



**The Hon. Pru Goward MP**  
Minister for Family and Community Services  
Minister for Women

4 September 2013

Mr Stewart Smith  
Director  
Budget Estimates  
Room 812  
Legislative Council  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

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Dear Mr Smith

I write regarding Budget Estimates 2013 Questions on Notice for the portfolio of Family and Community Services and Women.

Please find attached answers to questions taken on notice during the hearing as well as answers to Supplementary Questions.

Also attached are corrections to the Hansard transcript of the hearing.

If you require further information, please contact Kurt Graham in my office on 9228 5413 or [kurt.graham@minister.nsw.gov.au](mailto:kurt.graham@minister.nsw.gov.au)

Yours sincerely

**Pru Goward MP**  
Minister for Family and Community Services  
Minister for Women

**BUDGET ESTIMATES 2013-2014**  
**Supplementary questions: Family and Community Services, Women**

**Family and Community Services**

**1. Will the Minister indicate when FaCS will move to a new local structure that matches the local health districts? Will this have any impact on data collection and information management processes?**

The Department of Family and Community Services will move to a new local structure that is aligned to local health districts in September 2013.

Planning for the reforms has taken into account information management processes that will realign data reporting to the new boundaries.

**2. Will Minister provide a list of reports commissioned by Family and Community Services in the last 18 months?**

This information is publically available in the Department of Family and Community Services Annual Report.

**3. What actions have been taken by Family and Community Services to review data collection processes?**

Refer to Supplementary Question on Notice 1.

**4. Will the Minister confirm whether the Office of Aboriginal Affairs is involved in the 'all-of-government' response to the NSW Ombudsman's December 2012 report "Responding to Child Sexual Assault in Aboriginal Communities"? If yes, will the Minister indicate the nature of their participation and engagement?**

Yes, the Office of Aboriginal Affairs is involved in the 'all-of-government' response to the NSW Ombudsman's December 2012 report "Responding to Child Sexual Assault in Aboriginal Communities".

**5. Will the Minister provide the following figures for the year 2012 – 2013 on the number of children in different types of care?**

- a. SC Foster care
- b. NGO Foster care
- c. NGO Intensive foster care
- d. CS Statutory kinship care
- e. NGO Residential care
- f. CS Supported kinship care
- g. NGO Voluntary

Data concerning information of children and young people in out-of-home care by placement type is published in the Community Services Annual Statistical Report.

**6. Will the Minister provide the following figures for the year 2012 – 2013 for the average cost per child of the different types of services for OOHC?**

- a. CS Foster care**
- b. NGO Foster care**
- c. NGO Intensive foster care**
- d. CS Statutory kinship care**
- e. NGO Residential care**
- f. CS Supported kinship care**

The cost per child in the non-Government organisation sector are the benchmark unit costs as per below:

Placement Type	Unit Price
General Foster Care	37,969
General Foster Care+2	48,231
Intensive Foster Care	90,306
Statutory Relative / Kinship Care	37,969
Statutory Relative / Kinship Care+2	48,231
Residential Care	180,611
Intensive Residential Care	295,546

**7. Will the Minister provide the following figures for the year 2012 – 2013 for the numbers of children in placements for the following time intervals?**

- a. Less than one month**
- b. One month to less than 6 months**
- c. 6 months to less than 1 year**
- d. 1 year to less than 2 years**
- e. 2 years to less than 5 years**
- f. 5 years or more**

Annual data is publically available in the Department of Family and Community Services Annual Statistical Report.

**8. What percentage of young people leaving statutory care have leaving care plans in place? How has this changed from last year's reported rate of 18%?**

Community Services is currently working on reporting information on leaving care plans for 2012/13. More robust information on this measure will be available for 2013/14.

**9. Will the Minister list the organisations that have corresponded with Family and Community Service or the Minister's Office in relation to the estimated unit price for out of home care?**

Over 50 non-Government organisations corresponded.

**10. Will the Minister outline the consultation process around implementing the out of home care unit price, including which organisations or consultants were engaged to estimate a benchmark unit-price?**

Benchmark unit prices were developed by Community Services in consultation with a range of stakeholders including ACWA and AbSec as the key peaks representing their members from early 2010. The amounts were informed by a commissioned study of caseworker caseloads and their resulting modelling of costs required to support an out of home care (OOHC) placement and reflected the caseworker caseload ratio that maximised the ability to respond to the different characteristics of the children and young people.

Additional modelling by NSW Treasury and the Department of Family and Community Services took into account the average weighted cost for general foster care developed as part of the study, 5 year projections of the OOHC population and also non-government service sector capacity constraints.

**11. Of the organisations certified to deliver out of home care and residential care to children and young people how certified organisations are:**

- a. 'for profit'
- b. 'not for profit'?

Organisations are not certified to deliver OOHC in NSW. Organisations delivering OOHC in NSW are required to be accredited by the Office of the Children's Guardian.

**12. On page 22 of the uncorrected transcript for Family and Community Services Budget Estimates the Chief Executive of Community Services stated in relation to Out of Home care data that "we have some really good dashboards. As we transition we have a much better accounting and performance systems". Will the Minister outline what individual 'dashboards' FaCS use and a list of performance measures for out of home care?**

Community Services publishes the NSW OOHC transition dashboard which is available on its website.

**13. What are the key findings or recommendations of the recent evaluation of the Protecting Aboriginal Children Together [PACT] program?**

Information on the evaluation of PACT will be available later this year.

**14. Has there been any change from the 2012 budget allocation of \$2.08 million for the Protecting Aboriginal Children Together (PACT) in Shellharbour and Moree? How much of this budget has been spent directly on addressing child protection?**

There has been no change to the level of funding provided.

**15. Given that the PACT program in Moree, servicing the disadvantaged community of Toomelah, was delayed and not launched till November 2012, in the past 9 months, how many case workers have been allocated to Toomelah and how many families are receiving intensive case work? What has been the impact of this nine months' intervention?**

The NSW Government has been working with the Toomelah community to address the widespread social and economic issues.

Outcomes in Toomelah are being improved through a whole of Government response that is considered, collaborative and properly engages the local community, to build both local responsibility and new leadership.

**16. What is the actual number of Child Protection reports to FaCS during 2012/13? Budget papers predicted approximately 225,400 which is an increase on the 211,821 from the previous year.**

- a. How many of these reports were about children or families already known to the department?
- b. How many were new referrals?

This information is publically available in the Department of Family and Community Services Annual Report and Community Services Annual Statistical Report.

**17. Will the Minister provide a breakdown of the avenues through which reports are received?**

- a. Do all the reports come through the 24 hour hotline? If not, how else to they come to the attention of the department?
- b. How many workers (front line and managers) are rostered onto this service?
- c. How many unfilled vacancies are there?

Reports about children and young people who may be at risk of significant harm are received by the Community Services Child Protection Helpline via telephone, fax and eReport. Community Services may also receive reports via mail which are referred to the Helpline for processing.

Data concerning ROSH reporting is published in Community Services' Annual Statistical Reports.

**18. What was the percentage of turnover of staff in 2012/13 for Family and Community Services and caseworkers specifically?**

Turnover of permanent Department of Family and Community Services staff including caseworkers is around 10 per cent.

**19. How many reports were assessed as being in the ROSH category? Budget papers predicted approximately 61,000 which is a slight increase on the 61,308 reported in the budget papers for 2011/12.**

Data concerning ROSH reports is published in Community Services' Annual Statistical Reports.

**20. Will the Minister indicate why the figure of 99,283 'Risk of Significant Harm' reports in the 2011/2012 FaCS Annual Report is approximately 40% higher than the budget papers number [this year's budget papers]?**

Data concerning ROSH reports is published in Community Services' Annual Statistical Reports.

**21. Will the Minister explain how reports on risk of significant harm are prioritised for face to face assessment?**

- a. For each FaCS region will the Minister provide the percentage of 'risk of significant harm' reports that result in a face-to-face assessment?**

Community Services caseworkers use Structured Decision Making tools to assist them to assess the likelihood of future abuse or neglect of a child or young person and to prioritise the response. These tools are validated by the US-based Children's Research Centre.

Data concerning ROSH reports is published in Community Services' Annual Statistical Reports.

**22. What percentage of 'risk of significant harm' (ROSH) reports actually result in FaCS seeking orders from the Children's Court?**

- a. Of this percentage, what proportion results in removal of a child or young person?**

This information is not and has not been collated in the past. There is no direct link between a Judgement and Decision and potentially what may lead to the removal of a child or young person.

**23. Has Family and Community Services reviewed the software and information management systems it uses for child protection work in the last 24 months?**

- a. If yes, please advise whether consultants were retained?**  
**b. What software or systems have been procured?**  
**c. Costs of newly procured software systems?**

Upgrades and enhancements have been made to child protection systems and staff were consulted.

**24. What proportion of the Joint Investigation Response Teams referrals are followed up by a FaCS case workers sighting the child and carrying out a more detailed assessment of the risk to the child?**

The Department of Family and Community Services has a statutory responsibility to assess risk and take appropriate protective intervention. This responsibility applies to both the Community Service Centre and Joint Investigation Response Team environments.

Data concerning ROSH assessments is published in Community Services' Annual Statistical Reports.

**25. What was the average number of full time equivalent front line caseworkers in OOHC in the FaCS offices for 2012/13? How does that compare to the previous year?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**26. What are the departmental expectations for the duration of cases and caseloads per front line caseworker for Risk of Significant Harm cases?**

The number of matters allocated to a caseworker and duration will vary depending on the complexity of each case, and the number of children involved.

**27. Will the Minister outline the consultation procedure or process that the Department is engaging in following the publication of the NSW Government Child Protection Legislative Reform Discussion Paper and receipt of submissions?**

- a. Which organisations are currently involved in commenting on draft legislation/bills?
- b. Will there an exposure draft of legislation released for public comment?

The Child Protection Legislative Reform discussion paper was released on 22 November 2012 and was open for public consultation for over three months, with interested parties invited to make submissions. The discussion paper and fact sheets were made available on the internet.

Over 230 written submissions were received and public stakeholder forums were held around NSW from December 2012 until February 2013 to provide further information about the proposed reforms and address stakeholder questions.

The CREATE Foundation was also commissioned to conduct specific consultation sessions with young people who had experience in the OOHC system. These sessions occurred in early 2013 and feedback was provided on the discussion paper prior to CREATE submitting a report to the Department of Family and Community Services.

