

49. Departmental Website

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

- i) Did the Department budget for costs associated with developing and maintaining a Departmental website in each of the following financial years:
 - e. FY2002-03
 - f. FY2003-04
 - g. FY2004-05
 - h. FY2005-06?
- ii) How much did the Department budget for costs associated with developing and maintaining a Departmental website in each of the following financial years:
 - a. FY2002-03
 - b. FY2003-04
 - c. FY2004-05
 - d. FY2005-06?
- iii) How much has the Department actually spent developing and maintaining the Departmental website in FY2005-06 to date?
- iv) How many times was the Departmental website updated in each of the following financial years:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?

ANSWER

I'm advised:

The *People First – NSW Government ICT Strategic Plan* sets the strategic framework for a coordinated government – wide approach to ICT planning and expenditure.

The Plan implements commitments in the Premier's February 2006 *Economic and Financial Statement*.

The Plan aims to ensure the cost to deliver e-government is met from within the current levels of ICT expenditure. An *ICT Investment Framework* will align expenditure with government service delivery priorities including community expectations for electronic service delivery. ICT Procurement Policy and ICT Governance arrangements will ensure the *NSW Government ICT Strategic Plan* steers government ICT expenditure.

The Plan's key priorities include front-line service delivery and customer service (e-government), followed by a line of business (core agency systems) that support e-government.

The plan will address the need for major upgrades and replacement of front-line and line of business (core) systems

The NSW Government Chief Information Office provides strategic direction to the NSW public sector for ICT development and coordinates with the Office of Procurement the purchasing of ICT infrastructure, systems, goods and services.

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

50. Departmental Website – Feedback management

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

- i) Who has responsibility within the Department for dealing with comments or feedback from the public regarding the website and/or Departmental services which are received by the Department via the Departmental web portal?
- ii) Does the Department have a designated unit or “Feedback desk” responsible for dealing with comments or feedback from the public regarding the website and/or Departmental services received by the Department via the Departmental web portal? If so, what is the name of this unit within the Department and how many staff members are employed to fulfil this function?
- iii) Please provide details of any policies and/or procedures the Department has for dealing with comments or feedback from the public regarding the website and/or Departmental services received by the Department via the Departmental web portal?
- iv) How much did the Department budget for costs associated with dealing with comments or feedback from the public regarding the website and/or Departmental services received by the Department via the Departmental web portal in each of the following financial years:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06?
- v) How much has the Department actually spent dealing with comments or feedback from the public regarding the website and/or Departmental services received by the Department via the Departmental web portal in FY2005-06 to date?

ANSWER

I’m advised:

The *People First – NSW Government ICT Strategic Plan* sets the strategic framework for a coordinated government – wide approach to ICT planning and expenditure.

The Plan implements commitments in the Premier’s February 2006 *Economic and Financial Statement*.

The Plan aims to ensure the cost to deliver e-government is met from within the current levels of ICT expenditure. An *ICT Investment Framework* will align expenditure with government service delivery priorities including community expectations for electronic service delivery. ICT Procurement Policy and ICT Governance arrangements will ensure the *NSW Government ICT Strategic Plan* steers government ICT expenditure.

The Plan’s key priorities include front-line service delivery and customer service (e-government), followed by a line of business (core agency systems) that support e-government.

The plan will address the need for major upgrades and replacement of front-line and line of business (core) systems

The guidelines on quality assurance are contained in "Web Usability and Accessibility Guide", a publication by the NSW Government Chief Information Office and is available at the Office website (www.oict.nsw.gov.au).

NSW Treasury publishes a range of guides to assist agencies in evaluating their performance and effectiveness, available on its website.

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

51. Departmental website – Effectiveness tracking

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

- i) How does the Department evaluate the effectiveness of information delivery to the public via the Departmental website?
- ii) What are the precise benchmarks against which the modifications to the Departmental website are assessed and how often is such assessment conducted in each financial year?

ANSWER

I'm advised:

The *People First – NSW Government ICT Strategic Plan* sets the strategic framework for a coordinated government – wide approach to ICT planning and expenditure.

