

Departmental asset maintenance costs and scheduling

With respect to each Department, Agency and Entity that the Minister is responsible for:

256. Does the Department budget include provision for funding Departmental asset maintenance? If so, how does the Department determine what level of funding is needed each year in relation to its asset maintenance requirements?
257. Does the Department have any document such as Funding Plan for asset maintenance in which it sets out the level of funding needed each year to achieve the Department's asset maintenance requirements? If so, what is the name or official designation of this document?
258. How much did the Department budget for costs associated with maintenance of Department assets in each of the following financial years:
 - a. FY2002-03
 - b. FY2003-04
 - c. FY2004-05
 - d. FY2005-06?
259. How much was actually spent on maintenance of Department/Agency/Entity assets in each of the following years:
 - a. FY2002-03
 - b. FY2003-04
 - c. FY2004-05
 - d. FY2005-06?
260. How much has the Department/Agency/Entity actually spent on maintenance of Department/Agency/Entity assets in FY2006-07 to date?
261. What was the value of the backlog maintenance program and/or deferred asset maintenance requirements deferred in each of the following periods:
 - a. FY2002-03
 - b. FY2003-04
 - c. FY2004-05
 - d. FY2005-06?

ANSWER

(Questions 256 to 261 inclusive)

I'm advised:

Treasury Circular 04/09 – *Total Asset Management (TAM) Policy – Reconfirmation* confirms the Government's commitment to the implementation of TAM policy.

Budget Paper No. 4 Infrastructure Statement provides the value of each agency's physical assets and their capital expenditure program. The value of each agency's physical assets is subdivided into land and buildings, plant and equipment and infrastructure systems.

The asset management policy for each agency is integrated with the budget process.

Budget sector agencies are advised to prepare TAM Strategies based on the agency continuing to provide agreed services within current resource limits. Agencies may also submit specific proposals for enhanced levels of service.

TAM strategies outline the long term maintenance strategies for each asset type or risk category, a costed program of proposed investment and maintenance works and a program of disposals.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Unfilled Public Service Positions

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 262. Provide details of the number of full time equivalent staff positions in non-urban areas of the NSW which the Department/Agency/Entity currently has unfilled?
- 263. Please provide a breakdown of positions by staff classification and location?

ANSWER

(Questions 262 and 263)

I'm advised:

Agency relocations to rural and regional parts of New South Wales have been an important part of the Government's clear policy of encouraging employment opportunities and economic activity outside Sydney.

Over 1500 positions have been relocated since January 2000, bringing over \$50 million annually in salaries alone into their communities. In the four agency relocations reviewed by the Auditor-General (Local Government, WorkCover, Mineral Resources, State Debt Recovery Office), almost 75% of positions were filled via local recruitment. Transfers of other staff from Sydney contributed to local population growth.

The overall economic impact on regions over and above the staff employed can be very significant. It has been estimated that, for the 200 positions relocated to Maitland with the Division of Mineral Resources, Department of Primary Industries, there is an annual economic impact of approximately \$15 million, including supporting a further 130 jobs in the local community.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Unfilled Public Service Positions

With respect to each Department, Agency and Entity that the Minister is responsible for:

264. How many permanent, temporary and casual vacancies within the Department/Agency/Entity were filled by using the services of employment and placement agencies or companies?
265. Please provide details of the employment and placement agencies used by the Department/Agency/Entity in the following periods:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06
 - d. FY2006-07 to date?
266. What was the total cost to the Department/Agency/Entity of the services of employment and placement agencies used in each of the following periods:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06
 - d. FY2006-07 to date?
267. Which employment and placement agencies received payments from the Department/Agency/Entity for the placement of staff in each of the following periods:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06
 - d. FY2006-07 to date?
268. Which employment and placement agencies received payments from the Department/Agency/Entity for temporary or contract staff in each of the following financial years:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
269. What was the total amount paid to employment and placement agencies by the Department/Agency/Entity for temporary or contract staff in each of the following financial years:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?

ANSWER

(Questions 264 to 269 inclusive)

I'm advised:

Decisions on engaging and managing recruitment service providers are the responsibility of department heads, having regard to Government policies on efficient corporate services.

In filling vacancies, department heads are legally responsible for choosing the person with the greatest merit from among applicants. That responsibility applies when using recruitment service

providers. Department heads also remain responsible for compliance with Government policies on equity, equal employment opportunity for target groups, and cultural diversity.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Procurement Policy

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 270. When did the Department last update its procurement policy documentation?
- 271. What mechanisms does the Department have in place to ensure its procurement guidelines reflect current policy in relation to government contracting?

ANSWER

(Questions 270 and 271 inclusive)

I'm advised:

Premier's *Memorandum 2006-11 on NSW Procurement Reforms* outlines initiatives to further improve procurement outcomes, get better value for taxpayers and reduce the operating costs of government.

The Memorandum supports the announcements on improving procurement outcomes made in the February 2006 *Economic and Financial Statement*.

Other key policy documents are the Treasury Circular *TC 04/07 Procurement Policy Reform* and Premier's *Memorandum 2001-16 NSW Government Electronic Procurement Reform Implementation Strategy*.

The Department of Commerce is responsible for co-ordinating the implementation of the procurement reform initiatives.

The reforms announced in Premier's Memorandum 2006-11 include:

- All agencies required to utilise the State Contracts Control Board (SCCB) for whole-of-government contracts, effective immediately
- Development and introduction of an agency accreditation scheme for goods and services by July 2007
- All major agencies to implement electronic procurement of their goods and services by June 2007, with smartbuy® being the Government's default electronic procurement system
- All agencies to make their Requests for Tender documentation and tenders available to be lodged through www.tenders.nsw.gov.au.

The requirements outlined in the memorandum apply to all Government agencies, including Statutory Authorities, Trusts and other government entities, except for State Owned Corporations.

Recruitment Agencies

With respect to each Department, Agency and Entity that the Minister is responsible for:

272. What sum was spent on recruitment agencies for the following financial years:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
273. Will the Minister provide a list of recruitment agencies which were used for the following financial years:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 272 and 273)

I'm advised:

Decisions on engaging and managing recruitment service providers are the responsibility of department heads, having regard to Government policies on efficient corporate services and avoiding unnecessary spending on consultancies.

In filling vacancies, department heads are legally responsible for choosing the person with the greatest merit from among applicants. That responsibility applies when using recruitment service providers. Department heads also remain responsible for compliance with Government policies on equity, equal employment opportunity for target groups, and cultural diversity.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Chartering Aircraft

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 274. For each Department and agency that the Minister was responsible for what sum was spent on chartering aircraft for the following financial years:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- 275. Will the Minister provide a list of aircraft chartering firms which were used for the following financial years:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- 276. Will the Minister provide a reason for each charter undertaken, the date of the charter, where the aircraft flew to and who was on board the aircraft during each charter for the following financial years:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 274 to 276 inclusive)

I'm advised:

Air travel undertaken is for official government business only. Travel by Ministers and public sector employees are determined on the basis of value to the tax-payer and public sector development. Minister's travel is governed by the guidelines contained in the Ministers' Office Administration Handbook and travel by public sector employees is governed by various Premier's Memoranda and Circulars which are publicly available.