A series of focus groups and videoconferences were also held with a number of Family and Community Services regional and casework staff across the state.

The Government intends to publicly release a comprehensive consultation report prior to the introduction of legislation into Parliament. This report will set out what feedback has been received through the consultation process on each of the proposals, and how the Government will be proceeding in light of that feedback.

**28. Has Community Services been involved in the Government's response to violent and antisocial behaviour in West Dubbo that has resulted in the suspension of Australia Post services to some areas? Have any additional Department personnel or resources been allocated in response to the issue?**

Departmental staff attended a meeting in July 2013 that was called by the Federal Member for Parkes to inform the community of consultations that were to occur. The matter was referred for further discussion to the Out-of-Home Care Transition Ministerial Advisory Group in which Community Services is represented.

Community Services has reviewed incoming Helpline Contact reports to identify families that may have been affected by violence and anti social behaviour.

**29. Please list the tenancy advice and other advocacy services receiving Government funding in 2013-14, the funding amounts allocated to each service, and the expiry date of current funding arrangements with each service.**

The Department of Family and Community Services funds a number of Tenant Participation Resource Services. Details of funding is publically available in the Department of Family and Community Services Annual Report.

**30. Did VisionCare NSW have sufficient funding to operate throughout the 2012-13 financial year? If no, why not?**

Yes.



**31. Did VisionCare NSW suspend its services due to insufficient funding? If the allocated funding ran out, on what date were services suspended?**

During 2012/13, the program was not suspended.

**32. What funding has been allocated to VisionCare NSW for 2013-14 financial year?**

The funding for the program has remained at \$4,519,000.

**33. What will happen to the Spectacles Program when the current extension of its administration by VisionCare NSW expires on 30 September 2013?**

Administration of the program post 30 September 2013 is still being negotiated.

**34. Are the eligibility requirements for the Spectacles Program regularly reviewed and updated to reflect changes in cost of living and inflation? When was the eligibility criteria last modified?**

The eligibility criteria has remained in place as they have for the past 13 years.

**35. Will the Minister provide details on the three new violence prevention studies commissioned to provide guidance on future funding including:**  
**a. Working titles of reports?**  
**b. Consultant's retained to undertake the work?**  
**c. Estimated completion date?**  
**d. Cost of each study?**

The three studies which total over \$600,000 include:

1. Men and Boys' Violence Prevention
2. Targeting At-Risk Groups and Communities
3. Domestic and Family Violence: Child-Centred Responses

The studies are being undertaken by researchers at the University of Western Sydney and the Australian Institute of Family Studies and it is expected that they will be completed by 30 June 2014.

### **Homelessness**

**36. The NSW 2021 State Plan targets reductions in the number of people who are homeless (7% by 2013) and the number of rough sleepers (25% by 2013), but as the Performance Report shows, the 2011 Census figures show an increase in both figures since 2006. What more is being done to address this troubling trend?**

Census results are for 2011 only and therefore it is not possible to determine progress against homelessness reduction targets for 2013, under the National Partnership Agreement on Homelessness, on Census data alone.

A number of initiatives are progressing to address this including:

1. The Going Home Staying Home reform of the specialist homelessness services to strengthen the focus on prevention and early intervention and improve long term outcomes for homeless people;
2. Continued implementation of projects under the Homelessness Action Plan;
3. Continued implementation of National Partnership Agreement on Homelessness projects that have a focus on rough sleepers;
4. Continued implementation of a trial 'Rapid Rehousing Project' that targets people who are repeat users of Temporary Accommodation;
5. Continued implementation of the Common Ground Camperdown project which has a focus on housing rough sleepers; and
6. Continued implementation, extension and evaluation of Platform 70 which enables access to the private rental market for rough sleepers.

**37. How much of the \$220.1 million budgeted for homelessness grants and subsidies is the rollover of unspent funds from 2012/13?**

Approximately \$6.5 million of the National Partnership Agreement on Homelessness budget is rollover from 2012/13 and is included in the \$220.1 million grants budget for 2013/14.

**38. Of the \$138 million allocated for specialist homelessness services, what proportion of this is funded from the Australian Government under the National Partnership Agreement on Homelessness (NPAH)?**

Nil.

**39. What funding for 2013/14 has been allocated specifically to initiatives in the 10 Regional Homelessness Action Plans?**

Approximately \$28 million has been allocated in 2013/14 to initiatives that are reflected in Regional Homelessness Action Plans.

**40. Can the Minister advise as to the future of the NSW Premier's Advisory Council on Homelessness after 2013? Will the Council continue to have representation from people who have current or recent experience of homelessness?**

The Council has representation from people with experience of homelessness, and there are no plans to change this.

**Aboriginal Housing Office**

**41. How many providers of Aboriginal Housing are there across the state, and how many dwellings do each of these providers manage within each Region or Local Government Area?**

As at 30 June 2013, there were around 200 Aboriginal community housing providers across NSW managing over 4,700 properties.

**42. In the State Plan a target is listed of “33% reduction in the number of Aboriginal people who are homeless by 2013”. This year’s Performance Report shows that the census data indicates about a 6% reduction based on 2011 census figures. Have additional strategies and funds been allocated to address the shortfall in meeting this target?**

Census results are for 2011 only and therefore it is not possible to determine progress against homelessness reduction targets for 2013, under the National Partnership Agreement on Homelessness, on Census data alone.

### **Social Housing**

**43. Under the NSW Homelessness Action Plan, reducing evictions from social housing due to unpaid rent was identified as a key strategic priority. Given that the Commonwealth has not passed legislation to allow compulsory rent deductions to be introduced, and given the concerns raised about the risks associated with a compulsory deduction approach by homelessness, social service and legal aid organisations, have alternative strategies been considered which would allow the NSW Government to address this priority?**

Housing NSW continues to actively promote the voluntary Rent Deduction Scheme with tenants in receipt of Centrelink benefits as it has proven to be a valuable tool in reducing evictions due to non-payment of rent.

**44. Since 20 April 2012, how many social housing applicants have had their application closed as a result of them failing to keep the register up-to-date with their contact details and not responding to a request for contact from Housing NSW or a participating community housing provider by the specified date? Of these, how many applicants have had their place in the queue reinstated as they were assessed as coming within the exemptions to the policy?**

Social housing applicants have a personal obligation to keep their contact details up to date. This is similar to the obligation of keeping personal details up to date with their bank, Centrelink, Medicare or any other service.

**45. Can the Minister outline what training frontline Housing NSW customer service officers receive to assist them in responding to the needs of people who live with mental illness? What budgetary allocation was made in 2012-13 to provide Housing NSW customer service officers training in mental illness awareness and appropriate service delivery for people with mental illness?**

In 2012/13, over 65 staff undertook either Certificate IV in Mental Health First Aid, Diploma in Mental Health First Aid awareness. Over 20 staff undertook Certificate IV in Social Housing or a Diploma in Social Housing, both of which have a unit in working effectively in mental health.

**46. What changes has Housing NSW made to reduce the risks of misallocation and unauthorised allocation of public housing properties identified in the 2011-12 internal audit?**

Housing NSW undertook an internal audit of some allocations teams. This resulted in a number of recommendations to improve current processes.

**47. On page 20 of the uncorrected transcript for Family and Community Services Budget Estimates the Minister stated in relation to the public housing vacant bedroom charge that “We are not doing it across the State. We have identified three areas where there are both a reasonable number of properties with three or four bedrooms and also a reasonable number of smaller properties to which these people could be easily transferred without losing their local connections.”**

**a. What are the three areas that have been identified as targets for this policy?**

**b. Can the Minister provide the data to indicate, for each of these three areas, how many tenants in each of these areas have three or four bedroom properties that are defined as being under-occupied and how many smaller properties that are considered appropriate for relocation are available?**

**c. For each of these three areas, what has been the average length of tenancy for the tenants identified as being in an under-occupied property?**

**d. Please outline the criteria that have been used to evaluate the impact of relocation on “local connections”.**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**48. How many homes have been made available under the National Rental Affordability Scheme (NRAS)?**

As of 30 June 2013, over 1,850 dwellings are rented or available for rent under NRAS in NSW.

**49. How many applications have been received for the NRAS Shovel-Ready and Round 5 funding rounds? How much funding has been allocated for each of these rounds? Is there an estimate of how many dwellings each round will deliver?**

NSW received over 30 applications for the NRAS Shovel-Ready funding round. The number of applications received for NRAS Round 5 is not yet known.

For the Shovel Ready Round, NSW allocated \$20 million over 10 years. For NRAS Call 5, the NSW Government has identified funding to obtain its per capita share of NRAS incentives..

Under the Shovel Ready Round, 633 dwellings were approved in NSW by the Australian Government. The number of dwelling approved under Call 5 isn't known.

**50. As noted in the response to my supplementary question from Budget Estimates 2012-13 for Family and Community Services, a youth private rental subsidy was announced in 2012 and was to be piloted in the Hunter. Has the pilot been conducted and can you provide an update on the status of that policy initiative?**

The Youth Subsidy Demonstration Project commenced in November 2012 and is expected to run for two years.

The area of the youth subsidy has been extended to include New England, which is well-placed to support the implementation of the subsidy model, due to strong service linkages and a more affordable housing market.

The project will be evaluated to determine the efficacy of the youth subsidy model.

### **Waterloo Green Housing Estate**

**51. What were the findings of the evaluation of the concierge system used at the Waterloo Green housing estate? Will the concierge program be continued there?**

The evaluation found that the project has had a positive effect in reducing crime and anti-social behaviour at Waterloo Green and has significantly improved residents' sense of safety and well-being. The concierge program is continuing.

## **Land and Housing Corporation**

**52. The 'Budget Statement 2013-14' indicates that the primary sources for the Land and Housing Corporation in 2013-14 will be from rental income, funding support from the Department of Family and Community Services, and asset sales (BS page 9-20). The 'Budget Statement' indicates the amount of grants from the Department of Family and Community Services as \$92.6 million.**

- a. What is the estimated net rent from social-housing tenants in 2013-14?**
- b. What is the estimated net proceeds from asset sales in 2013-14?**
- c. What is the estimated income from other sources in 2013-14?**
- d. What is the total estimated expenditure of the Corporation in 2013-14?**

Financial Statements are available in the Land and Housing Corporation's Annual Report.

