

## **FAMILY AND COMMUNITY SERVICES PORTFOLIO**

### **SUPPLEMENTARY QUESTIONS ON NOTICE**

#### **BUDGET ESTIMATES 2015/16**

**Questions from the Hon Shaoquett Moselmane MLC [on behalf of the NSW Labor Opposition]**

#### **2015-16 Budget Cuts**

- 1. What is the nature of the 26 full time equivalent staffing positions that were cut from Out of Home Care for Vulnerable Children and Young People in the 2015/16 Budget?**

There has been no reduction in staff providing support to out-of-home care for vulnerable children and young people.

The change in FTE numbers represents a reduction of the number of FTE in central parts of the Department of Family and Community Services (FACS), including Corporate Services and Policy areas.

- 2. Did any of these staff provide any administrative support to caseworkers in order to enable caseworkers to undertake more direct case work with clients?**

Refer to Supplementary Question on Notice 1.

- 3. What is the nature of the 82 full time equivalent staffing positions that were cut from Statutory Child Protection in the 2015/16 Budget forecast.?**

There has been no reduction in staff providing support to statutory child protection.

The change in FTE numbers represents a reduction of the number of FTE in central parts of FACS, including Corporate Services and Policy areas.

- 4. Did any of these staff provide any administrative support to caseworkers in order to enable caseworkers to undertake more direct case work with clients?**

Refer to Supplementary Question on Notice 3.

- 5. With the number of children reported to child protection services set to rise by 4,700 in the year 2015-16 why has the government cut \$2.9 million from Statutory Child Protection?**

The change from the 2014-15 revised expenditure budget reflects a lower amount of non-service delivery related costs attributed to the Service Group in 2015-16.

6. **What is the nature of the 11 full time equivalent staffing positions that were cut from the Office of the Children's Guardian in the 2015/16 Budget forecast?**

No staffing positions have been cut.

7. **Given the increased workload and responsibilities of the Office of the Children's Guardian, will the Government reinstate the 11 full time equivalent staff that were removed from the office as per the 2015-16 budget forecast?**

Refer to Supplementary Question on Notice 6.

FACS 2014 Auditor General's Report

8. **Why was the Office of the Children's Guardian financial audit submitted 30 days after its statutory due date?**

As noted in the *NSW Auditor-General's Report to Parliament Volume 9 2014 Financial and Performance Reporting* 'the delay in completing the audit of the OCG was no fault of the client'.

9. **The 2014 FACS Auditor General's Report shows the caseworker to child ratio in OOHC was 1:21 in 2013-14. The Auditor General found: 'this is significantly higher than the ratio recommended by the NSW Ombudsman's Keep Them Safe Report from 2011, of 1:12' What is the government doing to address what is nearly a doubling of the suggested workload for caseworkers?**

The transition of children in statutory out-of-home care (OOHC) from FACS to non-government organisations (NGOs) commenced in March 2012. The transition plan entails all non-Aboriginal children in statutory OOHC being transitioned within five years and all Aboriginal children in statutory OOHC within ten years.

As at 30 June 2015, 5,987 children have been transitioned from the Department to NGOs. As more children are transitioned to NGOs, the caseload ratio within FACS continues to decrease.

10. **Has the government responded to the first recommendation from the 2014 FACS Auditor General's Report that recommended the department: increase its effort to reduce the gap between average actual, and funded number of full-time equivalent case workers?**

FACS has significantly increased its effort to reduce the gap between the average actual, and funded number of full-time equivalent caseworkers. For the first time in over five years, the vacancy rate has been steady at 5%.

- 11. The 2014 FACS Auditor General's Report found that management of conflict of interests by FACS was assessed as an *extreme risk* due to the dollars involved in contracting out or engagement with the non-government and other organisations.**

FACS has a Conflict of Interest Policy to manage potential conflicts.

- 12. How has the government responded to this recommendation?**

FACS implemented a Conflict of Interest Policy on 8 July 2014. The Policy provides a consistent approach to the requirement to declare and manage conflicts. A Conflict of Interest Register is currently being developed.