The Plan implements commitments in the Premier's February 2006 *Economic and Financial Statement*.

The Plan aims to ensure the cost to deliver e-government is met from within the current levels of ICT expenditure. An *ICT Investment Framework* will align expenditure with government service delivery priorities including community expectations for electronic service delivery. ICT Procurement Policy and ICT Governance arrangements will ensure the *NSW Government ICT Strategic Plan* steers government ICT expenditure.

The Plan's key priorities include front-line service delivery and customer service (e-government), followed by a line of business (core agency systems) that support e-government.

The plan will address the need for major upgrades and replacement of front-line and line of business (core) systems

The guidelines on quality assurance are contained in "Web Usability and Accessibility Guide", a publication by the NSW Government Chief Information Office and is available at the Office website (www.oict.nsw.gov.au).

NSW Treasury publishes a range of guides to assist agencies in evaluating their performance and effectiveness, available on its website.

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

52. Departmental website – feedback

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

- i) Does the Department's website contain a section where it invites comments or feedback from the public regarding the website and/or Departmental services?
- ii) How many emails were received by Department from the public via the Department's website during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iii) Of emails received by Department from the public via the Department's website during each of FY2003-04, FY2004-05 and FY2005-06 to date, please provide a breakdown by year and month of the number of emails which could be classified as:
 - a. complaints about the Departmental website
General Purpose Standing Committees - Budget Estimates 2006-2007
Questions on Notice 30
 - b. complaints about delivery of Departmental services
 - c. requests for further information about the Department and its services
 - d. miscellaneous communications.
- iv) Of emails received by Department from the public via the Department's website which could be characterised as complaints about the Departmental website or complaints about delivery of Departmental services, please indicate how many of the email complainants made in each of FY2003-04, FY2004-05 and FY2005-06 to date received:
 - a. a computer generated response to the email indicating that it had been received by the Department;
 - b. a personalised email from a Departmental staff member to seek further information or identify a possible remedy for the complaint;
 - c. a telephone call from a Departmental staff member to seek further information or identify a possible remedy for the complaint.

ANSWER

I'm advised:

The *People First – NSW Government ICT Strategic Plan* sets the strategic framework for a coordinated government – wide approach to ICT planning and expenditure.

The Plan implements commitments in the Premier's February 2006 *Economic and Financial Statement*.

The Plan aims to ensure the cost to deliver e-government is met from within the current levels of ICT expenditure. An *ICT Investment Framework* will align expenditure with government service delivery priorities including community expectations for electronic service delivery. ICT Procurement Policy and ICT Governance arrangements will ensure the *NSW Government ICT Strategic Plan* steers government ICT expenditure.

The Plan's key priorities include front-line service delivery and customer service (e-government), followed by a line of business (core agency systems) that support e-government.

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The guidelines on quality assurance are contained in "Web Usability and Accessibility Guide", a publication by the NSW Government Chief Information Office and is available at the Office website (www.oict.nsw.gov.au).

NSW Treasury publishes a range of guides to assist agencies in evaluating their performance and effectiveness, available on its website.

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

53. Departmental staff – Garage and carport allowance

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

- i) Did any Departmental personnel receive a garage and carport allowance under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 51 Garage and Carport Allowance* during:
 - d. FY2003-04
 - e. FY2004-05
 - f. FY2005-06 to date?
- ii) How many Departmental personnel received a garage and carport allowance under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 51 Garage and Carport Allowance* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iii) What was the total value of the garage and carport allowances provided to Departmental personnel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 51 Garage and Carport Allowance* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- vi) Of the Department's personnel receiving garage and carport allowances provided under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 51 Garage and Carport Allowance* what was the total amount paid to employees for the garaging of departmental vehicles while the employee/s were absent from their usual place of work during:
 - d. FY2003-04
 - e. FY2004-05
 - f. FY2005-06 to date?

ANSWER

I'm advised:

Employees received garage and carport vehicle allowances in accordance with the provisions of the *Crown Employees (Public Service Conditions of Employment) Award 2002*.