**53. The most recently-available Annual Report for the Land and Housing Corporation, that of 2011-12, shows the Corporation as having a trading deficit of \$156 million (p.89). Is there information yet on the trading result for 2012-13? What is the estimated deficit, or surplus, estimated for 2013-14?**

The 2012/13 financial audited statements of the Land and Housing Corporation are not yet available.

**54. How many Land and Housing Corporation dwellings used for social housing were sold in 2012-13? Please provide tables listing the numbers of dwellings sold within (i) each FACS district, (ii) each Housing NSW allocation zone, and (iii) each Local Government Area. What was the financial value resulting from these sales?**

Sales information is available in the Land and Housing Corporation's Annual Report.

**55. How much of the net revenue from sales of the Corporation's residential properties is being used for the purposes of new capital works to construct new social-housing dwellings?**

Proceeds from sales are redirected to support Land and Housing Corporation housing priorities including maintenance, upgrading and capital programs.

**56. How many new properties were added to the Land and Housing Corporation's portfolio in the last year in 2012-13? Please provide tables listing the numbers of dwellings added within (i) each FACS district, (ii) each Housing NSW allocation zone, and (iii) each Local Government Area.**

In 2012/13, the Land and Housing Corporation completed over 530 new supply dwellings across NSW.

**57. The 'Budget Statement' indicates that the Corporation will commence work on 276 new dwellings in 2013-14, as a component of a social housing supply program.**

**a. Does this quantity include the 196 new community housing dwellings that was to be financed from a \$36 million grant to the Corporation from the Department of Family and Community Services?**

**b. Can you confirm that the quantum of new public housing dwellings to have work commenced on them in 2013-14 will be 80 (i.e. 276 minus 196)?**

**c. For the 276 new dwellings (comprised of 196 new community housing dwellings and presumably 80 new public housing dwellings), what will be the locations of those dwellings by FACS district and Housing NSW allocation zone?**

a. These 196 Community Housing units represent work in progress jobs and form part of forecast completions, not commencements, in 2013/14.

b. & c.

276 commencements are forecast in 2013/14 in greater metropolitan Sydney.

**58. Were any Corporation dwellings sold to incumbent public housing tenants, under the Corporation's 'Sale of property policy' policy, in 2012-13? What is the estimated number of Corporation dwellings (if any) that are estimated to be sold to incumbent public housing tenants, under this Policy, in 2013-14?**

In 2012/13, over 20 units were sold to public housing tenants. There is no allocation target for sales to tenants.

### **Urban Activation Precincts**

**59. Has the Minister, Land and Housing Corporation and/or Housing NSW conducted any analysis or begun developing any plans for the potential impact of redevelopment on social housing tenants located in Urban Activation Precincts, such as the longstanding community of tenants in the Ivanhoe Estate?**

The timing and delivery of the renewal of estates, such as Ivanhoe, will be considered in the context of the Government's asset Portfolio Strategy and consideration of social housing policy directions.

### **Claymore**

**60. What progress has been made in considering redevelopment possibilities for the Claymore housing estate?**

The Land and Housing Corporation, and Housing NSW are reviewing the portfolio to assess delivery timeframes and strategies for this project.

**61. How much has been spent on maintenance to homes at Claymore in the past year?**

Maintenance expenditure is publically available in the Land and Housing Corporation's Annual Report.

**Airds Bradbury**

**62. Why was the expression of interest (Eol) process for the Airds-Bradbury public-private partnership terminated? In particular, what issues were found in the assessment of the three Eols? What issues in the "current market situation" played a role in the decision?**

The Expressions of Interest for Airds-Bradbury did not offer value for money for the NSW Government.

**63. Why did it take around a year after the Eols were submitted to reach the decision to terminate the process?**

Following the closure of the EOI, a significant amount of time was spent in the assessment decision making phase.

**64. What was the estimated cost to the Government of conducting the Eol process to the point where it was terminated?**

Refer to Supplementary Question on Notice 62.

**65. What alternative future procurement options are being considered in place of a public private partnership, and how are these options being assessed?**

The Land and Housing Corporation is continuing project delivery in partnership with Housing NSW and UrbanGrowth NSW.

**Camperdown Common Ground Project**

**66. How many of the social housing dwellings in the Camperdown Project are now occupied?**

All social housing dwellings at the Camperdown Project are occupied.

**67. Has an evaluation of the Common Ground project been commenced or is such an evaluation planned?**



The evaluation has commenced.

### **Cowper Street Glebe Housing Project**

**68. Please provide an update on the preparation of the Development Application for the Cowper Street project and the expected timeframe for development approval.**

Stage 1 concept development application was approved by the Central Sydney Planning Committee on 25 July 2013. Site specific development applications are on hold pending legal proceedings.

**69. Has the planned configuration of social and affordable housing, in terms of the number of dwellings and the number of bedrooms per dwelling, changed from the responses provided to the Member for Balmain, Mr Jamie Parker's, question on notice number 2281?**

The planned configuration of social dwellings and number of bedrooms is unchanged. However, the number of affordable units has increased from 90 to 95 dwellings.

### **East Dubbo (Apollo Estate)**

**70. How many properties have been identified as targets to be sold in the next two to three years to reduce the concentration of public housing?**

Around 60 properties are planned to be sold in the East Dubbo Apollo Estate.

**71. What plans have been made to deliver additional social housing stock in other parts of Dubbo given the planned sale of some stock in the Apollo Estate?**

The current focus in Dubbo is to reduce the concentration of social housing in the Apollo Estate. No new construction in Dubbo is planned in 2013/14.

**72. What, if any, services or assistance has been offered to Apollo Estate tenants to support them in working toward purchase of their property?**

Housing NSW has focused assistance on those tenancies impacted by the sales program on the Apollo Estate. Tenants have been provided with a question and answer sheet that includes a section on home ownership; they have been interviewed by a Relocations Coordinator and the possibility of home ownership has been discussed with them.

A home buyers' information night was hosted by Housing NSW on 20 August 2013 and all residents of Apollo Estate were invited to attend.

**73. Has the Minister's Action Group provided any reports or recommendations?**

Yes. The Member for Dubbo has presented the Minister for Family and Community Services with a report on the work of the Group.

**Rosewood Grove, West Dubbo (former Gordon Estate)**

**74. In response to a question without notice asked in the Legislative Council on 13 September 2012, I was advised that Housing NSW continued to manage six properties in the redeveloped Rosewood Grove estate. Can the Minister update on the status of those properties and whether tenants have been relocated?**

One tenant has been relocated. Housing NSW continues to manage the remaining five tenancies.

**75. Has a follow-up evaluation of the impact of the West Dubbo Transformation Strategy on criminal and antisocial behaviour been conducted or planned?**

Whilst no formal evaluation has been undertaken, Housing NSW has been working closely with NSW Police to monitor and review data collected to examine the trends on crime and antisocial behaviour.

**76. What is the projected revenue to be received from the sale of private dwellings in the Cowper Street Project?**

The Land and Housing Corporation will not receive any revenue from the sale of private dwellings.

**Social Housing Redevelopments**

**77. Please provide a list of all social housing areas currently undergoing redevelopment or in the planning process for redevelopment. For each area, please indicate the current status of the project, the estimated timeframe for completion, the current number of social housing dwellings and the expected final number of social housing dwellings in the area following redevelopment.**

As part of the asset Portfolio Strategy, the Land and Housing Corporation is reviewing the timing and delivery of estate renewal projects with a focus on better portfolio management.

## Housing

**78. Minister according the Auditor-General's report, "Making the best use of Public Housing" on pg 3, states "in the absence of a clear direction for managing the shortfall between need and demand for public housing, HNSW's and LAHC's tenant and asset management activities have sometime been inconsistent and short term". After 2 years what will you do to reverse this inconsistent policy?**

The Auditor General confirmed that the former Government and their revolving door of failed housing ministers left NSW with an unsustainable public housing system.

Not only did the former Government fail to manage the assets, they perpetuated a system of intergenerational welfare dependence; a system which managed disadvantage, but did not break disadvantage.

The Land and Housing Corporation recently joined the Family and Community Services cluster.

Bringing management of the public housing assets and tenancy management and policy functions under the responsibility of the one Minister will deliver greater coordination while retaining the benefits of splitting tenancy management functions from asset management functions.

For further information, refer to the management responses provided in the Auditor General's report.

**79. Minister, on pg 11 of the above mentioned report, it states, "LAHC has been disposing of more properties than it added in recent years (except during the National Economic Stimulus Building years 2009 to 2012). LAHC projects that it will be disposing of more than double the number of properties over the next four years. Minister will you reverse this trend? If so, can you provide the details? If not why not?"**

The Land and Housing Corporation's forecasts are based on the need to balance the maintenance of existing dwellings, sale of stock that no longer meets needs and investment in new supply. Proceeds from sales are redirected to support the Corporation's housing priorities including maintenance, upgrading and new dwellings.

**80. Minister, did you or your office or any other Minister contact the Auditor-General in order to have the report "Making the best use of Public Housing" delayed until you had made your announcement on the bedroom tax? And if so can you please supply the correspondence.**

No.

**81. Can the Minister outline how tenants will be selected for relocation under the Government's new bedroom tax policy?**

There is no bedroom tax policy. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**82. How many public housing tenants are eligible for relocation under the new bedroom tax policy?**

There is no bedroom tax policy. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**83. How many will be relocated each year?**

This depends on the number of tenants who choose to move to smaller, more suitable accommodation.

**84. Will NSW Housing pay for tenants' moving costs?**

The policy on paying moving costs is available on the Housing NSW website.

**85. Will tenants be relocated in the same area in which they now reside?**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**86. How long do you anticipate the wait will be for each of the tenants who agree to downsize in their existing area?**

Waiting times vary depending on factors such as the demand for a location and the type of property to match the client's needs.

**87. How long do you anticipate they will wait to be relocated if they agree to move from their existing area to another region?**

Refer to Supplementary Question on Notice 86.

**88. Will tenants who agree to be relocated not be charged the bedroom tax until a suitable property is found for them regardless of how long it takes Housing NSW to relocate them?**

There is no bedroom tax. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

Tenants will not have a Vacant Bedroom Charge applied unless they reject two reasonable offers of housing, or refuse outright to consider offers of smaller, more suitable accommodation.

**89. Will Aboriginal housing tenants be exempt from this bedroom tax policy due?**

There is no bedroom tax policy. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

Aboriginal tenants in Land and Housing Corporation owned properties managed by Housing NSW are not exempt from this policy.