Overseas travel by agency staff is reported in the Annual Report of each agency.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Domestic & Overseas Travel

With respect to each Department, Agency and Entity that the Minister is responsible for:

277. What sum was spent by the Minister's department on domestic and international air travel for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
278. What proportion of domestic air travel by employees of the Minister's department was provided by (a) Qantas, (b) Regional Express, and (c) Virgin Blue for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
279. What sum was spent by the Minister's department on domestic air travel provided by (i) Qantas, (ii) Regional Express, and (iii) Virgin Blue for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
280. What sum was spent by the Minister's department on (a) economy and (b) business class travel on (i) domestic routes and (ii) international routes for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
281. How many employees of the Minister's department had membership of the (a) Qantas Chairman's Lounge, (b) Qantas Club, (c) Regional Express Membership Lounge, and (d) Virgin Blue's Blue Room paid for by the department for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
282. Which company provides travel management services to the Minister's department for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

ANSWER

(Questions 277 to 282 inclusive)

I'm advised:

Overseas travel by public sector employees is governed by various Premier's Memoranda and Circulars. Travel by public sector employees is determined on the basis of value to the tax-payer and public sector development. Travel undertaken is always on government business and essential for the performance of official business on behalf of the Government of New South Wales.

All overseas travel is subject to Minister's approval. Ministers are to exercise strict economy in approving overseas travel and significant benefits to the agency and/or the State must be demonstrated. Ministers may approve official travel overseas after deciding that the travel is essential and that it can be funded within the budget allocation for the organisation concerned.

Overseas travel by agency staff is reported in agency annual reports which are publicly available.

Massages

With respect to each Department, Agency and Entity that the Minister is responsible for:

283. For each Department and agency that the Minister was responsible for what sum was spent on massages for staff for the following financial years:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
284. For each Department and agency that the Minister was responsible for what how many staff made use of massage services provided:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 283 and 284 inclusive)

I'm advised:

The *New South Wales Government Expenses* policy outlines sector-wide requirements, prohibiting the expenditure of State funds on any event that could provide predominantly personal benefit to New South Wales public sector employees.

The Auditor General audits the expenditure of agencies as provided in the *Public Finance and Audit Act 1983*. The audit process provides an independent assessment of agencies financial situation. Internal audit procedures are guided by information supplied by NSW Treasury which is publicly available at www.treasury.nsw.gov.au, in particular Treasury Policy and Guideline Papers TPP95a (Statement of Best Practice – Internal Control and Audit) and TPP95b (Internal Control and Assessment) and Treasurer's Directions 720.01-.03 (Internal Control and Internal Audit).

Overtime

With respect to each Department, Agency and Entity that the Minister is responsible for:

285. For each Department and agency that the Minister was responsible for what sum was spent on overtime for the following financial years:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
286. For each Department and agency that the Minister was responsible for what was the total number of TOIL (Taken of in Lie) hours taken by staff for the following financial years and the total cost of these hours:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 285 and 286)

I'm advised:

Employees covered by the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2006* may receive the payment of overtime or time-in-lieu.

A staff member may be directed by the Department Head to work overtime, provided it is reasonable for the staff member to be required to do so. A staff member may refuse to work overtime in circumstances where the working of such overtime would result in the staff member working unreasonable hours. Separate provisions apply for overtime worked by shift workers and overtime worked by day workers.

Payment for overtime shall be made only where the staff member works directed overtime.

The Department Head shall grant compensation for directed overtime worked either by payment at the appropriate rate or, if the staff member so elects, by the grant of leave in lieu in accordance with the provisions provided under the *Section 97 – Payment for Overtime or Leave in Lieu of the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2006*.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Media Training

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 287. Did any agency, entity or department in the Minister's portfolio employ the services of a media training company in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- 288. How many individuals in each agency and department the Minister was responsible for received media training in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- 289. What was the cost for each agency and department the Minister was responsible for media training in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- 290. Which entities were hired by each agency and department the Minister was responsible to provide media training for staff in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 287 to 290 inclusive)

I'm advised:

Governments are required to communicate a wide variety of information to the public ranging from matters such as public health, community welfare and safety, public education and training, environmental and rural support, arts, tourism and business development.

The role and responsibilities of an employee's position may require for them to communicate important information including the department's activities to the public.

The Government is committed to building workforce capability of the public sector including leadership development and core public sector skill development.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Barristers

With respect to each Department, Agency and Entity that the Minister is responsible for:

291. What sum did the Minister's department spend on external barristers for the following periods
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
292. What sum did the Minister's department spend on solicitors for the following periods
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
293. What sum did the Minister's department spend on internal legal services for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
294. What is the Minister's department's projected expenditure on legal services for 2006-07?

ANSWER

(Questions 291 to 294 inclusive)

I'm advised:

NSW public sector agencies may engage the Crown Solicitors Office or private legal professionals to engage in non core (general) legal work for government agencies.

The Crown Solicitor acts for

- The State of NSW;
- Persons suing or being sued on behalf of the State;
- Ministers of the Crown;
- A body established by a law of the State
- An officer or an employee of the Public Service or any other service of the State or of a body established by a law of the State;
- A person holding office under a law of the State or because of appointment to that office by the Governor or any Minister of the Crown; and
- Any other person or body approved by the Attorney General.

Agencies must engage the Crown Solicitor to perform core legal services in respect of matters which:

- Have implications for Government beyond an individual Minister's portfolio;
- Involve the constitutional powers and privileges of the State and/or the Commonwealth;
- Raise issues which are fundamental to the responsibilities of Government; and
- Arise from, or relate to, matters falling within the Attorney General's area of responsibility.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Coaching

- 295. Has the Minister received any training, coaching or assistance in public speaking or voice projection at public expense since the Minister took office; if so, what was the cost of this training?
- 296. What is the name and postal address of the individual or organisation(s) which provided the training?

ANSWER **(Questions 295 and 296)**

I'm advised:

The *New South Wales Government Expenses* policy outlines sector-wide requirements, prohibiting the expenditure of State funds on any event that could provide predominantly personal benefit to New South Wales public sector employees.

Lettable Area

297. With respect to each Department, Agency and Entity that the Minister is responsible for:
298. What properties, or lettable floor areas at partially occupied properties, owned by the NSW Government and in the possession of the department and each agency in the Minister's portfolio, are currently not utilised by the department or agency in question, and are not let out?
299. For how long has each property, or part of a property, identified in part (1) been vacant and why has it been left vacant?

ANSWER

(Questions 297 to 299 inclusive)

I'm advised:

The NSW Government occupies 1.2 million square metres of office accommodation in over 1,000 buildings across the State.

As at 31 August 2006, the total amount of vacant space was approximately 5,380 square metres, which is only 0.44% of the total space occupied by Government, that is, less than half of one per cent.

This is a marked improvement on the vacancy rate of 2.23% that existed at 31 January 1995 under the Coalition: five times the Government's current vacancy rate.

The Government's current vacancy rate also compares more than favourably to the office market vacancy rate of 9.4% in the Sydney CBD at July 2006. (Figure supplied by the Property Council of Australia).

Translation Services

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 300. What was the total cost of translating documents for the following periods
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

- 301. Will the Minister provide details of the cost of translation into Arabic, Indonesian, Cantonese, French, Greek, Italian, Mandarin, Spanish, Tamil, Thai Urdu, and Vietnamese for the following periods
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

- 302. Will the Minister provide details of who received payment and the value of payments for the translation of the languages outlined above

ANSWER

(Questions 300 to 302 inclusive)

I'm advised:

As part of the Ethnic Affairs Priorities Statement (EAPS) Standard Framework, agencies are required to employ strategies to ensure services are equitable and accessible to all sections of the community.

These strategies may include the use of interpreters to communicate with agency clients. Service delivery can improve when agency staff understand and can communicate skilfully with clients from a range of backgrounds.

The Language Services Division of the Community Relations Commission provides an interpreter and translation service that is available to NSW public sector agencies. The Division works with government agencies to provide opportunities for the professional development of interpreters and translators and to improve availability of language services in Sydney metropolitan, regional and rural areas.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Pianos

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 303. How many pianos does his department
 - a. own and
 - b. lease?
- 304. How many grand pianos does his department
 - a. own and
 - b. lease?
- 305. In respect of each piano, where is it and what is its value?