*NSW Ombudsman's Report 'Review of the NSW Child Protection System: Are things improving?'*

- 13. Did the Department of Family and Community Services accept and adopt recommendations 2-6 made in the *Ombudsman's Report 'Review of the NSW Child Protection System: Are things improving? A Special Report to Parliament under s.31 of the Ombudsman Act 1974'* (April 2014)?**

The FACS response, as at April 2015, to the NSW Ombudsman's Special Report, *Review of the NSW Child Protection System: Are things improving?* is available on the FACS website at [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

*Length/stability of funding terms to NGOs*

- 14. What is the government doing to address concerns of the sector in relation to ongoing reviews and tenders that take time and resources of NGOs away from service delivery?**

FACS is committed to consulting with the non-government sector, including their peak organisations, when undertaking reforms and tenders. FACS' approach is consistent with the NSW Procurement Policy Framework and the FACS Procurement Framework states that, at the end of a Funding/Service Agreement cycle, FACS will review its arrangements with funded service providers.

- 15. Is the government aware that the year-to-year rollover of contracts to engage OOHHC providers is causing deep uncertainty within the sector?**

OOHC contracts are for a period of four years, with existing OOHHC contracts due to expire in June 2016. FACS is currently consulting with the sector on the OOHHC re-contracting process.

**16. Will the government commit to a long-term five-year contract model for OOHC providers in order to establish certainty within the sector?**

Refer to Supplementary Question on Notice 15.

*Out of Home Care transition to NGOs*

**17. Has the government conducted economic modelling to support the OOHC reform changes?**

Yes.

**18. What is the government doing about providers who aren't receiving adequate funding to provide quality care to children in OOHC – especially those children too old to adopt out and with no chance of restoration (the vast majority of OOHC children)?**

There is no evidence to suggest that providers are not receiving adequate funding to provide quality care to children in OOHC.

**19. Why isn't the government focusing on these children?**

The NSW Government is focused on all vulnerable children and young people.

**20. Is the Minister aware that the Department is running financial viability seminars to NGO OOHC providers?**

The Association of Children's Welfare Agencies convened a series of seminars with its members and asked FACS to present on viability.

**21. What is the nature of these seminars?**

This question should be redirected to the Association of Children's Welfare Agencies.

**22. Does the government intend to link payments to 'quality service' provision?**

Refer to Supplementary Question on Notice 15.

**23. Will the government give a guarantee that no long-term small-to-medium quality providers will lose their contracts because of this?**

Refer to Supplementary Question on Notice 15.

**24. Is the Minister aware that the Department has engaged consultants from Ernst and Young to develop a re-contracting framework for OOHC service delivery?**

Ernst and Young were engaged by NSW Treasury.

**25. Has the Ernst and Young report that will influence the recontracting for OOHC been released?**

Refer to Supplementary Question on Notice 24.

Keep Them Safe

**26. What is the ongoing level of investment (in 2015-16 and the forward estimates period) on the prevention and early intervention programs previously grouped under Keep Them Safe (KTS) which the KTS evaluation demonstrated were cost effective in reducing the number of children reported at ROSH?**

The NSW Government, including FACS and its partner agencies, is continuing to analyse the *KTS Outcomes Evaluation*. Investment for early intervention and prevention programs under KTS has been maintained until this work is complete.

**27. The KTS evaluation found that Child Wellbeing Units (CWUs) in Police, Health and Education, were ‘fulfilling their intended functions of advising, supporting and educating mandatory reporters in their agencies ... over 80 per cent of respondents to the mandatory reporter workforce survey from the relevant agencies find the CWU helpful’. Will the pledged \$65.5 million over 5 years funding for these Units be maintained?**

Refer to Supplementary Question on Notice 26.

**28. A KPMG evaluation of the Family Referral Services Casework Pilot suggests that the FRS referral model is a viable alternative pathway for low priority ROSH families who would not otherwise receive a service response through the statutory child protection system. Will funding for the Family Referral Services be maintained?**

Family Referral Services are funded by NSW Health. This question should be redirected to NSW Health.

**29. Could you specify funding and number and location of sites for 2015-16 and the out years?**

Family Referral Services are funded by NSW Health. This question should be redirected to NSW Health.

OOHC Education Pathways Co-Ordinators

**30. We understand that in 2013 the Department of Education commissioned consultants to conduct a review of the regional OOHC Education Pathway Coordinators. Could you outline the following:**

This question should be redirected to the Department of Education and Communities.

**31. What were the key findings of the review?**

Refer to Supplementary Question on Notice 30.

**32. How were OOHC providers in the NGO sector consulted as part of this review?**

Refer to Supplementary Question on Notice 30.

**33. Will the Department make the Review report public and when?**

Refer to Supplementary Question on Notice 30.

**34. The recommendation of the Wood Special Commission of Inquiry clearly intended that Regional OOHC Education Pathway Coordinators be funded on an ongoing basis. Can you confirm that funding for the Coordinators has been extended to June 2016?**

Refer to Supplementary Question on Notice 30.

