

## Budget Estimates 2011-2012

### Questions on Notice

#### Questions relating to the portfolio of Tourism

#### Questions from the Hon Amanda Fazio MLC

##### Question:

1. In relation to Cruise Ship Statistics:
  - a. What was the Cruise sector's contribution to the State Economy in the 2010-2011 financial period?
    - i. Is it expected to increase in the current financial year 2011-2012? If not, why not?
    - ii. What is the expected increase for the next decade for the industry?
  - b. How many cruise vessels stopped in Sydney and other NSW Ports in the last financial year and how many will arrive this year?
    - i. How much did cruise ship passengers contribute to the NSW economy in the last financial year?

##### Answer:

- a. These figures are available on Cruise Down Under's website:  
<http://www.cruisedownunder.com>
  - i. As above.
  - ii. This information is available on the Sydney Harbour Foreshore Authority's website at:  
<http://www.shfa.nsw.gov.au/content/library/documents/72A50856-94EC-88A3-94D5DB3489CF70B1.pdf>
- b. I am advised that there were 150 cruise ship visits to Sydney and 18 ship visits to Regional NSW in 2010-11 (5 at Eden, and 13 at Newcastle). For Sydney, there are 214 ship visits scheduled for 2011-12, and 264 for 2012-13.
  - i. These figures are available on Cruise Down Under's website:  
<http://www.cruisedownunder.com>

##### Question:

2. In relation to the Visitor Economy Taskforce:
  - a. Minister part of this document's strategy requires establishing a Visitor Economy Taskforce, and to execute the Taskforce's strategy (which is to report early next year) requires a boost in funding of \$40 million dollars? Is this extra, or on top of what

- was already allocated under the previous administration through the recommendations of the O'Neil Report?
- b. Do the Taskforce members Russell Balding, AO, the Hon. Bruce Baird, John King and Sandra Chipchase, receive any fee or salary?
    - i. If so, how much?

**Answer:**

- a. It is assumed that the document referred to is "Selling Sydney & NSW to the World – A Plan for NSW Tourism", the NSW Liberals and Nationals election policy.

The NSW Government has established Destination NSW and the Visitor Economy Taskforce, which will develop an industry action plan, for the tourism and events sector.

The NSW Government is backing Destination NSW with an expenditure of \$400 million over the next four years, which includes an additional \$40 million boost for tourism, and an additional \$5 million commitment for the Regional Tourism Product Development Program for 2011-12.

- b. Non public sector employees are eligible to be paid a fee.
  - i. The Chairman of the Visitor Economy Taskforce, Russell Balding AO, is paid an annual fee of \$25,099. Members' fees are \$12,025 per annum. Sandra Chipchase, as a public sector employee does not get paid a fee; and Bruce Baird MP is not taking a fee. Other than the Chairman, John King is the only member receiving a fee.

**Question:**

3. In relation to Tourism Statistics:
  - a. Minister why have the regional tourism statistics not been updated since March this year? I understand they were previously reported each quarter?
  - b. If they have, why aren't available on the Destination NSW Website?

**Answer:**

- a. All NSW regional tourism statistics are updated each quarter with the latest (year end June 2011) posted on the Destination NSW corporate site on 16 September 2011. Tourism Research Australia released the statistics on 14 September 2011.

**Question:**

4. In relation to Grants to Non-Government Organisations:
- a. What are the names of all organisations in receipt of funding?
  - b. What is the total amount of funding received by each organisation, including goods and services tax?
  - c. On what date was the funding advanced?
  - d. What was the purpose for each grant or funding advance?
  - e. Was any funding withheld or returned?
  - f. If so, what were the reasons for withholding or requiring the funding to be returned?

**Answer:**

Refer to the answer to the Question on Notice from the Minister for Police and Emergency Services, Minister for the Hunter, and Vice-President of the Executive Council representing the Premier, and Minister for Western Sydney – LC 0447—Premier—GRANTS TO NON GOVERNMENT ORGANISATIONS AND LOCAL GOVERNMENT BODIES.

**Question:**

5. In relation to Jetset partnership:
- a. Minister, I understand the Government has indicated that 2 million dollars will be provided for a partnership with Jetset to help encourage overseas visitors to NSW
  - b. How many of these or what percentage of programs by Jetset will be target at Regional NSW, Including the Hunter Valley, Capital Country, Central Coast and Western NSW?
  - c. What measures have been put in place to ensure this funding is well spent?