ANSWER

(Questions 303 to 305 inclusive)

I'm advised:

The Auditor General audits the expenditure of agencies as provided in the *Public Finance and Audit Act 1983*. The audit process provides an independent assessment of agencies financial situation. Internal audit procedures are guided by information supplied by NSW Treasury which is publicly available at www.treasury.nsw.gov.au, in particular Treasury Policy and Guideline Papers TPP95a (Statement of Best Practice – Internal Control and Audit) and TPP95b (Internal Control and Assessment) and Treasurer's Directions 720.01-.03 (Internal Control and Internal Audit).

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Coffee Machines

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 306. How many coffee machines does his department
 - a. own and
 - b. lease?
- 307. In respect of each coffee machine, where is it and what is its value?

ANSWER

(Questions 306 and 307 inclusive)

I'm advised:

The Auditor General audits the expenditure of agencies as provided in the *Public Finance and Audit Act 1983*. The audit process provides an independent assessment of agencies financial situation. Internal audit procedures are guided by information supplied by NSW Treasury which is publicly available at www.treasury.nsw.gov.au, in particular Treasury Policy and Guideline Papers TPP95a (Statement of Best Practice – Internal Control and Audit) and TPP95b (Internal Control and Assessment) and Treasurer's Directions 720.01-.03 (Internal Control and Internal Audit).

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Non-Australians

With respect to each Department, Agency and Entity that the Minister is responsible for:

308. How many non-Australian citizens worked in each department and agency you were responsible as at the end of the:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
309. How many non-Australian citizens working in each department and agency you were responsible for were sponsored by the department as at the end of the:
- e. FY2005-06
 - f. FY2004-05
 - g. FY2003-04
 - h. FY2002-03?

ANSWER

(Questions 308 and 309)

I'm advised:

The New South Wales Government's policy is contained in the Personnel Handbook which clearly states:

A person is eligible to be appointed to a permanent position only if they are:

- an Australian citizen; or
- a permanent Australian resident.

People who are not Australian citizens or permanent residents are only eligible for appointment to temporary vacancies. People who claim to possess Australian citizenship should produce their birth certificate, current Australian passport, certificate of naturalisation or other relevant documentation.

Recruiting officers should require documentary proof of either Australian citizenship or permission to reside permanently in Australia *before an offer of employment is made*. Temporary residents of Australia may only be employed in certain circumstances and are ineligible for appointment as officers.

Only people who are *permanent residents* satisfy the citizenship requirements for appointment.

People with temporary entry permits *not* marked 'EMPLOYMENT PROHIBITED' may be employed in certain circumstances. People with authorisation to work from the Commonwealth Department of Immigration and Multicultural Affairs fit into this category. In all other cases, the Commonwealth Department of Immigration and Multicultural

Affairs (Sponsored Entry Section) should be contacted to find out if employment is permitted.

Reservists

With respect to each Department, Agency and Entity that the Minister is responsible for:

310. How many employees in each Department and agency the Minister is responsible are currently members of the Australian Defence Force (ADF) Reserves as at:
- a. 30 June 2000
 - b. 30 June 2001
 - c. 30 June 2002
 - d. 30 June 2003
 - e. 30 June 2004
 - f. 30 June 2005
 - g. 30 June 2006
311. How many employees in each Department and agency the Minister is responsible are currently members of the Australian Defence Force (ADF) Reserves and are on active duty as at:
- a. 30 June 2000
 - b. 30 June 2001
 - c. 30 June 2002
 - d. 30 June 2003
 - e. 30 June 2004
 - f. 30 June 2005
 - g. 30 June 2006
312. What was the total value of compensation from the Commonwealth Government under the employee support payment scheme for employees who have been called up for active duty for the following periods:
- a. FY2000/01
 - b. FY2001/02
 - c. FY2002/03
 - d. FY2003/04
 - e. FY2004/05
 - f. FY2005/06

ANSWER

(Questions 310 to 312 inclusive)

I'm advised:

Circular 2006-25 sets out the Government's policy on leave requirements for members of Australia's Defence Force Personnel which is captured in the *Defence Reserve Service (Protection) Act 2001*. Top up pay is also available for personnel on leave for military purposes.

Circular 2004-08 provides that, for leave in excess of the current military leave entitlement of up to 24 days for army and naval reservists and 28 days for air force reservists, public service employees will receive top up pay. This being the difference between their Reservist pay paid by the Commonwealth Department of Defence, and

what they would ordinarily have received if they were at work. During periods of *Top up pay* the Government will maintain Reservist's superannuation, and Reservists will continue to accrue sick leave and extended leave entitlements.

The cost of the *top up pay* scheme will be offset, in part, by the operation of the Commonwealth's Employer Support Payment (ESP) Scheme, which is designed to compensate employers for releasing their employees for Defence Force service. The ESP Scheme only applies once an employee has been on military leave for at least 3 weeks per financial year.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Behaviour Complaints

With respect to each Department, Agency and Entity that the Minister is responsible for:

313. How many unacceptable behaviour complaints were reported for sexual offences in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
314. How many unacceptable behaviour complaints were reported for general harrasment in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
315. How many unacceptable behaviour complaints were reported for discrimination in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
316. How many unacceptable behaviour complaints were reported for abuse of power in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
317. How many unacceptable behaviour complaints were reported for bullying in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
318. How many unacceptable behaviour complaints were reported for inappropriate workplace relations in each of the Departments and agencies you were responsible for in:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?

ANSWER

(Questions 313 to 318 inclusive)

I'm advised:

The Model Code of Conduct for NSW Public Agencies sets out the guidelines for the conduct of public servants and establishes principles for a code for all public agencies. Specifically:

Employees are to treat members of the public and their colleagues fairly and consistently, in a non-discriminatory manner with proper regard for their rights and obligations. In this regard, they should perform their duties in a professional and responsible manner.

They should also ensure that their decisions and actions are reasonable, fair and appropriate to the circumstances, based on a consideration of all the relevant facts, and supported by adequate documentation.

Employees are to promote confidence in the integrity of public administration and always act in the public interest and not in their private interest. Employees should protect the reputation of public employers. They should not engage in activities, at work or outside work, that would bring the public service into disrepute.

Employees are to provide a relevant and responsive service to their clients and customers, providing all necessary and appropriate assistance and fulfil the department's service performance standards.

Further details of the Code are publicly available on the Premier's Department website at www.premiers.nsw.gov.au.

The Personnel Handbook also sets out the procedures and arrangements for dealing with the conduct of employees in a fair and equitable manner based on the provisions of the Public Sector Employment and Management Act 2002.

The Independent Commission Against Corruption may also inquire into any allegations of corrupt conduct that occur in the public service.

Opinion Polls

With respect to each Department, Agency and Entity that the Minister is responsible for:

319. Did the department or any agency under the Minister's portfolio conduct or commission an opinion poll, focus group or market research and; if so, what was the (a) purpose and (b) cost of each opinion poll, focus group or market research survey conducted for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
320. What was the name and postal address of each company engaged to conduct the poll, focus group or research for the above periods?

ANSWER

(Questions 319 to 320)

I'm advised:

All surveys of Government clients and NSW citizens are carried out in accordance with standard probity requirements in NSW Government policy guidelines.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Opinion Polls

With respect to each Department and Agency the Minister is responsible for can the following information be provided for each financial year from 2003/4 to date:

- 321. how many consultants were engaged by the department and/or its agencies to conduct surveys of community attitudes to departmental programs?
- 322. What was the total costs of consultants that were engaged by the department and/or its agencies to conduct surveys of community attitudes to departmental programs?
 - a. For each consultancy engaged by the department and/or its agencies to conduct surveys of community attitudes to departmental programs
 - b. what was the cost,
 - c. who was the consultant,
 - d. was this consultant selected by tender; if so, was the tender select or open; if not, why not?
- 323. Were any of the surveys produced by consultants released publicly; if so, in each case, when was the material released; if not, in each case, what was the basis for not releasing the material publicly?