**35. When will the Government make a decision regarding ongoing funding of the positions?**

Refer to Supplementary Question on Notice 30.

**36. How will the Government provide ongoing support to improve educational outcomes for children and young people in OOHC? What funding has been allocated over the forward estimates and have any monitoring measures been established?**

Refer to Supplementary Question on Notice 30.

*After care/leaving care*

**37. How much investment has been designated to Aftercare/Leaving Care?**

From 2010 to 2014 expenditure on leaving care payments was \$4,947,633.

**38. How much of this is dedicated to Aboriginal children and young people?**

In 2015-16, \$290,312 is dedicated to Aboriginal-specific aftercare services.

*Crisis/Temporary accommodation*

**39. What was the total amount spent on motels for clients unable to access NGO-run crisis accommodation in the year 2014-15?**

\$13.98 million.

**40. What was the total 2014-15 expenditure on temporary accommodation for those homeless or in need of crisis accommodation?**

\$13.98 million.

**41. How many clients received temporary accommodation?**

17,730 households received temporary accommodation in 2014-15.

**42. What was the total number of nights of accommodation provided and average number of nights of accommodation provided?**

103,400 nights of temporary accommodation were provided in 2014-15. The average number of night's accommodation provided each time a household was assisted was 2.6 days.

**43. Where were temporary accommodation clients referred?**

Temporary accommodation clients were commonly referred to motels, boarding houses, caravan parks, hostels and refuges.

Aboriginal Placement Principles

**44. How is the government ensuring adherence to the Aboriginal Child Placement Principles?**

Relevant legislation, including the *Children and Young Person (Care & Protection) Act 1988* and the *Adoption Act 2000*, requires child protection decisions to adhere to the Aboriginal Placement Principles.

**45. What investment is the Government making to ensure that Aboriginal children are not de-identified, such as through effective and well-resourced genealogy and policies to ensure compliance with the principles?**

Policy, procedures and resources are available to caseworkers to assist in the accurate identification of Aboriginal children.

**46. What data does the government have on compliance with the principles? How does this data ensure that there is a proper decision making approach to applying the principles?**

Information regarding the placement of children and young people in care is available on the FACS website at <http://www.facs.nsw.gov.au/>

Recontracting for OOHC

**47. How much is the government paying Ernst and Young in relation to the recontracting outcomes framework for OOHC service delivery?**

Refer to Supplementary Question on Notice 24.

- 48. When will the Ernst and Young report that will influence the recontracting for OOHC be released and why hasn't been released now, given we were informed that it would be finalised by the end of July?**

Refer to Supplementary Question on Notice 24.

- 49. What is the Ernst and Young report suggesting around changes to the existing OOHC system? How is the government intending to manage these changes?**

Refer to Supplementary Question on Notice 24.

Aboriginal service delivery

- 50. How is the government supporting capacity building of a state-wide Aboriginal sector, fulfilling its commitment to have Aboriginal children and families supported by Aboriginal agencies in NSW?**

FACS and the Aboriginal Child, Family and Community Care State Secretariat (AbSec) have been working with key stakeholders such as the Office of the Children's Guardian, the NSW Ombudsman, the Department of Premier and Cabinet, the Association of Children's Welfare Agencies and other Aboriginal OOHC providers to develop capacity building for Aboriginal OOHC organisations through the Aboriginal OOHC co-design project.

- 51. Is the government still committed to Aboriginal community controlled service delivery for child protection and out of home care services? How is it showing this commitment given the limited investment in building new capacity for the service system? We know the government has invested in ensuring existing service capacity is maintained, but this does not allow for new.**

FACS continues to support the transition of Aboriginal children in OOHC to Aboriginal agencies. FACS is consulting with Aboriginal OOHC service providers to create a viable and sustainable service system as part of the OOHC re-contracting process and the Aboriginal OOHC co-design project.

- 52. How is the government supporting the transition of Aboriginal children in OOHC to Aboriginal agencies? This includes FACS and non-Aboriginal agencies supporting Aboriginal children, given the commitment by the former Minister for FACS to have Aboriginal agencies supporting Aboriginal children involved with OOHC.**

Refer to Supplementary Question on Notice 51.



**53. We understand the government is working with Aboriginal agencies through a co-design process for the future of the Aboriginal sector. How much is the government investing to support the outcomes of this process, to ensure meaningful attempts are made to achieve outcomes for Aboriginal children and families in NSW?**

FACS has invested \$300,000 in the Aboriginal OOHC co-design project.