**Answer:**

- a. Destination NSW entered into a \$2 million two-year strategic partnership with Jetset Travelworld Group (JTG) for 2011-12 and 2012-13 (\$1 million per annum each partner).
- b. More than 65 per cent of the programs undertaken in partnership with JTG will feature the promotion of regional NSW destinations in Australia and New Zealand.
- c. The following measures are in place to ensure the funding is well spent:
  - Plans were developed for 2011-12, allocating funds to dedicated programs and marketing campaigns.
  - Results reporting.
  - Fortnightly meetings of the project management teams.
  - Quarterly management review meetings.

**Question:**

6. In relation to Chinese Visitors:
- a. Is the government encouraging visitors to NSW from China, what initiatives is the Government using to assist Chinese visitors to accessing tourist visas to come to Australia?

**Answer:**

- a. Visas are a Federal Government responsibility. I can advise that the Australian and Chinese Governments have signed a Memorandum of Understanding (MoU) to strengthen tourism cooperation. The MoU will encourage increased tourism flows and strengthen people-to-people links between the two countries.

I have provided a detailed response on activities being undertaken by Destination NSW to cater for the growing markets of tourists from China, which commences on page 12 of the Hansard transcript from the Estimate Hearings.

**Question:**

7. In relation to Caravan Parks:
- a. How many caravan parks does the State Government own?
  - b. In 2010 and 2011 how many visitor nights were spent in caravan parks?
  - c. How many in these years were spent in campervans or motor homes?

**Answer:**

- a. This question should be referred to the Minister for Primary Industries, the Hon Katrina Hodgkinson MP.
- b. In year end June 2010 international and domestic visitors spent 10.5 million nights in caravan parks in NSW, and 11.2 million nights in the year end June 2011.
- c. In year end June 2011, 662,000 nights or 6 per cent of all caravan park nights in NSW were spent in self-drive vans, motor homes or campervans. I am advised that there is no data for this type of accommodation available for previous years.

**Question:**

8. In relation to tourism employment numbers
- a. How many people are estimated to be employed in the tourism industry across NSW?
  - b. What are the figures for:
    - i. Retail
    - ii. Accommodation
    - iii. Cafes and Restaurants

- iv. Education
- v. Air and Water Transport
- vi. Travel Agencies and Tour Operator Services
- c. When were these figures updated?

**Answer:**

- a. These figures are available on Destination NSW's website at: [http://archive.tourism.nsw.gov.au/Sites/SitelD6/objLib40/Econ-Contribution-of-Tsm\\_Tourism-Satellite-Accounts-08-09\\_Summary-Spreadsheets.pdf](http://archive.tourism.nsw.gov.au/Sites/SitelD6/objLib40/Econ-Contribution-of-Tsm_Tourism-Satellite-Accounts-08-09_Summary-Spreadsheets.pdf)
- b. As above.
- c. These figures are for 2008-09. They were released by Tourism Research Australia on 10 June 2011 and posted shortly afterwards on Destination NSW's corporate website.

**Question:**

9. In relation to Domestic Visitors:
- a. Has there been any increase in domestic visitors to Sydney in the second and third quarters this year compared to last year?
  - b. How many nights have visitors spent in regional NSW in each of the quarters this year?
  - c. For the 1st quarter of this year what was there and increase of domestic visitors to NSW as compared to the same that time last year?
  - d. Has there been an increase in business visitors to Sydney for the last two financial quarters what are the figures for visitor nights?

**Answer:**

- a. Data for the third quarter of 2011 is not available until December 2011.

In the second quarter (ie June quarter) there were 1.9 million domestic visitors to Sydney, an increase of 21 per cent compared with the corresponding quarter in 2010.

- b. 18.7 million domestic visitor nights were spent in regional NSW in the March quarter 2011, and 13.7 million in the June quarter in 2011. June quarters generally have less travel than March quarters.
- c. Yes. Domestic visitors to NSW for the March quarter 2011 increased by 7 per cent, compared with the corresponding quarter in 2010.
- d. Domestic business visitors to Sydney for the March quarter 2011 increased by 28 per cent and increased in the June

quarter by 43 per cent, when compared with the same quarters for 2010. For the two 2011 quarters combined, the overall increase was 37 per cent.