ANSWER

(Questions 321 to 323)

I'm advised:

All surveys of Government clients and NSW citizens are carried out in accordance to NSW Government policy guidelines.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Photographs

With respect to each Department, Agency and Entity that the Minister is responsible for:

324. For each department and agency the Minister was responsible for what was the total cost of photography undertaken for the following periods:
- a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

**ANSWER
(Question 324)**

I'm advised:

The Auditor General audits the expenditure of agencies as provided in the *Public Finance and Audit Act 1983*. The audit process provides an independent assessment of agencies financial situation. Internal audit procedures are guided by information supplied by NSW Treasury which is publicly available at www.treasury.nsw.gov.au, in particular Treasury Policy and Guideline Papers TPP95a (Statement of Best Practice – Internal Control and Audit) and TPP95b (Internal Control and Assessment) and Treasurer's Directions 720.01-.03 (Internal Control and Internal Audit).

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

Office Space

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 325. What was the total value and location of new office space purchased in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 326. What was the total value and location of new office space leased in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 327. What was the total value and location of office space refurbished in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

ANSWER

(Questions 325 to 327)

I'm advised:

The NSW Government occupies 1.2 million square metres of office accommodation in over 1,000 buildings across the State.

As at 31 August 2006, the total amount of vacant space was approximately 5,380 square metres, which is only 0.44% of the total space occupied by Government, that is, less than half of one per cent.

This is a marked improvement on the vacancy rate of 2.23% that existed at 31 January 1995 under the Coalition: five times the Government's current vacancy rate.

The Government's current vacancy rate also compares more than favourably to the office market vacancy rate of 9.4% in the Sydney CBD at July 2006. (Figure supplied by the Property Council of Australia).

Drug Testing

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 328. How many random drug tests have been administered to each departmental and agency employees personnel in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 329. How many employees had positive results to drug testing for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 330. How many employees have had their employment terminated for testing positive for drugs in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 331. How many employees have been disciplined for testing positive for drugs in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04

- 332. At what locations and dates were random drug tests undertaken at from 1 July 2003 to date?

ANSWER

(Questions 328 to 332 inclusive)

I'm advised:

The New South Wales Government is committed to providing a safe, healthy and productive work environment for all employees. To support this commitment, public sector organisations are encouraged to develop programs aimed at the prevention, reduction and/or elimination of problems associated with the misuse or abuse of alcohol and other drugs which affect employees' work performance, conduct or safety.

The Personnel Handbook outlines procedures for managing conduct and performance in the workplace. Other legislation and policies including the Premier's Department documents "*Alcohol and Other Drugs: Policy and Guidelines*" and "*Assistance Services for Employees: Policy and Guidelines*" are available for guidance in relation to managing some of these issues.

Traffic Infringements

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 333. How many penalty notices did each department/agency receive for traffic infringements for the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04?
- 334. Will Minister inform us of the breakdown of number of each type of infringement incurred for the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04?
- 335. What was the total value of fines for traffic infringements incurred in department/agency vehicles for the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04?
- 336. What was the total value of fines for traffic infringements incurred in department/agency vehicles paid for by the department/agency for the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04?
- 337. What was the total value of fines for traffic infringements incurred in department/agency vehicles paid for by the employee responsible for the infringement for the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04?

ANSWER

(Questions 333 to 337 inclusive)

I'm advised:

Memorandum 90-50 issued by former NSW Premier Nick Greiner set out the policy on the payment of traffic infringements incurred by public sector vehicles. It states in part:

Payment of Parking Infringement Notices by Government bodies must be met from normal operating funds.

The Government does not pay parking infringements for public sector vehicles unless they are incurred in the course of and because of their duties as provided for in Memorandum 90-53 and it does not pay for traffic infringements.

Providing additional specific information in response to this question would be an unjustifiable diversion of public resources.

New Positions

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 338. How many new positions were authorized to be created in each department and each agency the Minister was responsible for in the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04
 - d. FY2002/03?

- 339. How many new positions were authorized to be created in each department and each agency the Minister was responsible for which had a salary greater than \$120,000 in the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04
 - d. FY2002/03?

- 340. How many positions were abolished in each department and each agency the Minister was responsible for in the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04
 - d. FY2002/03?

- 341. How many positions were abolished in each department and each agency the Minister was responsible for which had a salary greater than \$120,000 in the following periods:
 - a. FY2005/06
 - b. FY2004/05
 - c. FY2003/04
 - d. FY2002/03?

ANSWER

(Questions 338 to 341 inclusive)

I'm advised:

The *Public Sector Employment and Management Act 2002* provides that a Department/Division Head may create, abolish or otherwise deal with any positions in their department other than the position of department head. Internal branch/unit structures of Departments are designed to ensure the most efficient and effective service is provided to the Minister and the people of New South Wales.

Mobile Phone Telephone Services

342. What has been the cost of providing mobile telephone services to the Minister's staff since 1 July 2003 on a yearly and year to date basis?

ANSWER

I'm advised:

Mobile telephones are issued to staff on the basis of need. The guidelines for mobile telephone use are set out in Premier's Department Circular 99-09. As is the case in the public sector generally, in Ministers' offices mobile telephones are made available for business use. A business case has to be made for an officer to be provided with a telephone. This can involve the need to be able to contact the officer at irregular times or to seek specific advice on particular issues.

Officers are required to pay for private calls made on mobile telephones.

The cost of mobile telephones for the Premier and 20 Ministers' offices supported by Premier's Department and funded from the Department's allocation in 2005-06 was \$478,283 (net of money reimbursed by employees for private calls). This is an average of about \$22,800 per office.

By way of comparison, the mobile telephone costs for the Leaders of the Opposition were \$24,552.

Fees, Levies & Charges

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 343. What are all the fees, fines, levies, charges and taxes that fall under your portfolio responsibility?
- 344. What was the level/rate of each of these at:
 - a. 1 September 2006
 - b. 31 March 2006
 - c. 31 March 2005
 - d. 31 March 2004
 - e. 31 March 2003
 - f. 31 March 1999
 - g. 31 March 1995?

ANSWER

(Questions 343 and 344 inclusive)

I'm advised:

Fees and fines are determined either by the Independent Pricing and Regulatory Tribunal which consults widely with stakeholders and the public before making a determination or by statutory regulation which is reviewed and may be disallowed by Parliament.

These are both transparent processes that allow the public and the Parliament to be consulted prior to implementation. Levels of fees, fines and charges are contained in the relevant act, regulation or statutory rule.

Bullying

With respect to each Department, Agency and Entity that the Minister is responsible for:

- 345. How many cases of bullying in the workplace have been reported to each department or agency under the aegis of the Minister for each year and year to date since 1 January 2003?
- 346. How many of these claims resulted in WorkCover cases being established for each year and year to date since 1 January 2003?
- 347. What was the total cost of these claims for each year and year to date since 1 January 2003?
- 348. What has been the dollar increase in premiums for each individual department or agency due to claims for bullying in the workplace for each year and year to date since 1 January 2003?

ANSWER

(Questions 345 to 348)

I'm advised:

The Model Code of Conduct for NSW Public Agencies sets out the guidelines for the conduct of public servants and establishes principles for a code for all public agencies.

Employees are to treat members of the public and their colleagues fairly and consistently, in a non-discriminatory manner with proper regard for their rights and obligations. In this regard, they should perform their duties in a professional and responsible manner.