### Permanency

**54. Number of Aboriginal Children and Young People who have been adopted or have begun the process of Adoption**  
**(a) Those adopted by non-Aboriginal people**  
**(b) Those adopted to Aboriginal people**

There were no Aboriginal children and young people adopted in 2014-15.

**55. Number of Aboriginal children and young people who have been transitioned to guardianship orders?**

766 Aboriginal children and young people transitioned to guardianship orders on 29 October 2014 as a result of legislative transitional provisions.

**56. What level of engagement has occurred with Aboriginal communities around guardianship and adoption to ensure that it is an appropriate measure for those communities? Given past policies and practices.**

Feedback from Aboriginal agencies and communities was received following the release of a discussion paper in November 2012 that outlined proposed changes to the child protection system, including the introduction of guardianship orders and changes to adoption provisions.

Representatives from AbSec have been involved in an external working group to develop culturally appropriate guardianship resources including fact sheets, a guardianship assessment framework and an agreed set of guardianship competencies.

FACS continues to work with AbSec.

**57. What savings has the Government made in pursuing Guardianship Orders for children and young people, knowing that there is a need for greater support?**

Guardians receive an allowance, known as a guardianship allowance, to enable them to meet the needs of the child or young person. This allowance is the same rate as the FACS statutory care allowance and is based on the individual needs of the child or young person.

### Contracting

**58. Recontracting of Out-of-Home Care Services for 2015/16 financial year. What are the number of places of Aboriginal children and young people being transferred from Community Services to Aboriginal out-of-home care agencies by District**

From July to September 2015, FACS has transferred 90 Aboriginal children to Aboriginal OOHC providers.

**59. What is the growth numbers for 2015/16 and how does this relate to the original stated target since the commencement of the OOHC transition?**

The transition target for 2015-16 is 1,098 places, which comprises 278 new growth plus 820 existing places estimated to be exited during the year.

**60. We have been informed that the net growth numbers in OOHC for 2015/16 are around 250 places, down from the originally stated 700-odd at the start of transition. Why is there a significant reduction in net growth for OOHC to support children/ young people in need of alternate care?**

Refer to Supplementary Question on Notice 59.

**61. Keeping Them Safe funding – When will the government announce the future of KTS funding, given it is due to expire on 30 June 2016? What consultation process has the government taken in relation to this funding?**

Refer to Supplementary Question on Notice 26.

After care/ leaving care

**62. How much investment has been designated to Aftercare/Leaving Care?**

Refer to Supplementary Question on Notice 37.

**63. How much of this is dedicated to Aboriginal children and young people?**

Refer to Supplementary Question on Notice 38.

**64. How is the government ensuring meaningful outcomes for children and young people leaving care?**

Once a young person in statutory care reaches 15 years of age, FACS works with them and their carers to plan their successful transition to independent living. Plans address a range of areas and may include support provided both before and after leaving care.

Association of Children's Welfare Agencies (ACWA)

**65. I am advised a number of non-Aboriginal organisations are unhappy with the support received from their peak body ACWA.**

- (a) How much funding has the Government invested in ACWA in 2014/15?**
- (b) How much funding has the Government invested in ACWA in 2015/16**
- (c) What was the funding for?**
- (d) How can the Government be sure they are receiving value for money when ACWA member agencies are not satisfied?**

(a) \$1,046,382

(b) \$1,046,382

(c) Funding is provided to ACWA for:

- core peak activities (under the Sector Development Program)
- training delivered through its Centre for Community Welfare Training
- NSW Foster Care Recruitment Initiative
- Best Practice Unit, and
- OOHHC transition projects.

(d) In July 2014, FACS commenced the implementation of the Contract Governance Framework which improves work with non-Government partners. Information regarding the Contract Governance Framework is available on the FACS website.

Aboriginal Child, Family and Community Care State Secretariat (AbSec)

**66. I am advised that the Aboriginal Child, Family and Community Care State Secretariat (AbSec) is maintain its focus on building a strong Aboriginal sector**

- (a) How much funding has the Government invested in AbSec in 2014/15?**
- (b) How much funding has the Government invested in AbSec in 2015/16?**
- (c) What was the funding for?**
- (d) How can the Government be satisfied that this is enough funding to maintain its commitment to Aboriginal people and communities practically given the over-rep. of Aboriginal Children and Young People in NSW.**

(a) \$2,518,505

(b) \$2,741,530

(c) Funding is provided to AbSec for the following activities:

- core peak activities which include representation, policy collaboration and involvement in program planning and reform, and development of AbSec's members to provide culturally appropriate services
- key projects to assist with OOHHC transition to the NGO sector
- Aboriginal services capacity building activities, and
- development of culturally appropriate service models.