Further details are available in the Personnel Handbook which is available on the Premier's Department website at www.premiers.nsw.gov.au.

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

54. Departmental staff – Use of private motor vehicle in conjunction with air travel

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

- i) Did any Departmental personnel receive an allowance for use of a private motor vehicle in conjunction with air travel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 37* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- ii) How many Departmental personnel received an allowance for use of a private motor vehicle in conjunction with air travel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 37* and what was the aggregate amount of allowance paid to staff in each of the following:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?

ANSWER

I'm advised:

The Personnel Handbook provides that the Department head may approve the payment of an allowance at the casual rate if an employee uses their private motor vehicle to travel to and from an airport for approved travel.

Travelling and related allowances are reviewed on a regular basis and variations to the rate published in 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.

55. Departmental staff – Overseas travelling allowance

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

i) Did any Departmental personnel receive an overseas travelling allowance under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 42 Overseas Travel* and/or relevant *Premier's Department Circulars* during:

- a. FY2003-04
- b. FY2004-05
- c. FY 2005-06 to date?

ii) How many members of Departmental personnel received an overseas travelling allowance under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 42 Overseas Travel* and/or relevant *Premier's Department Circulars* during:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06 to date?

i) What was the total value of overseas travelling allowances (please include spend on daily meal and incidental allowances) provided to Departmental personnel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 42 Overseas Travel* and/or relevant *Premier's Department Circulars* during:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06 to date?

ii) What was the duration of the overseas travel (please indicate duration in terms of months and days overseas in each instance) taken by each staff member who received an overseas travel allowance under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 42 Overseas Travel* and/or relevant *Premier's Department Circulars* in each of:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06 to date?

iii) In addition to overseas travel allowances provided to Departmental personnel, what was the total value of payments met separately by the Department in respect of overseas travel by Departmental personnel (see *NSW Premiers Department Personnel Handbook – March 2003, Chapter 7-13.5 in version of handbook updated Dec 2004*) during:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06 to date?

iv) Please provide a breakdown according to the recipient staff members' classification (that is, as Senior Executive Service – SES, Senior Officers other than SES and the remaining staff classifications) of the Department's aggregate spend in each of the last four financial years on overseas travel allowances.

ANSWER

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.

Employees who are required to travel overseas in the course of their duty may be eligible for overseas travelling allowances.

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

56. Departmental Staff – Travelling Compensation

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

- i) Did any Departmental personnel receive travelling compensation under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clauses 25 to 34* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY 2005-06 to date?
- ii) How many members of Departmental personnel received travelling compensation under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clauses 25 to 34* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iii) What was the total value of travelling compensation (please include spend on accommodation & related allowances, meal & incidental allowances and any adjustments to these which may have been approved) provided to Departmental personnel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clauses 25 to 34* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iv) What was the average duration of travel undertaken by staff members to whom the Department paid travelling compensation under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clauses 25 to 34* in each of:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- v) Please provide a breakdown according to the recipient staff members' classification (that is, as Senior Executive Service – SES, Senior Officers other than SES and the remaining staff classifications) of the Department's aggregate spend in each of the last four financial years on travelling compensation.

ANSWER

I'm advised:

The policy on eligibility and calculation of travelling compensation is contained in the Personnel Handbook which is available on the Premier's Department website at www.premiers.nsw.gov.au.

Overseas travel undertaken by Departmental staff for each financial year is published in the agency annual reports which are publicly available.

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

57. Departmental staff – Remote areas allowances

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

- i) Did any Departmental personnel receive an allowance for living in a remote area pursuant to the *Public Sector Employment and Management (General) Regulation 1996, Part 5, Division 4* and/or *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 40* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- ii) How many Departmental personnel received an allowance for living in a remote area and what was the aggregate amount of such allowance paid to staff in each of the following:
 - d. FY2003-04
 - e. FY2004-05
 - f. FY2005-06 to date?
- iii) What was the aggregate amount of allowance paid to Departmental personnel living in a remote area in respect of travel on recreation leave (see *NSW Premiers Department Personnel Handbook – March 2003, Chapter 7-14.5* in version of handbook updated Dec 2004) in each of the following:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iv) What was the aggregate amount of dependant allowance paid to Departmental personnel living in a remote area (see *NSW Premiers Department Personnel Handbook – March 2003, Chapter 7-14.2 & 14.3* in version of handbook updated Dec 2004) in each of the following:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?