They should also ensure that their decisions and actions are reasonable, fair and appropriate to the circumstances, based on a consideration of all the relevant facts, and supported by adequate documentation.

Employees are to promote confidence in the integrity of public administration and always act in the public interest and not in their private interest. Employees should protect the reputation of public employers. They should not engage in activities, at work or outside work, that would bring the Public Service into disrepute.

Employees are to provide a relevant and responsive service to their clients and customers, providing all necessary and appropriate assistance and fulfil the department's service performance standards.

Further details of the Code are available on the Premier's Department website at www.premiers.nsw.gov.au.

In addition the Independent Commission Against Corruption may inquire into any allegations of corrupt conduct that occur in the public service.

Stress Leave

With respect to each Department, Agency and Entity that the Minister is responsible for:

349. In relation to staff members for each department and agency the Minister is responsible for the period 1 July 2002 to date on a yearly basis what was the on stress
- a. Number of days of stress leave taken;
 - b. The estimated cost of stress leave taken;
 - c. Total number of staff who took stress leave; and
 - d. Average number of stress days leave taken per employee.

ANSWER

(Question 349)

I'm advised:

The *NSW Occupational Health and Safety Act 2000* aims to protect the health, safety and welfare of people at work by providing general requirements to be met at every place of work in NSW. The Act covers employees as well as employers and self-employed people.

Employees covered by the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2006* are entitled to various forms of leave including: sick leave, recreation leave, annual leave, family and community services leave, personal carers' leave, maternity, adoption and parental leave, and special leave.

The Personnel Handbook outlines the policy for managing absences due to sickness to ensure that absences are for genuine illness and employees are allowed the necessary time to properly recover before returning to work. The Policy requires managers to regularly monitor and review absences due to illness within the agency.

To check each leave application form would be an unjustifiable diversion of public resources.

Advertising

With respect to each Department and Agency the Minister is responsible for can the following information with regards to advertising be provided for each financial year from 2003/4 to date:

- 350. What advertising campaigns were commenced? And for what programs?
- 351. In relation to each campaign:
 - a. what was its total cost, including a breakdown of advertising costs for:
 - i. television placements,
 - ii. radio placements,
 - iii. newspaper placements,
 - iv. mail outs with brochures, and
 - v. research on advertising;
 - b. what was the commencement and cessation date for each aspect of the campaign placement.
- 352. For each campaign:
 - a. on which television stations did the advertising campaign screen;
 - b. on which radio stations did the advertising campaign feature; and
 - c. in which newspapers did the advertising campaign feature.
- 353. Which:
 - a. creative agency or agencies; and
 - b. research agency or agencies, were engaged for the campaign.
- 354. In the event of a mail out, what database was used to select addresses – the Australian Taxation Office database, the electoral database or other?

ANSWER

(Questions 350 to 354 inclusive)

I'm advised:

The Government completed a review of advertising practices across government and issued new advertising requirements on 1 July 2005.

Those requirements applied to the advertising of recruitment, tenders, statutory and regulatory notices, important public information and campaign advertising.

The policies for campaign advertising were also revised with agencies to align planning with the budget process, and the introduction of an independent advertising peer review process for all campaigns with a budget of \$50,000 or more.

The process of advertising tenders is coordinated by the Government Advertising Agency (GAA) which closely monitors advertisements and rejects those that do not meet the stipulated requirements.

Further changes to the Government's advertising policy were introduced in *Premier's Circular 2006-26: Changes to Government Advertising Policy*.

To achieve savings, all advertisements will now be consolidated in a single government advertisement under the masthead NSW Government Noticeboard.

Changes include:

- Improving access to details of job vacancies by publishing the Government's composite recruitment advertisement in both The Sydney Morning Herald and The Daily Telegraph each Saturday and,
- consolidating all important public information and statutory notices into a single government advertisement that appears each Wednesday in The Sydney Morning Herald and The Daily Telegraph.

355. Given that the Commonwealth called for the States to match their \$1.8 billion over 5 years (in April 2006), how can the government claim to be exceeding the Commonwealth's efforts by more than \$300 million?

ANSWER

I am advised:

It was the lemma Government that called for a national response to mental health. The Premier was successful in placing mental health on the national agenda and we welcome the Prime Ministers response to our calls for a National Mental Health Action Plan.

On a population basis NSW would only need to contribute an additional \$600million in mental health funds to match the Commonwealth's commitment.

In the State 2006/07 Budget and the "New Direction for Mental Health" plan, the NSW Government announced it would spend an additional \$939million on State funding for the development of mental health services over the next five years, \$300million more than required to meet the Commonwealth commitment.



356. What percentage of this allocation will go to providing more mental health beds, community based services, early intervention, and the Aboriginal mental health program; and what specific outcome measures will be used to establish that community-based services are adequately treating mental disorders?

ANSWER

I am advised:

The lemma Governments NSW: A New Direction for Mental Health outlines the Government's package for mental health services in NSW and is available on the NSW Health website.

A number of specific outcome measures can be used to establish that community-based services are adequately treating mental disorders. These are listed on page 14 of the publication titled "Data Collection and System Requirements for the Mental Health Outcomes & Assessment Tools initiative (MH-OAT) Version 2.4 (May 2002)" which is available from the following website:

www.health.nsw.gov.au/policy/cmh/mhoat/data/Data_Collection_Requirements_Ver2_4_May_2002.pdf

A handwritten signature in black ink, appearing to be 'D. Hatzoglou', is located in the lower right quadrant of the page.

357. What funding has been allocated to establish a joint Commonwealth-State Mental Health Institute, as recommended in the 2006 Federal Senate Committee Report?

ANSWER

I am advised:

The general recommendations from the 2006 Federal Senate Committee Report have been incorporated into the National Action Plan for Mental Health. The Council of Australian Governments endorsed the National Action Plan for Mental Health in June 2006, which includes Commonwealth/State implementation strategies in each State and jurisdiction.

A handwritten signature in black ink, appearing to read "John Hatzigeorgidis". The signature is fluid and cursive, with the first name "John" and last name "Hatzigeorgidis" clearly distinguishable.

358. This report also recommended that The Council of Australian Governments agree to ensure that State governments allocate 9 to 12% of the total health budget to mental health by 2012. The budget estimates paper (p.10-9) indicates that the 2006-7 increase means that 8.1% (up from 6.7%) of the total NSW Health Budget is allocated for mental health. What level of increased funding for mental health will be allocated for research into evidence-based treatment?

ANSWER

I am advised:

The lemma Government's "NSW: A New Direction for Mental Health" details the Governments investment in research into schizophrenia, depression and anxiety disorders and is available on the NSW Health website.

A handwritten signature in black ink, appearing to read "Jeff Hatzigeorgidis". The signature is fluid and cursive, with the first name "Jeff" written in a large, stylized 'J' and the last name "Hatzigeorgidis" written in a more compact, cursive style.

359. Given that the 2006 Federal Senate Committee Report on Mental Health recommended that the Divisions of General Practice be renamed The Divisions of Primary Health Care, and include mental health professionals such as Clinical Psychologists and other relevant professionals, what funding for initiatives such as this one are planned for addressing the disconnection between Commonwealth and State funded services for mental health?

ANSWER

I am advised:

The change in name is a matter for the Commonwealth Government, however, the Council of Australian Government (COAG) National Action Plan on Mental Health outlined a number of key joint initiatives in this area which are aimed at improving the relationships between General Practice and Public Mental Health Services. The National Action Plan is available at http://www.coag.gov.au/meetings/140706/docs/nap_mental_health.pdf

The NSW Government has funded the NSW Alliance of General Practice Division Teams of Two Project originally a Mental Health project, designed to develop professional networks and better communication between GPs and public Mental Health Services. The project was extended to include Drug and Alcohol clinicians in the management of patients with comorbidity ie; a substance use disorder and a mental health problem.