(d) FACS maintains its commitment to improving outcomes for Aboriginal people, communities, children and young people by ensuring available funds are used to address the needs of those who are most vulnerable.

Ministerial Office Administration

**67. How many staff are in your ministerial office?**

**(a) What was the average salary for staff members in your office during 2014-15?**

**(b) What is the average salary for a ministerial staffer in your office based on current appointments?**

Ministers' staff numbers and salary bands are available on the DPC website.

**68. How many blackberries/smart phones are assigned to your staff?**

**(a) For each phone, how much was each bill in the past financial year?**

**(b) How many phones have been lost or replaced due to damage in your office?**

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

There were 227 phones in use across all Ministers' offices in 2014/15. The total usage cost of these smart phones and other mobile devices was \$354,992, a 37 per cent reduction on 2008/09 expenditure of \$578,691. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund.

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

**(a) What is the cost of providing iPads or tablets to your Ministerial Office?**

**(b) How many iPads or tablets have been replaced due to lost or damage?**

**i. What was the cost of replacing these devices?**

There were 130 iPads in use across all Ministers' offices in 2014/15. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund.

**70. Did any your or your ministerial staff incur data charges on a mobile phone or tablet device greater than \$1000 for a single billing period?**

**(a) If so, how many times did this occur?**

**i. What was the individual cost of each data charge over \$1000 for a single billing period?**

The total usage cost of mobile devices such as smart phones and iPads across all Ministers' offices including data charges was \$354,992 in 2014/15 a 37 per cent reduction on 2008/09 expenditure of \$578,691.

**71. Has any artwork been purchased or leased for display in your office?**

**(a) What is the cost of this?**

No.

**72. Have any floral displays or indoor plants been hired or leased for display in your ministerial office?**

**(a) If so, what was the cost of these items?**

No.

**73. What is the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals?**

- (a) What are these services/newspapers/magazines/journals/periodicals?**  
**i. Who is the subscriber for each of these?**

The Minister's office subscribes to a modest number of publications, the cost of which is managed within the office's budget.

**74. What was the total value of all gifts purchased for use by you and your office?**

- (a) What were the gifts purchased?**  
**i. Who were they gifted to?**

While Australia is not traditionally a gift giving country and the exchange of gifts is not expected by NSW officials, the Minister will present gifts where diplomacy and goodwill require.

**75. Do you purchase bottled water or provide water coolers for your office?**

- (a) What is the cost of this?**

No.

**76. Can you advise the names of all contractors/consultants employed and/or paid for by your office, under any agreement, contract or fee-for-service arrangement in 2014-15?**

- (a) Do they have ABN's?**  
**i. If so, please provide details?**  
**(b) Details of paid or unpaid invoices and amounts?**  
**(c) Details of services and fees provided by each contractor and or consultant?**

The Ministry did not engage any consultants during 2014/15. Information regarding the use of contractors was recently disclosed in response to a GIPA application and was published on the Department of Premier and Cabinet's disclosure log.

**77. Details of the agreement between your office and any contractors/consultants engaged by your office?**

None.

*Ministerial And Office Travel*

**78. Have any of your overseas trips in the past year been paid for in part or in full by using public money?**

- (a) If so, did any of your relatives or friends accompany you on these trips?**

Details of overseas travel including costs are published on the Department of Premier and Cabinet's website.

- 79. Have you undertaken any official overseas travel that was privately funded?**  
**(a) What were the nature of these trips?**  
**(b) Who paid for these trips?**

No.

- 80. What was the total bill for your office in 2014-15 for:**  
**(a) Taxi hire**  
**(b) Limousine hire**  
**(c) Private hire care**  
**(d) Hire car rental**

Expenditure on taxis across the Ministry in 2014/15 was \$84,257. This compares with 2009/10 expenditure of \$175,776.

- 81. Have you ever used Uber?**  
**(a) If yes, were any of these occasions in an UberX vehicle?**

No.

- 82. Have you or anyone in your office used Uber services travelling to or from work-related events, meetings or functions?**  
**(a) Were any of those services in an UberX vehicle?**

No.

- 83. Have you or anyone in your office sought reimbursement for using Uber services to travel to or from work-related events, meetings or functions?**  
**(a) What is the value of those reimbursements?**

No.

- 84. Have you used Airbnb?**

No.

- 85. Have you or anyone in your office used Airbnb as an accommodation solution whilst travelling on official business?**

No.