ANSWER

I'm advised:

Employees may be entitled to a Remote Area Allowance in accordance with provisions in the *Crown Employees (Public Service Conditions of Employment) Award 2002*. This allowance is part of the Government's commitment to ensure services are provided to the people of NSW in remote areas.

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

58. Departmental staff – Home office allowance

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

- i) Did any Departmental personnel receive an allowance for the use of a room at home as an office under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 44 Room at Home Used as an Office* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- ii) How many Departmental personnel received an allowance for the use of a room at home as an office under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 44 Room at Home Used as an Office* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iii) What was the total value of the home office allowances provided to Departmental personnel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 44 Room at Home Used as an Office* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- vi) Please provide a breakdown according to the recipient staff members' classification (that is, as Senior Executive Service – SES, Senior Officers other than SES and the remaining staff classifications) of the Department's aggregate spend in each of the last four financial years on home office allowances.

ANSWER

I'm advised:

Employees may be entitled to a Home Office Allowance in accordance with provisions in the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2006*.

The NSW Government is committed to providing family friendly working conditions to its employees through sector wide initiatives such as the *Flexible Work Practices - Policy and Guidelines*, October 1995, which provides the sector with a framework for implementing initiatives that assist employees to balance work and family responsibilities. This includes policies relating to part-time work and part-time leave without pay, job sharing, working from home and short-term absences for family and community service responsibilities. Other options open to employees include career break schemes, part year employment, variable year employment and varying hours.

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

59. Departmental staff – Semi-official telephone subsidy

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

- i) Did any Departmental personnel receive a subsidy in respect of their private telephone service at their principal place of residence under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 45 Semi-official Telephones* during:
 - d. FY2003-04
 - e. FY2004-05
 - f. FY2005-06 to date?
- ii) How many Departmental personnel received a subsidy in respect of their private telephone service at their principal place of residence under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 45 Semi-official Telephones* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- iii) What was the total value of semi-official telephone subsidies (including subsidies for telephone installation, line connection and rental, call costs) provided to Departmental personnel under the *Crown Employees (Public Service Conditions of Employment) Award 2002, clause 45 Semi-official Telephones* during:
 - a. FY2003-04
 - b. FY2004-05
 - c. FY2005-06 to date?
- vii) Please provide a breakdown according to the recipient staff members' classification (that is, as Senior Executive Service - SES, Senior Officers other than SES and the remaining staff classifications) of the Department's aggregate spend in each of the last four financial years on semi-official telephone subsidies.

ANSWER

I'm advised:

The Personnel Handbook provides that employees who, as part of their duties, are required

- to give decisions, supply information or provide emergency services; or
- to be able to be contacted by the public outside normal office hours for reasons of safety or security

are entitled to be reimbursed for some of the costs of their private telephone service. The service must be located in the employee's principal place of residence, and the telephone number communicated to everyone entitled to have out of hours contact with the employee. The claim for reimbursement must be certified by the employee and state the reasons for each official call.

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

60. Departmental staff management

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

i) How many staff resigned in:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06?

ii) How many staff retired in:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06?

iii) How many staff were medically discharged in:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06?

iv) How many staff were terminated in:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06?

v) How many staff were recruited in:

- a. FY2003-04
- b. FY2004-05
- c. FY2005-06?

ANSWER

I'm advised:

Aggregated data on resignations and recruitment for the NSW Public Sector is available in the Workforce Profile Overview Report. Individual agency level data is not published.