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6 NOV 2006

GPSC's



360. Since integration of Commonwealth funded GPs and State funded hospitals is included in this budget, what is the estimated cost of this restructuring initiative? What is the estimated cost of implementing the after hours co-located GP services (Liverpool and Nepean Hospitals)? Will the GPs be treating mental health patients?

ANSWER

I refer the Honourable Member to the publicly available material on the matter.

A handwritten signature in black ink, appearing to read "John Hatzigeorgidis". The signature is fluid and cursive, with a large initial "J" and a long, sweeping underline.

361. What does this budget contain that will change the appalling health outcomes for people with intellectual disabilities? (outcomes which are, on par with the health care outcomes of our indigenous populations)

ANSWER

I am advised:

The 2006-07 annual recurrent budget for the NSW Health System is a record \$11.7 billion. In 06/07 more than 27% of the 2006-07 State Budget is being allocated to Health. This year's State Budget sees health expenditure increased by \$828 million or 7.6 per cent compared to last year's Budget.

NSW Health requires that generic public health services provided through the Area Health Services are both accessible and responsive to the needs of all people in NSW, including people with an intellectual disability, their families and carers.

In addition to mainstream public health services, NSW Health provides a range of services that specifically target people with an intellectual disability or developmental disability and I refer the Honourable Member to the information on the NSW Health web site and other public statements.

A handwritten signature in black ink, appearing to read "John Attiyah". The signature is fluid and cursive, with a large initial "J" and a stylized "A".

362. How many Medical Practitioners and Psychiatrists whose expertise is developmental disabilities are currently working within NSW Health?

ANSWER

I am advised:

The NSW Department of Health does not routinely centrally collect data on medical practitioners and psychiatrists by speciality area. The diversion of public resources to answer this question is not justifiable.

A handwritten signature in black ink, appearing to read "J. H. H. H.", is located in the lower right quadrant of the page.

363. What proportion of the mental health budget is actually spent on community support?

ANSWER

I am advised:

The Lemna Government's "New Direction for Mental Health" publication outlines the Government's package for mental health services in NSW and is available on the NSW Health website.

A handwritten signature in black ink, appearing to read "John Hatzigeorgidis". The signature is fluid and cursive, with the first name "John" being more prominent and the last name "Hatzigeorgidis" written in a continuous, flowing script.

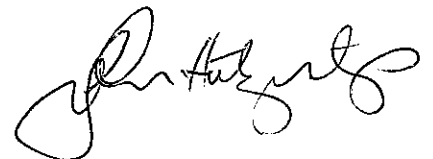
364. Was it the Premier's intention that Psychiatric Care Centres would exist in every major base hospital statewide?

ANSWER

I am advised:

Nine Psychiatric Emergency Care Centres were funded throughout metropolitan Sydney, the Illawarra and the Central Coast in the 2005/06 state budget and are being introduced over the next two years.

Further details of the lemma Governments investment into emergency mental health care is detailed in "NSW: A New Direction for Mental Health" which can be found on the NSW Health website.

A handwritten signature in black ink, appearing to read "John Hatzigeorgidis", is located in the lower right quadrant of the page. The signature is fluid and cursive, with a large initial 'J' and a long, sweeping underline.

365. Why is Coffs Harbour Mental Health still unable to set up proper management conditions known as Psychiatric Care Centres (P.C.C) in the Emergency Department?

ANSWER

I am advised:

The North Coast Area Health Service, together with the three other rural areas, have received funding to implement the Rural Mental Health Critical Care Program.

The model which is specifically designed for rural and regional NSW involves the establishment of:

- A mental health triage and critical care service involving on call 24/7 access to a universal access to mental health triage;
- 24/7 on call access to a Transit Nurse who will attend the emergency department to provide clinical care as part of the emergency department team and accompany the patient during transportation; and
- 24/7 on call access to a Health Security Assistant to assist and accompany patients during transport.

North Coast Area Health Service has also developed mental health specialist resources in the four major Emergency Departments, Lismore Base, Coffs Harbour Base, Port Macquarie Base and the Tweed Hospitals. This is improving service delivery to consumers in regard to access, after-hours assessment and support; assisting smooth and safe transfer to appropriate admission centres (thereby reducing the need for NSW Police intervention); and consultation/liaison whilst consumers are being cared for in the Emergency Departments of the major hospitals.



366. When will the new Psychiatric Rehabilitation Unit in Coffs Harbour be completed?

ANSWER

I am advised:

The new Psychiatric Rehabilitation Unit in Coffs Harbour is projected to be completed in 2008.

A handwritten signature in black ink, appearing to read "J. Hatzigeorgidis". The signature is stylized with a large initial "J" and a long horizontal stroke.

367. What publicity is given to the emergency Mental Health Access Line has been set up as the first point of contact for people dealing with a mental health issue?

ANSWER

I am advised:

Each Area Health Service arranges publicity for its own telephone service, which includes advertising in the local telephone directory.

Recently, the Premier announced plans for a statewide, single number, mental health telephone access service to be operational by mid-2007. This number will ensure 24 hours a day / 7 days a week access to a mental health clinician for all consumers, carers and other government agency workers. It is anticipated that this number would be widely publicised in telephone directories and through consumer groups and general practitioners, and will interface with the proposed National Health Call Centre.

A handwritten signature in black ink, appearing to read "John Hatfield". The signature is fluid and cursive, with the first name "John" written in a stylized, looped manner and the last name "Hatfield" written in a more straightforward cursive script.

368. What evidence is there that all people needing it can access it?

ANSWER

I am advised:

Mental health telephone services are available through all Area Health Services, ensuring continued access and service provision to all members of the community 24 hours a day, 7 days a week.

A handwritten signature in black ink, appearing to read "John H. [unclear]", located in the lower right quadrant of the page.

369. Is the Minister aware that young mentally ill people tend to have mobile phones and not have money for the prepaid calls?

ANSWER

I am advised:

It is intended that the statewide single number mental health telephone service would be capable of accepting calls from mobile phones.

A handwritten signature in black ink, appearing to read "John Hatzoglou". The signature is fluid and cursive, with the first name "John" and the last name "Hatzoglou" clearly distinguishable.

370. Does it have reverse charges for those who cannot afford to wait, or who need to talk to the counsellors?

ANSWER

I am advised:

Please see response to question 369.

Jim Hatzis

371. Do all inpatient mental health units comply with MHOAT? If not, why not, and what is being done about it?

ANSWER

I am advised:

It is mandatory for Area Health Services to comply with the use of the MH-OAT Clinical Modules as required by Policy Directive PD2005_358, along with the collection of MH-OAT Outcome Measures as required by Policy Directive PD2005_202.

NSW Health is currently undertaking an evaluation to monitor compliance.

A handwritten signature in black ink, appearing to read "R. Hatzoglou".

372. What have been the key outcomes shown by the MHOAT? A great deal of effort has gone into these surveys which were touted as being vital for Mental Health planning. What are the results?

ANSWER

I am advised:

The MH-OAT Clinical Modules and Outcome Measures support everyday clinical decision making. The MH-OAT initiative has led to the use of outcome measures for planning and benchmarking to drive sustainable improvements in mental health care. Examples were showcased at a conference organised by NSW Health in partnership with the Australian Mental Health Outcomes and Classification Network on the 21st February 2006.

A handwritten signature in black ink, appearing to read 'P. Hatzigeorgidis', is located in the lower right quadrant of the page.

373. What surveys are there of outcomes from Mental health hospitalisations?

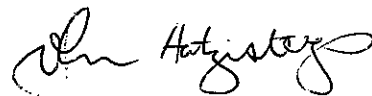
ANSWER

I am advised:

For all clients of mental health services, mental health workers are obliged to rate a series of standard clinical outcome measures and to offer a self report measure for the client to complete.