- 86. Have any planes or helicopters been chartered by you or your office and paid for with public money?**  
**(a) If yes, will you please detail each trip, the method of transport and the cost?**

I have never chartered a helicopter.

- (a) Expenditure on charter flights for the Ministry totalled \$33,270 in 2014/15. This compares with 2009/10 expenditure of \$282,000.

**87. What non-standard features are fitted to your ministerial vehicle?**

**(a) What is the cost of each non-standard feature?**

None.

Labour Hire Firms

**88. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form:**

- (a) The names of the firms utilised**  
**(b) The total amount paid to each firm engaged**  
**(c) The average tenure period for an employee provided by a labour hire company**  
**(d) The longest tenure for an employee provided by a labour hire company**  
**(e) The duties conducted by employees engaged through a labour hire company**  
**(f) The office locations of employees engaged through a labour hire company**  
**(g) The highest hourly or daily rate paid to an employee provided by a labour hire company**

The Premier and Cabinet Cluster uses Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required. There are no central records maintained, with operations authorised to make such arrangements, subject to their overall employment expense budget.

Media And Public Relations

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

None.

**90. What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?**

\$0.

**91. What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?**

The NSW Government purchases all commercial media monitoring centrally through the Department of Premier and Cabinet which delivers significant savings through aggregated procurement. The total cost of the whole of government service in 2014/15 was \$1,775,042 compared to \$3.7m in 2009/10.

92. **Have you had media training or speech training?**  
**(a) If yes, who paid for it?**  
**(b) If paid by taxpayers, what was the amount?**

No.

*Consultants, Lobbyists And Former Parliamentarians*

93. **Have you, your office or your Departmental Officers had any meetings with former MP Chris Hartcher in the time since he has left the Parliament?**  
**(a) Who attended those meetings?**  
**(b) What was the nature of those meetings?**  
**(c) What was discussed?**  
**(d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

94. **Have you, your office or your Departmental Officers had any meetings with former MP Andrew Stoner in the time since he has left the Parliament?**  
**(a) Who attended those meetings?**  
**(b) What was the nature of those meetings?**  
**(c) What was discussed?**  
**(d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

95. **Have you, your office or your Departmental Officers had any meetings with former MP Tim Owen in the time since he has left the Parliament?**  
**(a) Who attended those meetings?**  
**(b) What was the nature of those meetings?**  
**(c) What was discussed?**  
**(d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

96. **Have you, your office or your Departmental Officers had any meetings with former MP Craig Baumann in the time since he has left the Parliament?**  
**(a) Who attended those meetings?**  
**(b) What was the nature of those meetings?**  
**(c) What was discussed?**  
**(d) Were any records of those meetings kept?**



Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

97. **Have you, your office or your Departmental Officers had any meetings with former MP Andrew Cornwell in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

98. **Have you, your office or your Departmental Officers had any meetings with former MP Chris Spence in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

99. **Have you, your office or your Departmental Officers had any meetings with former MP Darren Webber in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

100. **Have you, your office or your Departmental Officers had any meetings with former MP Garry Edwards in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

101. **Have you, your office or your Departmental Officers had any meetings with former MP Bart Bassett in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Information regarding scheduled meetings held with stakeholders, external organisations and individuals are published in accordance with Memorandum 2015-07 Publication of Ministerial Diaries.

102. **Has the consultancy company Premier State done any consultancy work for the Department? If so what projects was Premier State consulted on?**
- (a) What was the cost of the consultancy work for each project?**
  - (b) Was there a tender process for these projects?**

No.

103. **Does Premier State currently have any contract work with the Departments/agencies under your portfolio responsibility?**
- (a) If yes, what is their role in the project?**

No.

#### Consulting

104. **How much have the Department/agencies under your portfolio responsibility spent in legal costs?**
- (a) For what specific purposes or matters was legal advice sought?**

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

105. **Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice:**
- (a) Social media**
    - (b) And the cost of these services**
  - (b) Photography**
    - i. And the cost of these services**
  - (c) Acting training**
    - i. And the cost of these services**
  - (d) Ergonomics**
    - i. And the cost of these services**

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

#### Department/Agency Administration

**106. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2014-15?**

**(a) Of these redundancies, how many were:**

- i. Voluntary**
- ii. Forced**

**(b) What was the total cost of all redundancies?**

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. The number of voluntary redundancies achieved by May 2015 was almost double the Government's original target of 5,000 positions by June 2015, as announced in the 2011/12 Budget. The Labour Expense Cap introduced in the 2012/13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

**107. Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the agency with which they were formerly employed?**

**(a) What was the nature of these works/services?**

**(b) What was the total cost of these works or services?**

Refer to Supplementary Question 106.