The Workforce Profile collects data from agencies in accordance with the provisions of the Privacy Code of Practice for the NSW Public Sector Workforce Profile. The Code intends to satisfy the requirements of under Part 3 Division 1 of the Privacy and Personal Information Protection Act 1998 (PPIP Act) to the extent that the collection, storage and use of personal data for the purposes of the Workforce Profile involve departures from the Information Protection Principles in Part 2 of the PPIP Act.

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

61. Departmental asset management & identification

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

- i) Does the Department have any asset management strategy, policies and/or procedures in place to facilitate the effective management of Departmental assets? If so, what is the name or official designation of this Departmental strategy, policy and/or procedure?
- ii) When did the Department last update its strategy, policies and/or procedures for facilitating the effective management of Departmental assets?
- iii) Does the Department's asset management strategy, policies and/or procedures identified in response to i) above deal with asset acquisition, asset maintenance and asset disposal?
- iv) Who has responsibility within the Department for managing the Department's strategy, policies and/or procedures for effective management of Departmental assets (Please provide details of such as the designation of the relevant officer, Departmental unit or staff grouping)?

ANSWER

I'm advised:

Responsibility for the whole-of-government Total Asset Management (TAM) Policy, together with the role and functions of the Government Asset Management Committee (GAMC) Secretariat, were transferred to NSW Treasury from the Department of Commerce in June 2003.

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

An agency's Asset Strategy Plan is an overarching strategy that links to the agency's corporate plan, service delivery strategy, resource levels and asset base.

An agency's size, function, existing and future requirements will determine the number of staff and resources it allocates to asset management and planning.

Agencies are required to prepare an updated Asset Strategy and submit to NSW Treasury each year. The Asset Strategy encompasses planning for capital investment, asset maintenance, asset disposal and office accommodation.

62. Departmental asset maintenance

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

- i) Does the Department have any document such as a Schedule of Assets which identifies all the assets or groupings of assets of the Department? If so, what is the name or official designation of this document?
- ii) Does the Department have any document such as Schedule of Assets and/or an Asset Maintenance Plan which sets out a maintenance program for each asset or grouping of assets? If so, what is the name or official designation of this document?
- iii) Does the document identified in response to ii) above deal with timing issues and/or provide a timeline or schedule in relation to the maintenance requirements of Departmental assets or asset groupings?

ANSWER

I'm advised:

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

Agencies are required to prepare an updated Asset Strategy Plan and submit to NSW Treasury each year. The Asset Strategy includes planning for capital investment, asset maintenance, asset disposal and office accommodation for the forthcoming year and over the longer term. As with any plan, circumstances and priorities may change in the course of its implementation.

A template has been prepared for agencies to provide a disciplined structure upon which to develop their TAM strategies. The template cover the agency's corporate and service goals, likely resource levels, alternative service delivery strategies, risks to service delivery, performance measures and the asset strategies to achieve its service delivery goals.

The TAM Manual for agencies is publicly available on the NSW Treasury website at www.treasury.nsw.gov.au.

63. Departmental asset maintenance costs and scheduling

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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?
- v) How much has the Department/Agency/Entity actually spent on maintenance of Department/Agency/Entity assets in FY2006-07 to date?
- vi) 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

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.

64. Unfilled Public Service Positions

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

- i) 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?
- ii) Please provide a breakdown of positions by staff classification and location?

ANSWER

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.

65. Unfilled Public Service Positions

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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?
- iii) 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?
- iv) 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

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.

66. Procurement Policy

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

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

ANSWER

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.

67. Recruitment Agencies

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

- i) What sum was spent on recruitment agencies for the following financial years:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- ii) 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

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.

68. Chartering Aircraft

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

- iii) 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?
- iv) 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?
- v) 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

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.

69. Domestic & Overseas Travel

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

- i) 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
- ii) 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
- iii) 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
- iv) 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
- v) 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
- vi) 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

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.

70. Messages

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

- vi) 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?
- vii) 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

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).

71. Overtime

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

- viii) 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?
- ix) 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

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.

72. Media Training

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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

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.

73. Barristers

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) What is the Minister's department's projected expenditure on legal services for 2006-07?

ANSWER

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.