A well-defined protocol surrounds this process and depends on the age group of the client, the treatment setting (including hospitalisation) and the reason for the contact (admission, review or discharge).

The InforMH unit has employed 2 biostatisticians to analyse data and to design appropriate feedback reports for clinicians, which will enhance the clinical utility of the measures. Clinicians are able to access a series of reports about client ratings from local systems when the measure data is entered.

A handwritten signature in black ink, appearing to read "John Hatzistey". The signature is fluid and cursive, with a large initial "J" and a long, sweeping underline.

374. How many assaults (fatal, serious or otherwise) have occurred within mental health facilities against staff, patients or visitors?

ANSWER

I am advised:

I refer the member to: www.lawlink.nsw.gov.au/bocsar.

It is important to note that the BOCSAR statistics do not differentiate between public and private facilities.

A handwritten signature in black ink, appearing to read "J. Haljst". The signature is stylized with a large, looped initial "J" and a cursive "Haljst".

375. How many reports of assault against mental health staff have occurred in the community?

ANSWER

I am advised:

Please see response to question 374.

A handwritten signature in black ink, appearing to read "John Hatzis". The signature is fluid and cursive, with the first name "John" and last name "Hatzis" clearly distinguishable.

376. Have policies/training seen an improvement in these numbers over recent years?
Could you please give figures over the last five years?

ANSWER

I am advised:

Please see response to question 374.

A handwritten signature in black ink, appearing to read "John Hatzis". The signature is written in a cursive, flowing style with a large loop at the end.

377. Are records kept of mental health patients not admitted to hospital or discharged early because of pressure on bed numbers?

ANSWER

I am advised:

Strategies are implemented to ensure the needs of patients are met. These include reviews of existing patients, and, where clinically appropriate, the discharge of patients with appropriate community mental health support.

A handwritten signature in black ink, appearing to read "J. Hatzoglou". The signature is fluid and cursive, with the first letter of the last name being a large, stylized 'H'.

378. When is the new mental health unit on the Central Coast which is to replace the 25 bed Mandala Clinic due to commence and what consultation with consumers, carers and other stakeholders is to take place? (Funding has been promised at least since Oct 2001 for this.)

ANSWER

I am advised:

A master plan for Gosford Hospital site is currently in development to determine the appropriate location of services for the future. This will include the location on the Gosford site of the new Mental Health unit. A communication strategy, which involves consumers, carers and stakeholders, will be implemented in the planning phase. This will occur after the site master plan is completed. Initial user group meetings held for the Gosford unit included a consumer representative.

A handwritten signature in black ink, appearing to read "J. F. H. H.", is located in the lower right quadrant of the page.

379. Some NGOs have complained that their funding is late and they must borrow to continue funding their services. How many Mental Health NGOs are not paid on time? How late are their payments? Please give figures in terms of numbers and magnitude.

ANSWER

I am advised:

No payments issuing from the NSW Department of Health are delayed where contracts are held between the Department and NGOs if organisations comply with the reporting requirements of the NGO Grants Program.

Information on NGO grants administered by Area Health Services would need to be sourced direct from Health Services. If the Member is able to provide details of a specific organisation with concerns about their 2005/06 mental health NGO grant I would be happy to undertake specific inquiries.

A handwritten signature in black ink, appearing to read "John Hatfield", with a stylized flourish at the end.

380. I understand that the waiting time for dental treatment under general anaesthesia for medically compromised children at the Westmead Children's Hospital has risen to about 18 months. How much funding will be allocated in the announced budget to addressing this waiting time?

ANSWER

I am advised:

The \$40 million funding boost for dental health announced in the 2006/07 Budget will lead to new models of care, more dental staff, expanded water fluoridation, initiatives targeting early intervention and prevention of oral health problems, and the treatment of more people waiting for oral health treatment.

A handwritten signature in black ink, appearing to be 'John Horgan', is located in the lower right quadrant of the page.

381. I understand that the waiting list for children for dental treatment under general anaesthesia is now over 1,000. How much funding will be allocated in the announced budget to addressing this waiting list?

ANSWER

I am advised:

Please see response to question 380.

A handwritten signature in black ink, appearing to read "John Hatzoglou". The signature is fluid and cursive, with the first name "John" and the last name "Hatzoglou" clearly distinguishable.

382. Could the Minister give more details of the dental plan for the \$40 Million over 4 years. In particular: How many dental interns are planned for in the first, second, third and fourth years in the projected dental budget?

ANSWER

I am advised:

In the first year of the Oral Health enhancement, subject to agreement with the Dental Board of NSW, there will be 10 additional places made available to overseas trained dentists (OTD) who have completed the English language component and Part 1 of the Australian Dental Council Examination. The 10 OTD dental interns will be based at Sydney Dental Hospital and Westmead Centre for Oral Health and have a supervised clinical experience program, including rotation through Regional Centres for Oral Health prior to them sitting the Final component of the Australian Dental Council examination and being registered as a dentist in Australia.

The current program of offering new graduates from the Bachelor of Dentistry course will continue. Some 12 new BDent graduates are involved in this program annually.

A handwritten signature in black ink, appearing to read "John Hatfield". The signature is fluid and cursive, with a large initial "J" and a stylized "H".

383. Regarding dental interns: How much funding has been allocated over years 1,2,3 and 4 of the announced dental budget to:
- (a) The structured training program including planning and delivery of training?
 - (b) Attract the necessary senior clinician mentors to support interns?
 - (c) Increase physical infrastructure (dental chairs, materials and other equipment) for these interns?
 - (d) Provide the necessary para-dental professionals to support the clinical work delivered by interns?
 - (e) Provide for travel, accommodation, mentoring and infrastructure support for service in rural and remote areas?

ANSWER

I am advised:

A Grade 3 Dental Officer Position has been established at each of the two major dental teaching hospitals and three grade five positions at selected Regional Centres for Oral Health. These are new senior clinical positions whose duties will include supervision of the overseas trained dental interns, new graduates and students. Over \$500,000 annually has been allocated to this program.

Infrastructure and support is being addressed through other elements of existing allocations to oral health services as well as incentives for rural and remotes areas allocated over the next four financial years.

A handwritten signature in black ink, appearing to read 'John H. Taylor', is located in the lower right quadrant of the page.

384. How many fully funded registrars will there be in the: first, second, third and fourth years of the announced dental budget?

ANSWER

I am advised:

The number of Registrar positions is negotiated annually between each of the two major dental teaching hospitals and The University of Sydney. Registrar positions are linked to dental specialist training programs offered by the University of Sydney. The University of Sydney is not yet in a position to identify either the numbers or disciplines for new dental specialist training positions (Registrars).

A handwritten signature in black ink, appearing to read "John Hargrave", is located in the lower right quadrant of the page.

385. With regard to dental registrars: In which areas of clinical specialty will the registrar appointments be provided and how will these be prioritized?

ANSWER

I am advised:

Please see response to question 384.

A handwritten signature in black ink, appearing to read "John Hatzoglou". The signature is fluid and cursive, with the first name "John" and last name "Hatzoglou" clearly distinguishable.

386. With regard to dental registrars: How much funding has been allocated over years 1,2,3 and 4 of the announced dental budget to:
- (a) The structured training program including planning and delivery of training?
 - (b) Attract the necessary senior specialist mentors to support registrars?
 - (c) Increase physical infrastructure (dental chairs, materials and other equipment) for these registrars?
 - (d) Provide the necessary para-dental professionals to support the clinical work delivered by registrars?
 - (e) Provide for travel, accommodation, mentoring and infrastructure support for service in rural and remote areas?