**90. How many women will be affected by the bedroom tax?**

There is no bedroom tax. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

**91. Please provide a profile of age and wellbeing of the housing tenants your government is about to tax?**

There is no bedroom tax. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

Refer to Supplementary Question on Notice 90.

**92. If a tenant agrees to relocate to a smaller residence in the same allocation zone where they currently reside, do they go on the priority or the top priority housing list for that zone?**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**93. Will they take precedence over those who are?**

- a. Homeless
- b. Already waiting for a priority transfer
- c. Already waiting for a priority relocation due to the redevelopment of their existing public housing estate

Tenants with vacant bedrooms will be listed on the NSW Housing Register at the same priority as homeless clients and other clients who are approved for priority housing (priority 2). This is the same priority as tenants waiting for an escalated priority transfer or relocation whose application has been escalated due to the urgency of their need (such as redevelopment of a public housing estate).

**94. Can the Minister advise how many individuals and families are already on a. priority housing list**

**a. top priority housing list**

Details are available on the Housing NSW website.

**95. How many priority and top priority lists are there?**

Details are available on the Housing NSW website.

**96. How long does each category of “top priority” or “priority” wait for either the allocation of housing or are relocated?**

Details are available on the Housing NSW website.

**97. If a pensioner chooses to remain in their existing home and their rent is then increased, will this mean they pay more than 25% of their assessable income as rent?**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**98. Is this a change to the Government’s rental policy for some tenants and not all tenants?**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**99. Will the Government provide a quarterly progress report on the number of tenants relocated and the number of tenants having to pay the bedroom tax?**

There is no bedroom tax. The NSW Government recently announced new incentives to fill vacant bedrooms in public housing.

**100. Once this tax is underway, will the Government disclose the number of tenants that fall into arrears and provide a profile of these tenants such as age, sex, ethnicity, religion and disability?**

See response to Supplementary Question on Notice 99.

**101. Minister, your policy states about 500 people will be moved per year, and a trial starts in September in Liverpool, Shellharbour and Mount Druitt.**

This is not a question.

**102. Can you guarantee the Government has the Housing supply to meet the needs of the tenants?**

Information on the new incentives to fill vacant bedrooms is available on the Housing NSW website.

**103. What was the amount of subsidy retained by HNSW from the rental monies it collected on behalf of the Land and Housing Corporation in 2011-12 and 2012-13?**

Nil.

**104. How much of this money was used for maintenance in 2011-12 and 2012-13?**

This information is publically available in the Land and Housing Corporation's Annual Report.

**105. How much rental money was used for building new housing stock in 2011-12 and 2012-13?**

Nil. Rental income is not used to fund new housing stock.

**106. How much is expected from rentals in 2013-14 and how many new houses will you build with this funding?**

Rental income is not used to fund new housing stock.

**107. What funding is required each year for maintenance to keep the housing stock at an appropriate level for occupation?**

Each year, the Land and Housing Corporation allocates an annual maintenance budget to deliver responsive and planned repairs and upgrading based on forecast requirements and funding.

**108. How many Land and Housing Corporation properties were sold in**  
**a. 2011-2012**  
**b. 2012-2013**

Sales information is available in the Land and Housing Corporation's Annual Report.

**109. How many are scheduled to be sold in 2013-14?**

Subject to market conditions, sales in 2013/14 are expected to be in line with previous years.

**110. What was the gross rent received by Housing NSW from public housing tenants in**  
**a. 2011-12**  
**b. 2012-13**

Housing NSW does not receive any rental income.

- 111. How much of these rent monies was retained by Housing NSW and how much was transferred to the Land and Housing Corporation in**  
**a. 2011-12**  
**b. 2012-13**

Refer to Supplementary Question on Notice 110.

- 112. What did Housing NSW use its share of rental monies for in**  
**a. 2011-12**  
**b. 2012-13**

Refer to Supplementary Question on Notice 110.

- 113. What was the cost of running the Housing NSW call centre in**  
**a. 2011-12**  
**b. 2012-13**

- a. \$17.4 million.  
b. \$18 million.

- 114. How much of the rental monies that the Land and Housing Corporation received was spent on maintenance of public housing stock in**  
**a. 2011-12**  
**b. 2012-13**

This information is publically available in the Land and Housing Corporation's Annual Report.

- 115. Can the Minister please supply a progress report on the Strategic Maintenance Review (SMR) being undertaken by Land and Housing Corporation in conjunction with Housing NSW and which commenced on 21 June 2013?**

The Land and Housing Corporation is establishing a new maintenance contract to replace the current maintenance contract which expires in 2015. The new contract model will focus on value for money and improved accountability, including improved performance management mechanisms on contractors. The savings from these efficiency gains will put more money back into the public housing portfolio.

To test the new contract model, a pilot commenced on 21 June 2013 in two areas, Blacktown and the Hunter, and this will conclude on 1 November 2013.

An Expression of Interest was released on 21 March 2013 and this will be followed by the release of a Request for Tender in early 2014.

- 116. Can the Minister advise if the program of aligning HNSW boundaries with Local Health District boundaries has been completed?**



Refer to Supplementary Question on Notice 1.

**117. Can the Minister provide an update on the Prospect Renewal Project?**

The timing and delivery of the renewal of estates, such as Prospect, will be considered in the context of the Government's asset Portfolio Strategy and consideration of social housing policy directions.

**118. Can the Minister provide an update on the Claymore Renewal Project?**

Refer to Supplementary Question on Notice 60.

**119. Can the Minister advise how many 1 bedroom NSW Housing properties sold since March 2011 and the locations?**

Refer to Supplementary Question on Notice 108.

**120. Can the Minister advise how many 2 bedroom NSW properties sold since March 2011 and the locations?**

Refer to Supplementary Question on Notice 108.

**121. Can the Minister advise how many 3 bedroom NSW properties sold since March 2011 and the locations?**

Refer to Supplementary Question on Notice 108.

**122. Can the Minister advise how many 4 bedroom NSW properties sold since March 2011 and the locations?**

Refer to Supplementary Question on Notice 108.

**123. I refer to QON 4663 and the answers provided on Land and Housing Corporation properties.**

- a. What is the quantum of properties sold since March 2011?
- b. In which town or suburb was each property located?
- c. How many bedrooms did each property have and what price was each one sold for including the property that sold for \$3 million?
- d. Which state and local government agencies bought L & H C properties or had them transferred to them?

Sales information is available is available in the Land and Housing Corporation's Annual Report.

**124. What are the locations and numbers of Housing NSW properties vacant during the months of:**

- a. July 2012

- b. August 2012**
- c. September 2012**
- d. October 2012**
- e. November 2012**
- f. December 2012**
- g. January 2013**
- h. February 2013**
- i. March 2013**
- j. April 2013**
- k. May 2013**

The average public housing vacancy rate for the period July 2012 to May 2013 was less than one per cent per month of the total public housing portfolio.

**125. What is the longest period a Land and Housing Corporation property has remained vacant in**

- a. 2011-12**
- b. 2012-13**

The average public housing vacancy rate for the period July 2012 to May 2013 was less than one per cent per month of the total public housing portfolio. Generally, as properties are vacated by tenants, they are cleaned and repaired for the next tenant, as is required under the Residential Tenancies Act and are then re-occupied. Properties may be vacant longer if major upgrade works are required.

**126. In relation to the Mortgage Assistance program, how applications were received in**

- a. 2011-12**
- b. 2012-13**

In 2011/12, there were 116 applications received of which five were approved. The program was closed to new applications in June 2012.

**127. In relation to the Mortgage Assistance program, how many applications were successful in**

- a. 2011-12**
- b. 2012-13**

Refer to Supplementary Question on Notice 126.

**128. The Minister's media release of 8 May 2013, Homelessness Services to Continue, stated that the Commonwealth made a contribution of \$29m "with an over-matched contribution of up to \$36m from the NSW Government".**

This is not a question.

**129. Can you please outline what departments and programs contributed to that amount of “up to \$36 million”?**

The Departments of Family and Community Services, Finance & Services, and Attorney General & Justice contributed to the NSW Government commitment through a number of accommodation, support, advocacy, financial and other specialist programs.

**130. Did any of the money come from counselling services run through Fair Trading, Leaving out-of-home-Care program in your own Department, Juvenile Justice or Correctional Services?**

Refer to Supplementary Question on Notice 129.

**131. With regard to caseworker assessment centres, how many assessment centres have been held since 1 August 2011 to 1 August 2013.**

- a. Where have these assessment centres been held?
- b. When were these assessment centres held?

A total of 88 assessment centres have been held in 13 locations.

**132. How many case workers have been employed from each of the assessment centres held during 1 August 2011 to 1 August 2013?**

Figures are not available regarding how many caseworkers have been employed from each assessment centre held during this time period.

## **Housing**

**I refer to the Anzac Parade Urban Activation Precincts Corridor community consultations at Malabar on 13 June 2013 and in particular the impact if any, on the housing estates Coral Sea, Namatjira, Soldier's Settlement, Bilga and Mirrabooka.**

**133. Can the Minister advise what housing estates in the area have been identified as suitable for redevelopment?**

Refer to Supplementary Question on Notice 134.

**134. Can the Minister advise**

- a. If the redevelopment will be for high rise buildings?**
- b. If so, how many stories will each redeveloped building have?**
- c. How many properties will be**
  - i social housing**
  - ii community housing**
  - iii private housing**
  - iv one bedroom, two bedrooms, three bedroom properties**

The timing and delivery of the renewal of estates will be considered in the context of the Government's asset Portfolio Strategy and consideration of social housing policy directions.

With master planning still in progress, it is too early to determine the details of the redevelopment, including social housing mix.

**135. Can the Minister advise if there will be an increase, decrease or no increase in the number of social housing properties available as a result of the redevelopment?**

Refer to Supplementary Question on Notice 134.

**136. Where will residents from the estates being redeveloped, be relocated to during the time of the redevelopment?**

Refer to Supplementary Question on Notice 134.

**137. Will they be able to return to their redeveloped properties or will they be relocated to a similar property in the area?**

Refer to Supplementary Question on Notice 134.

**138. How long will the redevelopment take?**

Refer to Supplementary Question on Notice 134.

**139. Can the Minister advise how the \$149 million allocated in the Budget will be used to “improve the lives of Aboriginal people through safe, good quality housing”?**

Details about the Build and Grow Community Housing Strategy and the National Partnership on Remote Indigenous Housing is available on the Aboriginal Housing Office website.