74. Coaching

- i) 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?
- ii) What is the name and postal address of the individual or organisation(s) which provided the training?

ANSWER

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.

75. Lettable Area

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

- i) 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?
- ii) 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

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).

76. Translation Services

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

- v) What was the total cost of translating documents for the following periods
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- vi) 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?
- vii) Will the Minister provide details of who received payment and the value of payments for the translation of the languages outlined above

ANSWER

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.

77. Pianos

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

- i) How many pianos does his department
 - a. own and
 - b. lease?
- ii) How many grand pianos does his department
 - a. own and
 - b. lease?
- iii) In respect of each piano, where is it and what is its value?

ANSWER

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.

78. Coffee Machines

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

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

ANSWER

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.

79. Non-Australians

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

vi) 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?

vii) 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

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.

80. Reservists

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

- i) 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
- ii) 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
- iii) 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

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 2004-38 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.

81. Behaviour Complaints

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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?
- v) 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?
- vi) 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

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.

82. Opinion Polls

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

- i) 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:
General Purpose Standing Committees - Budget Estimates 2006-2007
Questions On Notice 45
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
 - d. FY2002-03?
- ii) What was the name and postal address of each company engaged to conduct the poll, focus group or research for the above periods?

ANSWER

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.

83. 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:

- i) how many consultants were engaged by the department and/or its agencies to conduct surveys of community attitudes to departmental programs?
- ii) 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
 - i. what was the cost,
 - ii. who was the consultant,
 - iii. was this consultant selected by tender; if so, was the tender select or open; if not, why not?
- iii) 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

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.

84. Photographs

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

- i) 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

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.

85. Office Space

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

- i) 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
- ii) 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
- iii) 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

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).

86. Drug Testing

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

- i) 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
- ii) How many employees had positive results to drug testing for the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
- iii) 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
- iv) How many employees have been disciplined for testing positive for drugs in the following periods:
 - a. FY2005-06
 - b. FY2004-05
 - c. FY2003-04
- v) At what locations and dates were random drug tests undertaken at from 1 July 2003 to date?

ANSWER

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.

87. Traffic Infringements

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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?
- v) 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

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.

88. New Positions

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

- i) 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?
- ii) 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?
- iii) 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?
- iv) 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

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.

89. Mobile Phone Telephone Services

- i) 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.

91. Fees, Levies & Charges

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

- i) What are all the fees, fines, levies, charges and taxes that fall under your portfolio responsibility?
- ii) 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

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.

92. Bullying

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

- i) 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?
- ii) How many of these claims resulted in WorkCover cases being established for each year and year to date since 1 January 2003?
- iii) What was the total cost of these claims for each year and year to date since 1 January 2003?
- iv) 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

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.

93. Stress Leave

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

- i) 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

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.

94. 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:

- i) What advertising campaigns were commenced? And for what programs?
- ii) 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.
- iii) 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.
- iv) Which:
 - a. creative agency or agencies; and
 - b. research agency or agencies, were engaged for the campaign.
- v) 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

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.

95. State Property Authority

Following the passage of the State Property Authority Bill 2006 have NSW Police transferred any lands or property to the State Property Authority?

If so, in each case please indicate the address of the land or property and its value?

ANSWER

NSW Police has advised me:

NSW Police has not transferred any lands or property to the State Property Authority.

96. Sick and Stress Leave

1. At the Griffith Local Area Command:

- a) How many police on sick leave as at the 31 August 2006?
- b) How many of them have been on sick leave for more than 2 months?
- c) How many police are on stress leave as at the 31 August 2006?
- d) How many have been on stress leave for more than 2 months?

2. At the Deniliquin Local Area Command:

- a) How many police on sick leave as at the 31 August 2006?
- b) How many of them have been on sick leave for more than 2 months?
- c) How many police are on stress leave as at the 31 August 2006?
- d) How many have been on stress leave for more than 2 months?

ANSWER

NSW Police has advised me:

Leave management within a Local Area Command is a matter for the Local Area Commander. Employees suffering from stress may take sick leave subject to the standard rules and conditions that are contained in the Personnel Handbook. Individual reasons for sick leave are not collated unless the matter relates to a workers compensation claim.