**108. Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?**

No.

**109. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2014-15?**

**(a) What were the reason/s for each dismissal?**

Refer to Supplementary Question 106.

**110. How much was spent on corporate hospitality by Departments/agencies within your portfolio responsibilities during 2014-2015?**

\$816,000. Major activities resulting in hospitality costs included:

- A series of Property Tenancy Management and Community Conferences funded by the Commonwealth through the National Partnership Agreement on Remote Indigenous Housing (NPARIH). This initiative will continue to grow in future years in accordance with Commonwealth milestone targets.

- Various training sessions associated with the implementation of improved practice standards for caseworkers.

**111. How much was spent on indoor plant hire and maintenance by Departments/agencies within your portfolio responsibilities during 2014-2015 year?**

Information regarding maintenance expenditure is available in Agency Annual Reports.

**112. How much did Departments/agencies within your portfolio responsibilities spend on restaurant bills during the year 2014/2015?  
(a) How much of these bills were alcohol?**

This information is not readily available within our existing systems. The nature of the transaction itself would require significant resources to determine the total amount expended on restaurant bills paid for by the Department/agencies. The majority of restaurant bills expended by the Department/agencies are travel-related in nature. Significant numbers of staff are required to travel within NSW to provide services to clients and to attend courses, conferences, meetings and events.

(a) FACS does not reimburse staff for the cost of alcoholic beverages.

**113. Were instances of internal fraud detected by Departments/agencies within your portfolio responsibilities during 2014-2015?  
(a) What was the sum total of any such fraud and what was the result of any investigations?**

Three cases of fraud by FACS employees were sustained through formal investigation in 2014-15.

The sum total value of the fraud is not available.

**114. How large is the Department's vehicle fleet?  
(a) What is the composition of this fleet in terms of engine size?  
(b) How many of the fleet were involved in an accident during the year 2014-2015?  
(c) What was the total cost of insurance claims and repairs?**

(a) The Department of Premier and Cabinet leases vehicles in accordance with the NSW Motor Vehicle Policy to provide road transport services for approved users. Insurance is provided under Treasury Managed Fund arrangements. Approved users include, but are not limited to the Governor, Ministry, Opposition Leader and the Presiding Officers.

(b) 31 accidents in 2014/15. This compares to 55 accidents in 2009/10.

(c) \$91,808 in 2014/15. This compares to \$147,173 in insurance claim costs in 2009/10.

**115. How much did departments/agencies spend on newspaper and journal subscriptions during 2014-2015?**

\$49,436.

**116. How many SES employees are employed within departments/agencies under your ministerial portfolio?**

**(a) What is their remuneration band?**

**(b) For each SES employee, how many have:**

**i. 0 staff reporting to them;**

**ii. less than 2 staff reporting to them; and**

**iii. less than 5 staff?**

Information regarding SES employees is available in agency annual reports.

**117. How many sick days, leave days or days attributable to workers compensation were lost for each department/agency within your portfolio responsibility during 2014-15 for:**

**(a) workplace bullying;**

**(b) stress leave; and**

**(c) sick leave?**

Sick leave results by cluster are presented in the Public Service Commission's Workforce Profile Report, published on the PSC web page.

**118. Do any of the departments/agencies under your portfolio area employ actors for staff training?**

**(a) If so, what is:**

**i. the size of the contract for the provision of actors for staff training in your departments?**

**ii. the term of the contracts for the provision of actors for staff training in your departments?**

**iii. the tender numbers for each of the contracts?**

No.

*Department/Agency Travel*

**119. What was the total expenditure in 2014-15 by Departments/agencies within your portfolio on:**

**(a) Taxi hire**

**(b) Limousine/private car hire**

**(c) Hire car rental.**

This information is available in the Annual Report.

**120. Do the Departments/agencies within your portfolio have a policy on utilising Uber services for travel on official business?**

No.

**121. Have staff in your Department/agencies either paid for with departmental funds or been recompensed for official travel using Uber services?  
(a) Were any of these payments for UberX services?**

This information is not available.

**122. Have staff in your Department/agencies either paid for with departmental funds or been recompensed for official travel using Airbnb services?**

This information is not available.

**123. Did any officers within departments/agencies under your ministerial portfolio use charter aircraft during the year 2014-2015?  
(a) If so what was the purpose and cost?**

Yes.

(a) One charter flight was evaluated as a safer travel option for a child with behavioural issues as opposed to a commercial flight. The child was accompanied by FACS officers. The cost of the charter flight was \$2,730.