**140. Can the Minister advise how many properties will benefit from the \$26 million allocated in the Budget for the repair and maintenance of dwellings in the Aboriginal community housing sector?**

Approximately 420 properties owned by registered Aboriginal Community Housing Providers will benefit from repairs and maintenance in 2013/14 under the Build and Grow Community Strategy.

**141. In what towns and suburbs are those properties located?**

Allocations will be made on the basis of need across NSW.

**142. Where will the 103 new properties be located that are scheduled to be built under the National Partnership Agreement on Remote Indigenous Housing?**

Under the National Partnership Agreement on Remote Indigenous Housing, 73 new homes are planned to be delivered in 15 remote and 11 non-remote locations in 2013/14. A further 30 homes are planned for delivery in 2013/14 through the Aboriginal Housing Office’s business as usual program in 16 areas across NSW.

**143. How will the \$11 million allocated in the Budget to reform and strengthen the Aboriginal community under the NSW Build and Grow strategy be used?**

Funding will be used to:

- provide subsidies to Aboriginal Community Housing Providers as they implement the reforms under the Build and Grow Strategy;
- Implement an independent Approval and Registration System to access the Build and Grow Program; and
- Implement National Partnership on Remote Indigenous Housing programs.

## **Women**

**1. During the 2013/14 budget estimates hearing on Women, Ms Maura Boland (Deputy Director General, Department of Family and Community Services,) and Minister Goward confirmed that the 2012/2013 funding for the men's domestic violence telephone counselling Service was \$600 000. Ms Goward confirmed that the entirety of the \$600 000 was spent in 2012/13. Ms Linda Matthews (Executive Director, Women NSW) said that the programme is "about to start in October. There is really not a lot to evaluate yet" (page 35).**

**a. What has the Government spent \$600,000 on during 2012/13 if the programme has not commenced yet?**

**b. Given that the first \$600,000 of the \$2 million over three years has been spent, this programme has a funding allocation of an average of \$700 000 a year for the next two years.**

**i. How are the pre-operations costs spent in 2012/13 equivalent to the allocated budget for running the programme in 2013/14, particularly given that this is not a new programme, but an extension of the Victorian service provider, Men's Referral Service Inc's telephone counselling service?**

a. Under the terms of the Funding Agreement, \$600,000 was provided in June 2013 for the first year of operation plus a one-off payment of \$200,000 for establishment costs.

b. A one-off payment of \$200,000 is being used to establish the service which commences in October 2013. This service is the first of its kind in NSW and is not an extension of the Victorian service provided by Men's Referral Service Inc.

**2. The Local Domestic and Family Violence Committee Grants programme has been allocated \$80 000 in the 2013/14 Budget.**

**a. The goal of this funding stream is to "support Local Domestic and Family Violence Committees in raising awareness about the impact of violence against women and the local services and support available within their communities". How will the Government assess whether this programme is effective at:**

**i. raising awareness about the impact of violence against women and the support services available, and**

**ii. reducing domestic and family violence?**

**b. The closing date for a similar program in 2012/13 was November 2012; How many applicants were successful in securing a grant?**

**i. What percentage of applicants were successful?**

**ii. Who were the successful grant applications?**

**iii. What specific projects received grants?**

**iv. When did they each project receive funding**

(a) The program was last reviewed in April 2012 and will be reviewed from time to time. Each Committee receiving funding is asked to report on how funds are used to acquit unexpended funds.

(b) 64

(i) 95.5%

(ii) This information is available on the Women NSW website.

(iii) This information is available on the Women NSW website.

(iv) All project invoices were paid in November-December 2012.

**3. Of the \$3 million allocated to the Domestic and Family Violence Funding Programme, \$80,000 is allocated to Local Domestic and Family Violence Committee Grants, and \$600,000 for the men's telephone service. To what programmes is the rest of this funding allocated?**

The Domestic and Family Violence Funding Program allocates funding across four streams: Building the evidence base, Men's behaviour change, Sector capacity building, and Prevention partnerships.

**4. In the 2012/13 budget estimates questions on notice, your department declined to answer questions on Government strategies on cancer screening awareness, female self-harm rates, assault rates against Indigenous girls, encouraging girls in STEM subjects, reports that many women feel unsafe on public transport at night, and gendered pay gaps in the public service, and referred the questioners to your colleagues in other portfolios. These are all areas highlighted within the Women in NSW Report.**

**a. Does Women NSW directly liaise with the Health, Police and Emergency Services, Education, and Transport Ministers, and Premier and Cabinet Portfolio to respond to these issues?**

**b. In both the 2012/13 and 2013/14 Budget Estimates processes, the Minister has been asked about self-harm rates in women and referred the questioner to the Health Minister. The rates have continued to rise during this time.**

**c. The Minister said at the 2013/14 budget estimates hearing that Women NSW is very happy to work collaboratively with the health department on self-harming. What will this work consist specifically entail?**

a. Yes.

b. This remains the responsibility of the Minister for Health.

c. Women NSW is currently in discussion with the NSW Ministry of Health about this issue in the context of the Ministry's action to implement the NSW Health Framework for Women's Health 2013.

**5. Was the Women in NSW 2013 Report prepared by Family and Community Services staff, or an external consulting body?**

**a. How much public money was spent creating this report?**

**b. Were the graphics, photography, and design created by Family and Community Services staff, or was this conducted by an external body?**

**i. If so, what was the cost of this work?**

The *Women in NSW 2013* report was prepared by Department of Family and Community Services staff.

a. Approximately \$50,000 was spent on purchasing access to databases, specialist analysis and external proofreading for the report.

b. The graphics, photography and design were created and/or sourced by the Department of Family and Community Services with the exception of the information graphics and one photo.

**6. Minister it is true that you have deliberately kept Caseworker positions vacant to save money?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**7. How many of those caseworkers positions are vacant as of today?**

Refer to Supplementary Question on Notice 6.

**8. What is the current number of caseworkers in Mt. DrUITT as of today?**

Refer to Supplementary Question on Notice 6.

**9. What is the current number of caseworkers in Campbelltown?**

Refer to Supplementary Question on Notice 6.

**10. When will the Community Assessment Centre in Western Sydney be re-opened?**

Refer to Supplementary Question on Notice 131.

A number of assessment centres have already occurred to assess potential candidates who nominated to work in various Community Services locations across metropolitan Sydney including Western Sydney.

**11. What processes are in place to ensure the best people are employed in the caseworker roles?**



As a general rule, all internal methods to fill caseworker vacancies are explored before any external recruitment action is undertaken. This is to ensure existing and experienced casework resources are utilised and redeployed such as trained temporary employees and the most cost effective approach to recruitment is taken.

The recruitment model used for new caseworkers has been designed to source, attract and recruit the right candidates and measure core capabilities required for the role.

**12. When do you intend revisiting the underfunded Unit Costs with the NGO's?**

Refer to Supplementary Answer No. 6

**13. The children in care numbers have risen over the past 2 years, what action is being taken to reduce these numbers?**

A range of strategies are underway or in development to reduce the number of children and young people in out of home care.

Since 2011, there has been a significant improvement in performance with the rate of increase slowing.

The Child Protection Legislative Reform Discussion Paper, which was released in November 2012, outlines the Government's policy reform agenda to reduce the number of children and young people who are at risk of significant harm. These initiatives include:

- Promoting good parenting and strengthening parental accountability
- Increasing permanency options for children including adoption, restoration and guardianship and
- Creating a child-focused system that promotes stronger outcomes and better lives for vulnerable children and young people

The Government is also implementing a new initiative called Practice First, that is changing the Department's culture and the way caseworker's engage with families to achieve real change.

Increasing caseworkers face to face time is expected to lead to a better understanding of families needs and will increase the capacity of families to tackle problems and build on their strengths.

The Government is localising child protection services. This will better place individuals, families and local communities at the centre of everything that we do. Localisation will enable more localised planning and decision-making and improve links between senior service delivery management and frontline staff.

**14. How many teams were operating in Mt. Druitt, St. Mary's & Coniston in 2011?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**15. How many teams are currently operating in those area's today?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**16. Will you be re-funding the Welfare Right Centre? If so, when?**

The Department of Family and Community Services ceased funding the Welfare Rights Centre on 1 July 2013 after an independent review found that the Centre's services were not aligned with Community Services' core responsibility to protect children and young people at risk of significant harm. As the Welfare Rights Centre does not have a focus on child protection there are no plans to resume Departmental funding of the service.

**17. Is there any JIRT not funded by your agency?**

**a. What is your department doing to match the police numbers in JIRT, so that they can provide joint responses?**

All JIRT field units are funded by Community Services. The JIRT Referral Unit (JRU) is funded through Keep Them Safe (KTS). An evaluation is being undertaken to inform ongoing funding decisions for this and other KTS initiatives.

**18. Are there the right number of case workers in the in the right areas?**

To ensure caseworkers are working in the communities that most need our help we use a resource allocation model that allocates the number of caseworkers to Regions/Districts based on relative demand.

Information such as the number of children and young people at risk of significant harm, the distances caseworkers need to travel to visit families, the complexity of cases and the availability of other local support services are all used to determine which areas have the greatest need.

The allocation of caseworkers is reviewed periodically to reflect changing demand for our services and to ensure our caseworkers are in the right locations.

Increased recruitment action is currently underway across NSW to fill caseworker vacancies.

**19. Are the case workers given all the resources they require to carry out their jobs effectively?**

Caseworker efficiencies are currently being reviewed. The review is looking at what ways caseworkers can be supported to achieve greater efficiency. Both administrative tasks, and support tools are included in this review.

**20. Minister what assessments are being made to understand that caseworker needs are being met?**

Caseworkers are provided with supervision, mentoring and development by both their managers, and by their colleagues in the forms of peer support. This may be on field visits, by a more senior and experienced colleague taking the lead on a task within a case, or supporting the caseworker develop their own skills and attending as a secondary support in the case.

**21. What support are caseworkers provided with?**

Caseworkers are provided with a thorough induction on entering the workforce. This includes the provision of and completion of the Caseworker Development Course over the first 6 months of placement. As part of this program, caseworkers are allocated a field coach from Learning and Development to support them in developing their field skills, and ensuring they are supported in this process and have a key contact.

In addition, they are provided with supervision and case review support by their line manager. This takes the form of either as individual supervision, or for Practice First sites, as group supervision.

This framework allows for the development of and career planning of an employee. A detailed short and long term Learning and Career Development plan is developed which includes attending courses in line with these goals.