97. Wandella State Forest

What was the cost to police associated with the conservationist blockade of Wandella State Forest between May and December 2005?

ANSWER

NSW Police has advised me:

The cost of providing a NSW Police presence at the Wandella State Forest blockade (including shift penalties, overtime, travel costs and payroll tax) was \$8,713.

98. Eden Chipmill Rally

What was the cost of providing police presence in Eden during the Eden Chipmill Rally on 2 July 2006?

ANSWER

NSW Police has advised me:

The cost of providing a NSW Police presence at the Eden Chipmill rally (including shift penalties, overtime, travel costs and payroll tax) was \$4,301.

99. Roadside Drug Testing

What is the role of police officers in administering drug tests for motorists?

ANSWER

NSW Police has advised me:

When the drug testing regime commences, the role of police officers will be to conduct random roadside drug tests. If a positive test is recorded, police will be required to escort the person to a Random Drug Testing Truck, where they will undergo a second oral fluid test. Police will convey the remaining oral fluid to the Division of Analytical Laboratories (DAL) for analysis. Police will commence proceedings in those cases where a DAL result is positive.

100. Roadside Drug Testing

Do police officers have to be trained to carry our drug tests on motorists?

ANSWER

NSW Police has advised me:

Yes.

101. Roadside Drug Testing

If police officers have to be trained to carry out this work how many police officers have been trained to test motorists for drugs?

ANSWER

NSW Police has advised me:

As at 19 September 2006, 20 officers have been trained.

102. Roadside Drug Testing

Has the new drug-testing regime for motorists, set up at the end of August, been established as a trial or has the scheme been set up permanently?

ANSWER

NSW Police has advised me:

The drug testing regime for motorists has been trialled and is intended to be a permanent scheme once it commences operations.

103. Random Breath Testing

Is there a standardised random breath test across the different States?

- a) What equipment upgrades have occurred over the past few years and at what cost?
- b) What areas have been identified as needing improvement when carrying out RBT's?
- c) Will introducing a law prohibiting the driver, passenger or both from possessing an open container of alcohol in the passenger compartment of a vehicle be an additional support to reduce the road toll?

ANSWER

NSW Police has advised me:

No, there is no standardised random breath test (RBT) across the different States.

- a) Previous RBT devices have recently been replaced with the Alcolizer LE. This new generation device allows for passive testing, alleviating the need for a tube to be placed on the device to provide a breath sample and enables the capture of data. The cost of the Alcolizer rollout is \$3.2M.
- b) Significant enhancements to officer safety issues when working on roadways have been implemented in consultation with WorkCover.
- c) Legislation currently exists to prohibit a person from consuming alcohol while driving a motor vehicle on a road under Regulation 47E of the Road Transport (Safety and Traffic Management)(Road Rules) Regulation 1999.

No offence provisions exist to prosecute a passenger consuming alcohol in the passenger compartment of a vehicle. NSW Police is unaware of any available data or other information which may indicate that introducing a law to ban a passenger from consuming alcohol within a vehicle would have any positive effect in reducing road trauma.

104. Under resourcing of the Police Force

W (NSW?) is the crime centre of Australia with "Public Order Crimes" on the rise.

- a) Minister isn't the practice of High Visibility Policing (HVP) just a public relations act to make the public believe they are safe. You've created various task forces by seconding officers out of LAC's (Local Area Commands) to cover these duties.
- b) Isn't the reality is you are taking officers out of LAC's at the expense of policing services such as the highway patrol?
- c) Why is it that in some LAC's the Highway patrol is a shared resource between two or more commands?
- d) Minister is this not at the expense of public safety and a commitment of the Government to minimise road trauma and promote orderly and safe public transport and road use?
- e) Could you tell us how many officers are on duty on a shift to staff a station operating on a 24/7 basis and how many officers are available to operate car crews?
- f) Ministers are Local Area Commands meeting the requirements of First Response Agreements (FRPA) so that basic needs of the community are being met?
- g) Could you provide us with statistical information for NSW to support FRPA's are being met across the State?