Domestic business visitor nights to Sydney for the March quarter 2011 increased by 51 per cent, and increased in the June quarter by 33 per cent, when compared with the same quarters in 2010. For the two 2011 quarters combined, the overall increase was 41 per cent.

**Question:**

10. Phones

- a. How many blackberries does DPC assign to your Ministerial staff and to whom have they been issued?
- b. How many iPads does DPC assign to your Ministerial office and to whom have they been issued?
- c. How many iPads have you purchased for your office and to whom have they been issued?
- d. How many iPhones does DPC assign to your Ministerial office and to whom have they been issued?
- e. How many iPhones have you purchased for your office and to whom have they been issued?
- f. For each phone or device, how much was each bill from April to October?
- g. How many phones or devices have been lost in your office?
- h. What is the cost of replacing those phones or devices?

**Answer:**

I am advised:

a. to e. For all Ministerial Offices, there is a total of:

- i. Blackberries – 151
- ii. iPads – 19
- iii iPhones - 3

f. Ministerial Offices in the NSW Government from April 2011 to October 2011 spent a total of \$88,902. This compares with \$238,567 spent under the previous NSW Government from October 2010 to March 2011.

g. to h. For all Ministerial Offices in the NSW Government, there has been one stolen phone, which cost \$577 (ex GST) to replace.

**Question:**

11. Media and Public Relations

- a. How many media or public relations advisers are employed for each of your portfolio agencies?
- b. What is the forecast for 2011-12 for the number of media or public relations advisers to be employed and their total cost?

- c. How many media or public relations advisers are employed in your ministerial office?

**Answer:**

- a. Hospitality, Racing and Arts: two staff. Destination NSW: four staff.
- b. Hospitality, Racing and Arts: two staff. Maximum cost \$273,511. Destination NSW is a newly formed Statutory Authority and is currently in the process of determining its structure for 2012 and beyond. Accordingly, there is no set forecast for any staff roles at this point of time.
- c. Ministerial staff numbers and salary bands are available on the Department of Premier and Cabinet website.

**Question:**

12. Overseas Trips

- a. Have any of your overseas trips in the past year been paid for in part or in full by using public money?
- b. If so, did any of your relatives or friends accompany you on these trips?

**Answer:**

I am advised:

a. to b. Information regarding Ministerial travel is available on the relevant Minister's appropriate agency website, in accordance with Ministerial Memorandum M2009-10 'Release of Overseas Travel Information'.

**Question:**

13. Office Costs

- a. What is the annual remuneration package for your chief of staff?
- b. What is the annual remuneration package for your head media advisor?
- c. What is the annual remuneration package for each of your staff?
- d. What is the estimated expenditure for your office budget in 2011-12?
- e. Have any office renovations or fit outs been undertaken in your ministerial office since April?
- f. If so, could you give details of contracted costs?
- g. What is your office budget?
- h. How many political advisors are in your office?
- i. How many administration staff?
- j. How many Department Liaison officers are assigned to your office?
- k. How many staff in the Department are assigned to Ministerial support duties?

**Answer:**

I am advised:

- a. to c. and h. to i. Ministerial staff numbers and salary bands are available on the Department of Premier and Cabinet website.
  
- d. and g. Based on actual expenditure patterns, total forecast expenditures for all Ministerial offices are set out to be \$36,900,000 in 2011/12. This compares with \$47,046,453 spent by the former NSW Government from April 2010 to March 2011.
  
- e. Yes.
  
- f. I am advised that the total cost of renovations and fit outs is \$3,283
  
- j. refer to the answer to the Question on Notice from the Minister for Police and Emergency Services, Minister for the Hunter, and Vice-President of the Executive Council representing the Premier, and Minister for Western Sydney – LC 0681—Premier—DEPARTMENTAL LIAISON OFFICERS, that details this information as at 7 August 2011.
  
- k. each Minister is provided with a Ministerial driver, with the Premier provided with three Ministerial drivers.

**Question:**

14. Cabcharge

- a. In terms of your ministerial office, how much did your office spend on taxi fares, including Cabcharge since April?

**Answer:**

I am advised:

- a. For all Ministerial offices, the cost of Cabcharge was \$38,806.38 over 6 months from April 2011 to September 2011.

This is compared with the cost of \$78,023.11 in the 6 months of the previous NSW Government from October 2010 to March 2011.

