)/agency(s) have a gifts and/or hospitality register? (a) If yes, is it available online? i. If yes, what is the website URL?	I am advised: Regarding DCS, yes; it is not externally available. Regarding the NSW SES, yes; it is not externally available. Regarding FRNSW, yes; it is available at https://www.fire.nsw.gov.au/page.php?id=9437#gifts Regarding the RFS, yes; it is not externally available. Regarding the Premier's Department, yes; it is available at https://www.nsw.gov.au/departments-and-agencies/premiers-department/access-to-information/gifts-and-hospitality-register Regarding Youth Justice NSW, yes; it is available at https://dcj.nsw.gov.au/resources/policies/gifts-benefits-and-bequests.html
	Ministerial staff disclosure of gifts and/or hospitality	
873	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?	I am advised: All Ministerial staff are required to comply with the Gifts, Hospitality and Benefits Policy for Office Holder Staff attached to the Ministers' Office Handbook and available on the NSW Government website.
874	Have any staff members in your office been the recipient of any free hospitality? (a) What was the total value of the hospitality received? (b) Are these gifts of hospitality declared?	I am advised: All Ministerial staff are required to comply with their disclosure obligations under the Gifts, Hospitality and Benefits Policy for Office Holder Staff and I expect them to do so. A breach of the Policy may be a breach of the Office Holder's Staff Code of Conduct. The Policy includes disclosure obligations for Ministerial staff in

		respect of gifts, hospitality and benefits over \$150. If a Ministerial staff member is required by their role to accompany their Office Holder at an event that the Office Holder is attending as the State's representative, or where the Office Holder has asked the staff member to attend, then attendance at that event would not constitute a gift or benefit for the purposes of the Policy.
	Ministerial Code of Conduct	
875	Since 28 March 2023, have you breached the Ministerial Code of Conduct? (a) If yes, what was the breach?	I am advised: All Ministers are expected to comply with their obligations under the NSW Ministerial Code of Conduct (Ministerial Code) at all times. The Ministerial Code sets the ethical standards of behaviour required of Ministers and establishes practices and procedures to assist with compliance. Among other matters, the Ministerial Code requires Ministers to: • disclose their pecuniary interests and those of their immediate family members to the Premier • seek rulings from the Premier if they wish to hold shares, directorships, other business interests or engage in secondary employment (known as 'prohibited interests') • identify, avoid, disclose and manage conflicts of interest • disclose gifts and hospitality with a market value over \$500. A substantial breach of the Ministerial Code (including a knowing breach of any provision of the Schedule) may constitute corrupt conduct for the purposes of the <i>Independent Commission Against Corruption Act 1988</i>.
	Senior Executive Drivers	

876	As at 1 August 2025, how many senior executives in your portfolio department(s) / agency(s) have a driver?	I am advised: No senior executives employed by the Departments and agencies within my portfolio have a driver.
	GIPA Act - Disclosure Log & Ministerial Offices	
877	Does your Ministerial Office have a disclosure log in accordance with the Government Information (Public Access Act) 2009? (a) If yes, what is the URL?	I am advised: The Minister's Office disclosure log is available on the Department of Customer Service website.
	GIPA Act - Disclosure Log & Departments/Agencies	
878	What is the website URL for the Government Information (Public Access Act) 2009 disclosure log each of your portfolio department(s) / agency(s)?	I am advised: https://www.nsw.gov.au/departments-and-agencies/customer-service/access-to-information/department-of-customer-service-disclosure-log https://www.fire.nsw.gov.au/page.php?id=909 https://www.rfs.nsw.gov.au/resources/access-to-information/disclosure-log https://www.ses.nsw.gov.au/access-to-information#GIPA https://www.sira.nsw.gov.au/resources-library/corporate-information/access-to-information https://dcj.nsw.gov.au/about-us/gipa/disclosure-log.html
	TikTok	

879	Are you on TikTok? (a) If yes, do you access TikTok from a NSW Government device?	I am advised: The Circular DCS-2025-01 Cyber Security NSW Directive - Restricted Applications List advises how NSW Government agencies are required to appropriately manage risks to NSW Government information on government-issued devices, or personal devices that are used for government business.
	Signal	
880	Are you on Signal? (a) If yes, do you access Signal from a NSW Government device? (b) If yes, does Signal comply with the State Records Act?	I am advised: Like the former Coalition Government, the NSW Government uses a range of digital systems and communications that have been approved for use and may be utilised where there is a valid business requirement. This has been established practice under successive governments. State records are a vital public asset, and access to Government information is essential to maintaining public trust in government. I comply with my obligations under the <i>State Records Act 1998</i>.
	Training	
881	Since 28 March 2023, have you had training from an external stakeholder that included an invoice and payment paid for using your ministerial budget? (a) If yes, what is the description of training? (b) If yes, how much?	I am advised: Ministers have undertaken a program of Ministerial induction training. Ministers have undertaken training on the Respectful Workplace Policy. Members of Parliament are provided with a Skills Development Allowance that may be used in a manner consistent with the Parliamentary Remuneration Tribunal Annual Determination. Ministerial Office Budgets are managed in accordance with the Ministers' Office Handbook.