ANSWER

I am advised:

Please see my response to question 384. In addition, those programs which involve rotation to Regional Centres for Oral Health are funded through previous enhancements to Regional Centres and the two major dental teaching hospitals.



387. The Minister has announced a dental team based model of care. How will these teams differ in staff composition from the current traditional dentist - dental assistant teams?

ANSWER

I am advised:

A variety of Models of Dental Care are being developed for all age groups. These models will differ by virtue of their target group and the composition of both general health workers involved and also differing combinations of dental health personnel.

A handwritten signature in black ink, appearing to read "John Hargrett". The signature is fluid and cursive, with the first name "John" and the last name "Hargrett" clearly distinguishable.

388. With regard to the Minister's announced dental teams, how much funding has been allocated over years 1, 2, 3 and 4 of the announced dental budget to:
- (a) Establishing dental teams?
 - (b) Training dental teams?
 - (c) Infrastructure support for dental teams?
 - (d) Provide for travel, accommodation, mentoring and infrastructure support for service in rural and remote areas?

ANSWER

I am advised:

\$40M has been allocated over four years. This includes \$21.2 million for additional dental teams and services, with a further \$4 million for additional contracted services. \$7.9 million has been allocated to rural and regional support services, education and training and other infrastructure support.

A handwritten signature in black ink, appearing to read "J. L. Taylor", is located in the lower right quadrant of the page.

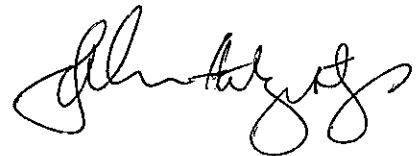
389. The Minister has requested the University of Sydney to increase the intake of dental students, including those training to become dentists and those training in therapy/hygiene, from the 2005 intake of 100 per year to a 2006 intake of 140 per year. We also understand that this 40% increase in student load has been approved. Knowing that the NSW Health Department provides all of the physical infrastructure, and some clinical supervision for dental students, how much funding has been allocated in years 1, 2, 3 and 4 of the announced dental budget to accommodate for the 40% increase in students?

ANSWER

I am advised:

NSW Health has a commitment to the NSW public oral health services system to ensure that adequate numbers of its dental graduates are encouraged to work within the NSW public oral health services system. Data from The University of Sydney have indicated increasing full fee dental students entering the B Dent Program without growth of HECS B Dent students. The move to increasing the number of full fee students is an issue which the Commonwealth government and University of Sydney needs to plan carefully. NSW Health will continue to support appropriate infrastructure for Australian dental students.

The number of HECS places for dental students at the University of Sydney will rise from the present 45 to 65 in the foreseeable future. NSW Health will ensure appropriate infrastructure support for any additional HECS students, and Australian full fee students, in the course.

A handwritten signature in black ink, appearing to be 'John H. ...', located in the lower right quadrant of the page.

390. With regard to the dental training infrastructure provided by the NSW Health Department, how much money was obtained by the NSW Health Department by sale of the building formerly used to house the Dental Faculty in Chalmers St, Surry Hills? Who owned it, how much was it sold for, which department got the money and who will spend it and on what?

ANSWER

I am advised:

The NSW Department of Health did not receive any money from the sale of the Dental Faculty in Chalmers Street.

Sydney South West Area Health Service, who received the revenue from the sale used the money on the redevelopment and upgrade of health facilities across the Area including Sydney Dental Hospital and new dental chairs at Croydon and Marrickville Community Health Centres.

A handwritten signature in black ink, appearing to read "John Halsey". The signature is fluid and cursive, with a large initial "J" and a stylized "H".

391. With regard to the income generated for the NSW Health Department by sale of the building formerly used to house the Dental Faculty in Chalmers St, Surry Hills, how much of this will be used to re-establish the dental training infrastructure which was lost in the sale?

ANSWER

I am advised:

Please see response to question 390.

A handwritten signature in black ink, appearing to read "John H. King", is located in the lower right quadrant of the page.

392. How will the Minister attract overseas trained dentists to fill chronically vacant positions in the NSW Health Department. How much funding is allocated in years 1, 2, 3 and 4 of the announced dental budget to fund the advertising campaign and relocation expenses of these overseas trained dentists?

ANSWER

I am advised:

The Centre for Oral Health Strategy has set aside a modest budget to cover advertising and commissioning for overseas applicants.

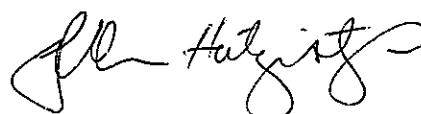
A handwritten signature in black ink, appearing to read "John Tate", is located in the lower right quadrant of the page.

393. With regard to overseas trained dentists, how many have expressed interest in coming to NSW, or alternatively have actually been attracted to NSW, since the campaign commenced?

ANSWER

I am advised:

A recent recruitment drive for 32 positions yielded 45 applicants - 14 from overseas and the remaining 31 from Australia. A United Kingdom based employment agency has also contributed to identifying potential applicants.

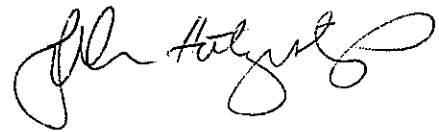
A handwritten signature in black ink, appearing to read "J. H. Hatzig". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

394. Why are performance measures such as average waiting times for elective surgery (in public hospitals), rather than the number of people waiting, not provided by the Department when average waiting times provide a superior measure?

ANSWER

I am advised:

I refer the member to: <http://www.health.nsw.gov.au/waitingtimes/pdfs/current.pdf>.


A handwritten signature in black ink, appearing to read "John Hargrave".

395. What was the average waiting time, overall and by procedure (for U1, U2, U7 and U8 patients) in the past 10 years?

ANSWER

I am advised:

I refer the member to: <http://www.health.nsw.gov.au/waitingtimes/byproc.html>.

A handwritten signature in black ink, appearing to read "J. H. Halpin". The signature is written in a cursive, flowing style with a large initial "J" and "H".

396. What percentage of the health budget capital and operational expenditure is for information systems?

ANSWER

I am advised:

Information Management & Technology accounted for 8.5% of the total 2005/06 expenditure against the capital program.

I am advised the Department of Health does not centrally collect information on operation costs associated with IM&T.

John Haljost

397. Will the implementation of the statewide Patient Administration System, scheduled for completion in 2006, be completed according to schedule?

ANSWER

I am advised:

All Area Health Services have either completed or will complete implementation of the Patient Administration System during the current financial year with the exception of the Northern Sydney Central Coast Area Health Service. Implementation of the Patient Administration System across the Northern Sydney Central Coast Area Health Service will conclude at the end of 2007.

A handwritten signature in black ink, appearing to read "John Tulga". The signature is fluid and cursive, with the first name "John" and the last name "Tulga" clearly distinguishable.

398. Which hospitals are using ORSOS software to monitor operating theatre performance?

ANSWER

I am advised:

Two hospitals are currently using ORSOS however, both are planning to migrate to other Theatre Management Systems.

John Holist

399. Which hospitals are using TRENDSTAR for treatment costing?

ANSWER

I am advised:

Eight Hospitals in South Eastern Sydney & Illawarra Area Health Service use TRENDSTAR.

A handwritten signature in black ink, appearing to read "John Halpin". The signature is stylized with a large, looping initial "J" and a long, sweeping underline.

400. What (formal) criteria are used for determining the location of the Integrated Primary Health and Community Care Services (IPHCCS)?

ANSWER

I am advised:

I refer the Honourable Member to the Expressions of Interest (EOI) issued on this matter.

A handwritten signature in black ink, appearing to read "John Hatzis". The signature is fluid and cursive, with a large initial "J" and a stylized "H".