**Question:**

15. Restructure

- a. Are any of your portfolio agencies undergoing a restructure?
- b. How many jobs are expected to be cut as a result of that restructure?
- c. How many people are expected to have their wages cut as a result of that restructure?
- d. How many voluntary redundancies are expected to be offered as a result of that restructure?

**Answer:**



- a. There are a number of restructures underway within NSW Trade & Investment, Regional Infrastructure and Services.
- b. At this stage the organisations are working through a process of identifying future functions and roles needed to deliver those functions to ensure that appropriate levels of service are maintained.
- c. Wages are set by a number of governing awards that are linked into a job classification grading structure. Departments are not able to arbitrarily reduce an employees salary except in the case of an outcome of a disciplinary action or if a position is regraded.
- d. The organisations are working through a process of identifying future functions and roles needed to deliver those functions to ensure that appropriate levels of service are maintained. In line with the governments Managing Excess Staff policy, should staff be declared excess, they will be offered a voluntary redundancy or the option of remaining with the organisation for three months and seeking redeployment to another government agency.

**Question:**

16. Agency Costs

- a. What is your agency's catering budget?
- b. Since April, has the agency changed it branding?
- c. How much was spent on rebranding the agency?
- d. How much has been spent on stationary?

**Answer:**

- a. Tourism, Major Events, Hospitality, Racing and Arts: \$122,000
- b. Yes.
- c. The new department adopted the NSW Government waratah brand. No funds were spent on external branding contractors or designers for NSW Trade & Investment. Destination NSW spent \$15,000 to develop a new marketing brand for NSW tourism.
- d. Tourism, Major Events, Hospitality, Racing and Arts: \$67,000.

**Question:**

17. Correspondence

- a. How long is the average turnaround for responding to correspondence in your agency?
- b. How many pieces of correspondence have been outstanding for more than 60 days?

**Answer:**

I am advised:

a. and b. The Department of Premier and Cabinet's recommended time frame for completing responses to correspondence from Ministers, Members of Parliament and members of the public is 20 working days from the Department's receipt of the correspondence.

However, it is not always possible to comply with this time frame for any number of reasons including: the nature and complexity of the matter; stakeholder consultation; or further information required from other Departments and sources.

**Question:**

18. Paying bills on time
  - a. Since April, on how many occasions has the agency not paid a supplier or contractor for more than 30 days?
  - b. How many bills have been outstanding for longer than that period?

**Answer:**

I am advised:

- a. and b. The agency does not currently record this data in its accounting system but is working towards a cross agency solution to this issue.

**Question:**

19. Grants to non-government organisations
- a. Does your department provide recurrent grant funds to non-government organisations?
  - b. If yes,
    - i. What are the names of all organisations in receipt of funding?
    - ii. What is the total amount of funding received by each organisation, including goods and services tax?
    - iii. On what date was the funding advanced?
    - iv. What was the purpose for each grant or funding advance?
    - v. Was any funding withheld or returned?
    - vii. If so, what were the reasons for withholding or requiring the funding to be returned?
    - viii. What is the indexation rate applied to non recurrent grant funds in 2011/2012?

**Answer:**

a. and b. Refer to the answer to the Question on Notice from the Minister for Police and Emergency Services, Minister for the Hunter, and Vice-President of the Executive Council representing the Premier, and Minister for Western Sydney – LC 0447—Premier—GRANTS TO NON GOVERNMENT ORGANISATIONS AND LOCAL GOVERNMENT BODIES.

**Question:**

20. Feasibility studies, audits, taskforces or reviews
- a. Is your department currently undertaking any feasibility studies, audits, taskforces or reviews,
  - b. If so;
    - i. What are the terms of reference or details of each study, audit, taskforce or review?
    - ii. Who is conducting the study, audit, taskforce or review?
    - iii. Was each study, audit, taskforce or review was publically advertised seeking expression of interest or competitive tenders?
    - iv. Is there a contract in place detailing terms of engagement for the study, audit, taskforce or review?
    - v. What is the timeline of each study, audit, taskforce or review?
    - vi. What are the details of any costs involved in each study, audit, taskforce or review?

**Answer:**

a. and b. Refer to the answer to the Question on Notice from the Minister for Police and Emergency Services, Minister for the Hunter, and Vice-President of the Executive Council representing the Premier, and Minister for Western

Sydney – LC 0327—Premier—FEASIBILITY STUDIES, AUDITS,  
TASKFORCES AND REVIEWS.