ANSWER

NSW Police has advised me:

- a) High visibility policing is a primary crime reduction strategy of NSW Police, involving the targeting of crime hotspots and other identified high crime locations.
- b) No.
- c) Sharing resources such as the Highway Patrol is an effective way of maximising coverage to the community through the use of large specialist units. Local Area Commands with shared resources cooperate in intelligence sharing and collaborate in targeting intelligence identified crime hotspots.
- d) No. Shared resources are used to enhance operational policing.

- e) The number of officers on duty to staff a station operating on a 24/7 basis is largely dependent on the operational commitments of a Command at any particular time; rostering is intelligence based. Similarly, the number of officers available to operate car crews is dependent on operational need.
- f) Local Area Commands are committed to meeting the requirements of First Response Agreements to ensure community needs are met.
- g) First Response Agreements are managed by Local Area Commanders on a risk assessment basis. No centralised statistics are available.

105. Under resourcing of the Police Force

Minister are you aware of the knock on effects on demand on police officers time spent on activities other than front line policing from the following duties?

If so what impact is it having on stress and pressure on officers ability to protect the community?

- a) Department of Juvenile Justice has placed youth justice conferencing as a priority for the coming year. NSW Police Service is responsible for the operation of warning and cautions as well as the transport of Juveniles to Court
- b) Execution of search warrants become more complex due to the enactment of the Law Enforcement (Powers and Responsibilities) Act 2002.
- c) Increased report writing generated from HVP (High Visibility Policing) operations.

ANSWER

NSW Police has advised me:

- a) The demands placed on frontline police officers as a result of youth justice conferencing, the operation of warnings and cautions and the transport of juveniles to court are adequately managed by Local Area Commands through the use of designated Youth Liaison Officers and effective rostering practices.
- b) The execution of search warrants under the Law Enforcement (Powers and Responsibilities) Act 2002 involves - as was the case under previous legislation - highly accountable procedures.
- c) High Visibility Policing is a strategy that targets crime hotspots and is aimed at reducing criminal activity. When crime is reduced, there is a resulting decrease in associated paperwork.

106. NSW Police Force or NSW Police Service?

Minister on August 4th 2006 you stated in the Northern Star that you are planning to change the name of the NSW Police Service to the NSW Police Force to quote you: "We are not a customer service organisation...we're not selling fruit and veg at the supermarket. We're chasing down bad guys and locking them up and that's a police force."

Could you clarify this statement in view of the fact that the Police Service objective is to provide a safe NSW and to gain a high level of public trust and confidence?

Is the NSW policing service there to serve the needs of the community?

ANSWER

NSW Police has advised me:

Under proposed amendments to the Police Act, NSW Police will become known as the NSW Police Force. This change is supported by the Commissioner of Police.

The mission of the NSW Police Force will be to work with the community to reduce violence, crime and fear. NSW police officers do serve the community and its law abiding citizens, and take an oath as constables of police to keep the peace and enforce the law. This frequently requires the exercise of coercive powers such as the power of arrest and other powers provided to law enforcement officers to better equip them to protect the community they serve.

107. Gun Crime

Minister how is the Department of Police dealing with the increase in the use of illegal firearms in NSW with drive by shootings and injuries/deaths from these incidents on the rise especially in inner city areas?

ANSWER

NSW Police has advised me:

Strike Force Casson was implemented in April 2006 under the leadership of the Firearms and Regulated Industries Crime Squad, State Crime Command to review public place shootings that have taken place this year. A formal set of guidelines has been established and is operating which allows a structured and timely response by NSW Police to such shootings.

The Firearms Crime Squad is tasked with identifying and assessing confirmed public place shootings (not related to existing homicides, strike forces or domestic violence) and to proactively investigate with the aim of identifying causes and links as well as prosecuting offenders. To this end, the Firearms Crime Squad is assisting Local Area Commands with their investigations into such shootings.