	Parliamentary Secretary & Ministerial Vehicle	
882	Has your Parliamentary Secretary ever used a Ministerial driver from the pool? (a) If yes, why?	I am advised: The Ministers' Office Handbook provides that 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.
	Media releases and statements	
883	Are all the ministerial media releases and statements issued by you publicly available at https://www.nsw.gov.au/media-releases? (a) If no, why?	I am advised: The Department of Customer Service is responsible for managing www.nsw.gov.au/media-releases and the publication of media releases.
	Overseas Travel	
884	As Minister, do you approve overseas travel for public servants from your portfolio department(s)/agency(s)?	I am advised: The NSW Government Travel and Transport Policy provides a framework for NSW Government travelling employees and covers official air and land travel by public officials using public money. Section 2.1 of that Policy sets out approvals required in relation to overseas travel. Further information in relation to the Policy can be found here: https://www.info.buy.nsw.gov.au/policy-library/policies/travel-and-transport-policy Treasury Policy and Guidelines – Framework for Financial and Annual Reporting (TPG25-10) requires agencies to include information on overseas visits by officers and employees in agency annual reports.

	Data Breaches	
885	Does your portfolio department(s)/agency(s) keep a register of data breaches in accordance with the Privacy and Personal Information Protection (PPIP) Act? (a) If yes, what is the website?	I am advised: Agencies are required by section 59ZD to prepare, publish and make publicly available a data breach policy. The PPIP Act does not provide for the internal register to be made public. Under clause 17, of Schedule 1 to the <i>Government Information (Public Access) Act 2009</i>, it is conclusively presumed that there is an overriding public interest against disclosure of information contained in a document prepared for the assessment of an eligible data breach under the PPIP Act, Part 6A, if the information could worsen a public sector agency's cyber security or lead to further data breaches.
	Discretionary Fund	
886	As Minister, so 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?	I am advised: The Minister for Emergency Services Discretionary Fund is administered by the Premier's Department. Further information is available at: https://www.nsw.gov.au/grants-and-funding/minister-for-emergency-services-discretionary-fund
	Airline Lounges	
887	Are you a member of the Qantas Chairmans Lounge?	I am advised: The Constitution (Disclosures by Members) Regulation 1983 (Regulation) sets out Members' obligations to disclose relevant pecuniary and other interests in periodic returns to Parliament. The Legislative Assembly Standing Committee on Parliamentary Privilege and Ethics Report on Review of the Code of Conduct, Aspects of Disclosure of Interests, and Related Issues (December 2010) notes that: "Advice has been received from the Crown Solicitor that use of the Chairman's Lounge by invitation is not a "gift" for the purposes of

		clause 10 of the Regulation, as it does not involve disposition of property. However, when the membership leads to an upgrade valued at more than \$250, it becomes disclosable as a contribution to travel, and should be reported under clause 11 of the Regulation.” sClause 16 of the Regulation allows a Member to, at their discretion, disclose any direct or indirect benefit, advantage or liability, whether pecuniary or not. Relevant disclosures have been made to The Cabinet Office and to the NSW Parliament.
888	Are you a member of the Virgin Beyond Lounge?	Please see the answer to Supplementary Question 887.
	Ministerial Overseas Travel	
889	Since 28 March 2023, have you formally applied to the Premier to travel overseas? (a) If yes, was this application accepted?	I am advised: Ministerial overseas travel information is published online. https://www.nsw.gov.au/departments-and-agencies/premiers-department/access-to-information/ministerial-overseas-travel-information
	Private Jet Charter	
890	Have you travelled on a private jet charter in your Ministerial capacity? (a) If yes, was this value for money for taxpayers?	I am advised: Premier and Ministers’ domestic travel information is published on the Premier’s Department’s website at: https://www.nsw.gov.au/departments-and-agencies/premiers-department/access-to-information/premier-and-ministers-domestic-travel.
	Ministerial Office renovations	
891	Since 28 March 2023, has your Ministerial Office at 52 Martin Place been renovated?	I am advised: Leasehold improvements for Ministerial Offices are reported within

	(a) If yes, how much was the expenditure?	the Premier's Department annual reports.
	Conflict of Interest	
892	Since 28 March 2023, have you formally written to the Premier with a conflict of interest? (a) If yes, why?	Please see the response to Supplementary Question 875.