**22. Your Department has put out a tender for the Child Well Being units – does this mean you will be closing these units down or transferring management of them?**

The Department of Premier and Cabinet put out a tender to engage a consultant to conduct an evaluation of NSW Child Wellbeing Units; an integral component of the Keep Them Safe initiative.

The Department's Child Wellbeing Unit ceased all operations on 30 June 2013. Funding has been redirected to implement a joint six month pilot between Community Services and NSW Kids and Families, which involves positioning Community Services Child Protection Caseworkers in five Family Referral Service sites.

**23. Keeping Them Safe funding finishes this year, is the funding to continue? If so, for how much longer?**

Keep Them Safe (KTS) is a five year plan ending on 30 June 2014.

A consortium, led by the Social Policy Research Centre, University of New South Wales (SPRC) is evaluating the strategic impact and outcomes of KTS.

Decisions about future funding will be informed by the evaluation.

**24. Will Community Builders continue Minister? If so, is there a fixed term and what is that fixed term?**

In June this year, the sector was advised that there would be no Community Builders Fixed Term funding round in 2013/14. This decision was made in response to the significant issues with applications from the last funding round and the feedback received from the sector.

The Department of Family and Community Services has been directed to work with the sector to improve the program over the next twelve months.

Funding for new projects in disadvantaged communities will recommence in 2014.

**25. Is it your intention to abolish a stand-alone Children's Commissioner in NSW?**

This matter should be referred to the Minister for Citizenship and Communities.

**26. What was the exact amount of funding that was transferred to the NGO sector for the Brighter Futures program in 2012? How does this equate to the transfer of staff positions from Statutory Child Protection?**

Brighter Futures was transferred to the NGO sector as recommended by Justice Wood. Community Services staff did not transfer to the NGO sector.

**27. What was the total budget allocation for Brighter Futures in 2011-12, 2012-13 and 2013-14?**

In 2011/12, Brighter Futures was delivered by both Community Services and non-government organisations. In January 2012, a component of Brighter Futures previously delivered by Community Services was transferred to Strengthening Families.

The Brighter Futures budget allocation in 2012/13 was \$59.3 million. The budget allocation for 2013/14 has not been finalised.

**28. Budget Paper 3 shows that the number of families supported by the early intervention program Brighter Future's has dropped by more than**

**600 between 2010/11 and 2013/14 forecast. How many of these families have been picked up by Strengthening Families and why is this not shown in the budget?**

Annual data for the 2012/13 reporting period will be released publicly following the tabling of the Department of Family and Community Services Annual Report 2012/13.

**29. What was the budget allocation for the Strengthening Families program in 2012-13 and 2013-14?**

The total budget for 2012/13 was \$19.8 million. The 2013/14 budget is yet to be finalised.

**30. How many FTE staff were employed in Strengthening Families in 2012-13?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**31. Please provide a breakdown of the number of FTE staff employed in Strengthening Families in each Community Services Centre in 2012-13?**

The Department of Family and Community Services has been directed to ensure its 2013/14 budget for 2,068 FTE caseworkers is used to full effect on the front line. The Minister instructed the Department in March to fill all budgeted caseworker positions.

**32. How many families participated in Strengthening Families in 2011-12 and 2012-13?**

This information is publically available in the Department of Family and Community Services Annual Report.

**33. How is the Strengthening Families program different from statutory child protection casework?**

Strengthening Families aims to build on a family's strengths, supporting them to improve their ability to deal with crises and empowering them to identify and address issues that impact on the safety of their children.

Strengthening Families is a differential response falling within statutory child protection casework by working with families where a child:

- under 9 years (or an unborn child) has been reported as being at risk of significant harm. While Child Protection caseworkers deal with reports concerning children of all ages, the quarantining of Strengthening Families resources focuses attention on the most vulnerable.

- is at high or very high risk but it is deemed safe for the child to remain at home. Where assessment determines that a child is unsafe, the family does not enter the Strengthening Families program and the report is passed to a Child Protection caseworker for protective action.

**34. If there has been the 'said' transfer of Brighter Futures caseworker positions to Strengthening Families in Statutory Child Protection, why aren't more children and young people reported as being at risk of significant harm receiving a face-to-face assessment?**

In 2010 21% of children reported at ROSH received a response from Community Services. In 2012, 27% of children reported at ROSH received a response from Community Services.

**35. What was the total number of FTE regional management and corporate services staff reallocated from Early Intervention to other areas of the Community Services budget?**

As stated in Budget Paper No. 3, the decrease in FTEs is due to the transfer of caseworkers from the Brighter Futures program to the Strengthening Families program, as well as a reallocation of Regional Management and Corporate staff across other service groups.

**36. What was the total amount of funding reallocated from Early Intervention (to other areas of the Community Services budget) for regional management and corporate services staff?**

Refer to the answer provided to question 35.

**37. How many children a night in NSW are sleeping in a motel room funded by your department Minister?**

Motel accommodation overnight is arranged when a placement cannot be secured. The arrangement is temporary and the number of children and young people in motel accommodation.

**38. How many of the out of home care providers listed on your department's website are not-for-profit?**

**a. How much money are they receiving for their services?**

Refer to supplementary question on notice 11.

Each of the placement providers is paid a standard unit price, common to all OOHC placement providers.

**39. What is the specific amount being spent on early intervention, prevention?**

In 2013/14, approximately \$246 million has been allocated to provide targeted earlier intervention for vulnerable children, young people and families.

**40. Do you or your department have a plan or proposal to increase funding into early intervention or prevention?**

Ongoing reforms within Community Services continue to support and promote early intervention for vulnerable families and their children and young people across NSW.

**41. What sort of oversight does FACS have of OOHC providers?**

**a. Are on the spot checks of foster carers done?**

**b. How can you guarantee the quality of these new providers?**

All OOHC providers in NSW are accredited by the Office of the Children's Guardian. Services must be accredited prior to children being placed in their care in both foster care and residential services.

In order to obtain accreditation, OOHC providers must provide evidence of their capabilities against the NSW Standards for Statutory Out-of-Home Care (2010).

**42. How is the process of funding managed?**

This information is publically available in the Department of Family and Community Services website.

**43. Why has the strategy to increase the subsidy for adoption not been implemented yet? No extra payments for restoration? Why haven't the agencies been informed how to access the extra funds?**

There is an existing Interim Business Rule for Permanency Placement Allowable Costs – Adoptions.

**44. Non placement programs – adoption and youth support, both funded out of OOHC budget, on contract for a 6 monthly basis for the past 18 months. A review was done months ago, and still no answers. Will funding be continued? When will the agencies be notified?**

Adoption and youth support programs are part of a range of over 50 Out-of-Home Care non placement services which were reviewed in 2012. The aim of the review was to establish how best these services fitted into Community Services' program structure.

Services subject to the review have been extended on 6 monthly contracts. The purpose of the extension is to allow time for the development of an implementation plan based on the review recommendations and the actions that come out of the plan to be completed.

The review is not aimed at making efficiency gains, but rather a better alignment of historically funded services with current funding programs.

Review participants will be advised shortly of the review outcomes and funding arrangements for these services from 1 January 2014.

**45. Has the Sustaining NSW Families Program been evaluated?**

**c. If the program has been evaluated, is the report publicly available?**

**d. Does the Department have any plans to expand the program so that it is available to vulnerable families in other areas of the State?**

**e. If not, why not?**

This is a matter for the Minister for Health.

**46. According to the Government's Annual Report, NSW women, especially Indigenous women and women in remote or rural area, who have a higher rate of preventable hospitalisation, what are you doing as the Minister for Women to change?**

This is a matter for the Minister for Health.

**47. Minister what are you doing to help Women from NESB and low-socio economic backgrounds who tend to experience high or very high psychological distress?**

This is a matter for the Minister for Health.

**48. What are you and the Minister for Health doing to reduce the high numbers of women from low socio-economic status who smoke?**

This is a matter for the Minister for Health.

**49. Girls are 14% less likely to complete STEM (Science, Technology, Engineering and Maths) subjects at HSC level, what are you doing to reverse this trend?**

This is a matter for the Minister for Education.

**50. What is your Government doing to change the statistics in relation to the underemployment for women and women experiencing underutilisation of their skills?**

This is a matter for the Minister for Education.

**51. Aboriginal women experienced unemployment at nearly 3 times the rate of the non-Aboriginal women. As the Minister for Women, what are you doing to support Aboriginal women?**

This is a matter for the Minister for Education.



**52. Please provide an update about the equal remuneration order in regards to its implementation?**

Payments for the Social and Community Services Award Equal Remuneration Order to all identified eligible service providers commenced late last year.

**53. Can the Minister provide details of the start date and progress of the Social Benefit Bonds of \$1 million provided in 2013-14 for the implementation of the Newpin Social Benefit Bond (\$8.5 million over four years)?**

The Newpin Social Benefit Bond started on 1 July 2013.

**54. Can the Minister provide details of the start date and progress of the Social Benefit Bonds of \$5.75 million will be provided in 2013-14 for a second social benefit bond?**

An Implementation Agreement for the Benevolent Society Social Benefit Bond has been signed and it is anticipated that the Bond will start later this year subject to certain conditions being met.

The \$5.75 million to be provided in 2013/14 will be used to service the standing charge that is required under the Agreement.

**55. Can the Minister provide details about the Domestic and family violence program of \$3 million?**

This information is publically available in the Department of Family and Community Services website.

**56. When will the men's telephone counselling and referral service start, where will the operators be located?**

The service will commence in October 2013 and the operators will be located in Melbourne.

**57. What are the qualifications of operators and counsellors?**

Operators and counsellors have a range of tertiary qualifications.

**58. Please advise if the Government will provide a progress report on this new initiative?**

The new initiative will be evaluated.

**59. Please provide a report on the applicants and projects regarding the Investing in Women, the participation of girls and women in non-traditional trades, with funding of \$200,000.**

This information is publically available on the Women in NSW website.

**60. Minister, in relation to the \$24.5 Million to deliver for vulnerable young people women and children escaping violence, when will the construction of these homes be started?**

The properties will be purchased, not constructed. Properties will be purchased in 2013/14.

**61. Will the work be put out to tender, if so what is the timetable?**

Refer to Supplementary Question on Notice 60.

**62. Will you provide a progress report?**

Regular progress reporting is required under the National Partnership Agreement on Homelessness.

**63. You have stated 50 homes to be built? What is the cost of constructing each property?**

Refer to Supplementary Question on Notice 60.

**64. Women make up 69% of victims of Domestic Violence, 79% of female victims are assaulted by males only, and 70% of overall offenders are men, in 2012, 27 out of 35 female homicide victims were women killed in a domestic context, while 11 out of 57 men were killed in a domestic context. Similarly, 8 out of 9 attempted murders of females were domestic. 84% of sexual assault victims were women. How much additional funding will your government provide to implement the Domestic Violence Inquiry recommendations?**

At this stage, recommendations are being implemented within existing budgets.

**65. What is the total budget for Women's NSW?**

In 2013/14, the budget for Women NSW is \$7.7 million.

**66. Advise the number of staff that are employed in Women's NSW?**

23 staff including contractors (and 2 permanent full time staff on long term leave) were employed in Women NSW as at 28 June 2013.

**67. How many are temporary?**

10 employees and contractors were employed in Women NSW on a temporary basis as at 28 June 2013.

**68. How many are part time?**

Six part time employees and contractors were employed in Women NSW as at 28 June 2013.

**69. How many are full time?**

17 full time employees and contractors were employed in Women NSW as at 28 June 2013.

**70. How many are contractors?**

**a. If there are contractors, please indicate the start and finish date of their contracts? What is the remuneration of each contractor and position description, how were they contracted?**

Six contractors were employed in Women NSW as at 28 June 2013. Staff are engaged in accordance with NSW Government guidelines to undertake administration duties.

**71. How women are employed in Women's NSW?**

21 women were employed or contracted at Women NSW as at 28 June 2013.

**72. As the Minister for Women in NSW, please provide details of your policy to increase the number of women in Local Government?**

The NSW Government continues to raise the profile of women in local government, and to encourage more women to take on leadership roles in local government, through the Annual Ministers' Awards for Women in Local Government. In 2013, the Awards recognised the achievements of 14 women in local government in NSW.

**73. As the Minister for Women in NSW, please provide details of your policy to increase the number of women in senior positions in the NSW Public Service?**

This question should be referred to the Public Service Commission.

**74. Minister, according to Local Government figures, there are close to 400 apprentices that work in Council across NSW, 10% are women. Will you make contact with the Local Government sector to discuss the low numbers of female apprentices and how to reverse these low numbers?**

This work has commenced.

**75. Minister, please provide a list of the number of women who've lost their jobs under your Government's 15,000 job cuts.**

The Public Service Commission reports on the public sector workforce annually.

**76. How many women are part time in the NSW Public service?**

This question should be referred to the Public Service Commission.

**77. What is your policy to ensure women working in the NSW Public Service are not harassed because they work part time.**

This question should be referred to the Public Service Commission.

**78. If this is happening, what course of action can they take.**

This question should be referred to the Public Service Commission.

**79. How do you keep track to ensure agencies are allowing workers to take Domestic Violence Leave.**

This question should be referred to the Public Service Commission.

**80. What are you doing across agencies to ensure this policy is being followed and implemented across the agencies, state owned corporations and public trading enterprises?**

This question should be referred to the Public Service Commission.

**81. Now that Richard Torbay has resigned from the NSW Parliament, will you reintroduce your original policy that allowed members of the Legislative Council to nominate women to be Woman of the Year and to be placed on the NSW Women's Honour Roll? If not, why not?**

Members of the Legislative Assembly nominate a Local Woman of the Year from their electorate. Anyone in NSW, including members of the Legislative Council, can nominate women for the Premier's Award and for the People's Choice – Community Hero Award.

**82. Is the Minister aware that members of the Legislative Council are elected to represent the whole of the state of NSW and therefore have an electorate of all of NSW?**

Anyone in NSW, including members of the Legislative Council, can nominate women for the Premier's Award and for the People's Choice – Community Hero Award.

## **Miscellaneous**

### **1. What is your relationship to Michael Photios?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **2. How often do you speak with him?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **3. Have you met with clients of PremierState?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **4. On how many occasions and what dates did you meet with Michael Photios or representatives of PremierState?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **5. What was discussed at these meetings?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **6. On how many occasions have you declined to meet with Michael Photios or a client of PremierState?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **7. Did you attend his wedding?**

No

### **8. Did Michael Photios vote in your preselection?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

### **9. Have you met with lobbyists other than PremierState?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**10. On how many occasions have you met with a lobbyist, and what were the dates of these meetings?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**11. Which lobbyists have you met with, and what was discussed?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**12. On how many occasions have you declined to meet with a lobbyist?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**13. To deliver greater transparency and accountability, will you publish a monthly online diary of all meetings with lobbyists?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**14. In order to deliver greater transparency and accountability, as promised by the Premier, will you commit to keeping a record of all lobbying activities and documentation and allow them to be subject to the Government Information (Public Access) Act?**

Meetings with lobbyists are in accordance with the NSW Lobbyist Code of Conduct.

**15. Since becoming a Minister, have you taken any interstate or intrastate trips involving overnight accommodation or flights?**

Yes

**16. Will you provide a list to the committee of the details of all travel?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at [http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

Travel is in accordance with the 'Policy on Official Travel within Australia and Overseas' available at [http://www.dpc.nsw.gov.au/\\_data/assets/pdf\\_file/0020/156026/Official\\_Travel\\_Policy\\_within\\_Australia\\_and\\_Overseas\\_-\\_August\\_2013.pdf](http://www.dpc.nsw.gov.au/_data/assets/pdf_file/0020/156026/Official_Travel_Policy_within_Australia_and_Overseas_-_August_2013.pdf).

**17. Have you taken any trips intrastate or interstate to attend Liberal/National Party functions? What are the details of the trips including dates and costs?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at [http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

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**18. Have you taken any trips intrastate or interstate to attend lobbyists' functions? What are the details of the trips including dates and costs?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at [http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

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**19. Were these trips paid for by the taxpayer?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at [http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

Travel is in accordance with the 'Policy on Official Travel within Australia and Overseas' available at [http://www.dpc.nsw.gov.au/\\_data/assets/pdf\\_file/0020/156026/Official\\_Travel\\_Policy\\_within\\_Australia\\_and\\_Overseas\\_-\\_August\\_2013.pdf](http://www.dpc.nsw.gov.au/_data/assets/pdf_file/0020/156026/Official_Travel_Policy_within_Australia_and_Overseas_-_August_2013.pdf).

**20. Were these trips booked through the government travel management system?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

Travel is in accordance with the 'Policy on Official Travel within Australia and Overseas' available at

[http://www.dpc.nsw.gov.au/\\_data/assets/pdf\\_file/0020/156026/Official\\_Travel\\_Policy\\_within\\_Australia\\_and\\_Overseas\\_-\\_August\\_2013.pdf](http://www.dpc.nsw.gov.au/_data/assets/pdf_file/0020/156026/Official_Travel_Policy_within_Australia_and_Overseas_-_August_2013.pdf).

**21. Since becoming a Minister, have you paid back money to the state because you booked unauthorised travel with the government travel management system? How much? When did you travel? When did you pay back the money? How many occasions has this happened?**

Information regarding reimbursement payments is available on the Department of Premier and Cabinet Disclosure Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

**22. Have you had meetings scheduled interstate or intrastate on Fridays or weekends which involved you staying overnight?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

Travel is in accordance with the 'Policy on Official Travel within Australia and Overseas' available at

[http://www.dpc.nsw.gov.au/\\_data/assets/pdf\\_file/0020/156026/Official\\_Travel\\_Policy\\_within\\_Australia\\_and\\_Overseas\\_-\\_August\\_2013.pdf](http://www.dpc.nsw.gov.au/_data/assets/pdf_file/0020/156026/Official_Travel_Policy_within_Australia_and_Overseas_-_August_2013.pdf).

**23. Did you take your spouse/partner on these trips?**

Information regarding travel is available on the Department of Premier and Cabinet Disclosure Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

Travel is in accordance with the 'Policy on Official Travel within Australia and Overseas' available at

[http://www.dpc.nsw.gov.au/\\_data/assets/pdf\\_file/0020/156026/Official\\_Travel\\_Policy\\_within\\_Australia\\_and\\_Overseas\\_-\\_August\\_2013.pdf](http://www.dpc.nsw.gov.au/_data/assets/pdf_file/0020/156026/Official_Travel_Policy_within_Australia_and_Overseas_-_August_2013.pdf).



**24. Have any members of your staff made complaints to or raised concerns with you, your Chief of Staff or the Department of Premier and Cabinet about bullying in your office?**

Information on Department of Premier and Cabinet Memorandum 'Dignity and Respect: Policy and Guidelines on Preventing and Managing Workplace Bullying' can be found at [http://www.dpc.nsw.gov.au/announcements/ministerial\\_memoranda/2007/m2007-02](http://www.dpc.nsw.gov.au/announcements/ministerial_memoranda/2007/m2007-02).

**25. If so, have any members of your staff resigned or been removed from their position after making such a complaint or raising such concerns?**

Information on Department of Premier and Cabinet Memorandum 'Dignity and Respect: Policy and Guidelines on Preventing and Managing Workplace Bullying' can be found at [http://www.dpc.nsw.gov.au/announcements/ministerial\\_memoranda/2007/m2007-02](http://www.dpc.nsw.gov.au/announcements/ministerial_memoranda/2007/m2007-02).

**26. How many blackberries or smart phones are assigned to your staff?**

169 phones have been issued to the Premier's Office and Ministers Offices.

**27. For each phone, how much was each bill in the 2012/13 financial year?**

The total expenditure on all phone types by the Premier's office and Ministers' offices as represented in the department's financial system is set out in the table below. Please note that this expenditure may include mobile phone purchase costs as the financial system does not separate the purchase costs and mobile usage charges.

	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
<b>TOTAL</b>	\$483,310	\$578,691	\$434,854	\$188,761	\$197,226	\$232,286

Note. 2010-11 figures are a combination of 9 months of Keneally Government and 3 months of O'Farrell Government.

**28. How many have phones have been lost in your office?**

For Premier's Office and Ministers' offices, the number of phones lost was 5.

**29. What is the cost of replacing those phones?**

The cost is the normal contract price and this cost is claimed through the NSW Treasury Managed Fund.

**30. How many iPads or tablet computers does DPC assign to your Ministerial office and to whom have they been issued?**

The number of iPads issued for the Premier's office and Ministers' offices for 2012/13 is 75.

**31. How many iPads or tablet computers have you purchased for your office and to whom have they been issued?**

iPads are supplied by DPC.

**32. How many iPhones or other smart phones does DPC assign to your Ministerial office and to whom have they been issued?**

169 phones have been issued to NSW Ministers Offices.

**33. How many iPhones or other smart phones have you purchased for your office and to whom have they been issued?**

iPhones and Smart Phones are supplied by DPC.

**34. How many iPhones or other smart phones have been lost in your office?**

For Premier's Office and Ministers' offices, the number of phones lost was 5.

**35. How many iPads or tablet computers have been lost in your office?**

For Premier's office and Ministers' offices the number of iPads lost was 2.

**36. What is the cost of replacing those phones or iPads or tablet computers?**

The cost is the normal contract price and this cost is claimed through the NSW Treasury Managed Fund.

**37. How many media or public relations advisers are employed for each of your portfolio agencies?**

There are a number of communications staff but the Department has no media or public relations advisers.

**38. What is the forecast for 2013/14 for the number of media or public relations advisers to be employed and their total cost?**

Refer to supplementary question on notice 37.

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

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

**40. What is the annual remuneration package for your chief of staff?**

Ministerial staff numbers and salary bands are available on the DPC website at:

[http://www.dpc.nsw.gov.au/about/publications/premiers\\_and\\_ministers\\_staff\\_numbers](http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers).

**41. What is the annual remuneration package for your head media advisor?**

Ministerial staff numbers and salary bands are available on the DPC website at:

[http://www.dpc.nsw.gov.au/about/publications/premiers\\_and\\_ministers\\_staff\\_numbers](http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers).

**42. What is the annual remuneration package for each of your staff?**

Ministerial staff numbers and salary bands are available on the DPC website at:

[http://www.dpc.nsw.gov.au/about/publications/premiers\\_and\\_ministers\\_staff\\_numbers](http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers).

**43. What is the estimated expenditure for your office budget in 2012-13?**

Information regarding Premier's Office and Ministerial Offices budget and expenditure is available on the Department of Premier and Cabinet Disclosure Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

**44. Have any office renovations or fit outs been undertaken in your ministerial office since April, 2011? If so, could you give details of contracted costs?**

Information on the assets balances for leasehold improvements are available in the Department of Premier and Cabinet Annual Report.

**45. What is your Ministerial office budget for 2013/14?**

Information regarding Premier's Office and Ministerial Offices budget and expenditure is available on the Department of Premier and Cabinet Disclosure

Log at

[http://www.dpc.nsw.gov.au/about/accessing\\_dpc\\_information/dpc\\_disclosure\\_log](http://www.dpc.nsw.gov.au/about/accessing_dpc_information/dpc_disclosure_log).

**46. How many political advisors are in your office?**

Ministerial staff numbers and salary bands are available on the DPC website at:

[http://www.dpc.nsw.gov.au/about/publications/premiers\\_and\\_ministers\\_staff\\_numbers](http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers)

**47. How many administration staff?**

Ministerial staff numbers and salary bands are available on the DPC website at:

[http://www.dpc.nsw.gov.au/about/publications/premiers\\_and\\_ministers\\_staff\\_numbers](http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers)

**48. How many Department Liaison Officers are assigned to your office?**

Number of Department Liaison Officers (DLOs) are:

	Number of DLOs as at 5/09/2012	Number of DLOs as at 30/06/2013
Premier	1	1
Ministers	57	54
TOTAL	58	55

**49. How many staff in the Department are assigned to Ministerial support duties?**

Around 20 staff undertake coordination and review of all Ministerial matters across FACS to ensure advice provided to both Ministers incorporates the perspectives of all relevant Divisions is accurate, reliable and of a high standard.

**50. Are any contractors or consultants working in your ministerial office? If so, in what capacities?**

Financial statements, including expenditure on consultants, are available in agency annual reports.

**51. How much did your Ministerial office spend on contractors or consultants?**

Financial statements, including expenditure on consultants, are available in agency annual reports.

**52. How much did your Ministerial office spend on taxi fares, including Cabcharge in the 2012/13 financial year?**

Taxi expenditure by the Premier's office and Ministers' offices as represented in the Department's financial system is represented in the table below.

	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
<b>TOTAL</b>	\$160,155	\$175,776	\$60,277	\$96,094	\$92,829

Note. 2010-11 figures are a combination of 9 months of Keneally Government and 3 months of O'Farrell Government.

**53. Are any of your portfolio agencies undergoing a restructure?**

There are a number of initiatives driving the reform agenda across FACS. These include consolidation of Corporate Services' functions and continued efficiencies in back office functions.

**54. How many jobs are expected to be cut as a result of that restructure?**

No front line positions will be impacted by any structured reforms.

**55. How many people are expected to have their wages cut as a result of that restructure?**

Nil.

**56. How many voluntary redundancies were offered in your Departments since April 2011?**

The Government's program of voluntary redundancies remains on track.

This includes the target of 5,000 positions announced in the 2011/12 Budget and the labour expense cap introduced in the 2012/13 Budget. Directors General will be given as much flexibility as possible to achieve the Labour Expense Cap savings in the most appropriate way to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

**57. How many voluntary redundancies were accepted from employees in your Departments since April 2011?**

Refer to Supplementary Question on Notice 56.

**58. How many voluntary redundancies are expected to be offered in 2013/14?**

Refer to Supplementary Question on Notice 56.

**59. How much did your Department(s) spend on catering in 2012/13?**

\$851,000.

**60. How much did your Department(s) spend on stationary in 2012/13?**

\$2,646,244.

**61. What is your Department's catering budget?**

\$798,000 in 2013/14.

**62. What is your Department's stationary budget?**

\$2,691,000 in 2013/14.

**63. Since April 2011 have any of the agencies in your Department(s) changed their branding? If so, how much was spent on rebranding the agency?**

Since 2011, the following divisions changed their logos to reflect the portfolio of Family and Community Services:

- Aboriginal Housing Office
- Ageing, Disability and Home Care
- Community Services
- Housing NSW
- NSW Businesslink
- Land and Housing Corporation

The Office for Women's Policy was renamed Women NSW and the Office for Ageing changed in 2012.

These changes were cost neutral as logos were replaced on websites and electronic templates using existing internal resources. Rebranding occurred through natural 'business as usual' processes when re-ordering depleted stationery, resources or materials.

**64. How long is the average turnaround for responding to correspondence in your Department(s)?**

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

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

**65. How many pieces of correspondence have been outstanding for more than 60 days?**

Refer to Supplementary Question on Notice 64.

**66. In 2012/13 how many invoices has your Department(s) failed to pay a supplier or contractor for more than 30 days?**

Information regarding "30 days to pay" policy is available at <http://www.finance.nsw.gov.au/30days/how-government-will-report-policy>.

**67. As a result of late payment, how much penalty interest has been paid to contractors since 1 January 2011?**

Refer to Supplementary Question on Notice 66.

**68. How many invoices have been outstanding for longer than 60 days?**

Refer to Supplementary Question on Notice 66.

**69. Does your department provide recurrent grant funds to non-government organisations? If yes,**

- a. What are the names of all organisations in receipt of funding?
- b. What is the total amount of funding received by each organisation including goods and services tax?
- c. On what date was the funding advanced?
- d. What was the purpose for each grant or funding advance?
- e. Was any funding withheld or returned?
- f. If so, what were the reasons for withholding or requiring the funding to be returned?
- g. What is the indexation rate applied to non-recurrent grant funds in 2013/2013?
- h. What are the details of any costs involved in each study, audit, taskforce or review?
- i. Have any provisions been included in grant agreements to prohibit these organisations from criticising the Government or any of its policies?

a.- b. and d. Information regarding funding provided to non-government organisations is provided in the Department of Family and Community Services Annual Report.

c. Under the terms of the Funding Agreement funding is deposited on the first business day of each quarter starting from 1 July in any given year. Where a service commences after the first business day of the quarter, payment is made via the weekly or monthly payment run, or on request for an ad hoc payment.

e. Yes.

f. Funding is returned (recovered) under annual financial acquittals arrangements or returned directly if the organisation is unable to deliver the

agreed services. Funding can also be withheld if organisations no longer meet the pre-conditions for receipt of Government funds or are in default of their funding agreement with the Department.

g. Indexation rates provided by Treasury for recurrent grant related funding to non government organisations in 2013/14 was 2.48% and 2.49%

h. As with previous NSW Governments, the Government undertakes feasibility studies, audits, taskforces and reviews to inform government decision making. A number of feasibility studies, audits, taskforces and reviews are currently being undertaken across the NSW Government.

i. No. On the contrary, NGOs are actively encouraged to contribute to policy development.

**70. How many contractors has your Department(s) retained since 1 July 2013 and at what cost?**

Around 120 contractors are engaged in accordance with the NSW Government Guidelines.

**71. What is the current level of Aboriginal employment within your Department(s)?**

The Public Service Commission collects workforce data from the NSW public sector, including regarding levels of Aboriginal employment. An estimate of the level of Aboriginal employment in the sector at June 2013 will be included in the Workforce Profile 2013 Report, due to be released with the 2013 State of the Public Sector Report in November 2013. NSW Treasury Circular 11/03 outlines Equal Employment Opportunity (EEO) Disclosure Requirements, requiring that NSW public sector agencies include EEO data in their annual reports.

**72. How has that changed since 1 July 2012?**

An estimate of the level of Aboriginal employment in the NSW public sector at June 2012 can be found in the Workforce Profile 2012 Report. This report is available on the PSC website on the Workforce Profile page:

<http://www.psc.nsw.gov.au/About-the-Public-Sector/workforce-profile>.

**73. Since 1 July 2011, how much has been spent on charter air flights by your Department(s)?**

Nil.

**74. Is your department currently undertaking any feasibility studies, audits, taskforces or reviews? If so; then;**

**a. What are the terms of reference or details of each study, audit, taskforce or review?**

**b. Who is conducting the study, audit, taskforce or review?**

**c. Was each study, audit, taskforce or review was publically advertised seeking expression of interest or competitive tenders?**



- d. Is there a contract in place detailing terms of engagement for the study, audit, taskforce or review?**
- e. What is the timeline of each study, audit, taskforce or review?**
- f. What are the details of any costs involved in each study, audit, taskforce or review?**

As with previous NSW Governments, the Government undertakes feasibility studies, audits, taskforces and reviews to inform government decision making. A number of feasibility studies, audits, taskforces and reviews are currently being undertaken across the NSW Government.