Departmental/Agency IT

**124. Do the Departments/agencies within your portfolio have an iTunes account?**

**(a) What was the total expenditure in 2014-15 on iTunes?**

**i. What applications/subscriptions/services were purchased through iTunes?**

FACS does not have an iTunes account.

**125. Do the Departments/agencies within your portfolio have an Android account?**

**(a) What was the total expenditure in 2014-15 on Android?**

**i. What applications/subscriptions/services were purchased through Android?**

FACS does not have an Android account.

**126. How many Department/agency mobile phones, tablets and laptops were replaced due to loss or damage during 2014-2015?**

**(a) What was the total cost of replacing these items?**

40 mobile phones, tablets and laptops were replaced due to loss or damage.

(a) \$20,448.

127. **Did any staff within Departments/agencies within your portfolio responsibilities incur data charges on a mobile phone or tablet device greater than \$1000 for a single billing period?**

**(a) If so, how many times did this occur?**

**i. What was the individual cost of each data charge over \$1000 for a single billing period?**

No.

Efficiency Dividend

128. **What was the efficiency dividend required of the department in the 2014/15 financial year?**

In the 2015-16 Budget, the Government has committed to deliver savings by implementing further efficiency and savings measures as well as policies to eliminate duplication in Government operations and reduce procurement costs. Savings measures are detailed in the Budget Papers.

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. The number of voluntary redundancies achieved by May 2015 was almost double the Government's original target of 5,000 positions by June 2015, as announced in the 2011/12 Budget. The Labour Expense Cap introduced in the 2012/13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

129. **What is the efficiency dividend required of the department in the 2015/16 financial year?**

Refer to Supplementary question 128.

130. **What savings measures were implemented by the Department for:**

**(a) 2014/15 financial year**

**(b) 2013/14 financial year**

**(c) 2012/13 financial year?**

(a-c) Procurement

Efficiency

Labour Expense Cap

131. **What actual savings were achieved by each strategy in:**

**(a) 2014/15 financial year**

**(b) 2013/14 financial year**

**(c) 2012/13 financial year?**

Refer to Supplementary question 128.

132. **What reduction of staff occurred and at what cost as a result of each strategy in:**
- (a) 2014/15 financial year**
  - (b) 2013/14 financial year**
  - (c) 2012/13 financial year?**

Refer to Supplementary question 128.

133. **For the 2015/16 financial year:**
- (a) What savings measures will the Department save?**
  - (b) What is the expected saving to be achieved for each measure?**
  - (c) Will they require a reduction in staffing?**
  - (d) How many positions within the Department remain unfilled due to the imposition of savings measures?**

Refer to Supplementary question 128.

#### **Questions from Ms Jan Barham MLC**

##### *Statutory child protection and early intervention*

134. **The Budget papers for earlier intervention services (Budget Estimates p. 3-9) have had the funds, staff and services from the Office for Communities and Multicultural NSW added into the 2015-16 figures. Total expenses are listed as \$337.4m but the footnotes suggest that this includes \$57.3m for Office of Communities and \$10.7m for Multicultural NSW.**
- (a) Can you indicate whether the actual budget for targeted earlier intervention services, consistent with the definition that existed in previous budgets, is around \$269.4 million? If not, what is the correct amount?**
  - (b) If the early intervention budget is \$269.4 million, it appears this is approximately a 2% increase on the amount budgeted for 2014-15 after adjusting for inflation. Given the mounting evidence that early intervention helps to prevent problems and saves money, and given the continuing increase in the number of children in out-of-home care and the rising costs of that care, why isn't the Government significantly increasing investment in the services that can prevent risk of significant harm and improve the safety and wellbeing of vulnerable people and families?**
- (a) The Budget Papers reflect total expenses of \$337.4 million which is made up of \$57.3m for Office of Communities, \$10.7m for Multicultural NSW and \$269.4m for targeted earlier intervention services.



The current FACS budget represents a significant investment in targeted earlier intervention. Currently, FACS is engaged in a Targeted Earlier Intervention Program Reform.

- (b) Other government agencies have invested heavily in prevention and early intervention activities and programs that support vulnerable children, young people and families, preventing risk of significant harm and improving their safety and wellbeing.

135. **Given that the proportion of children reported a risk of significant harm (ROSH) who receive a face-to-face assessment remains very low (28% in the June 2015 caseworker dashboard figures), what are you doing to identify the obstacles to increasing this rate and ensure that appropriate assessment of risk takes place?**

Information regarding FACS initiatives to increase the number of face-to-face responses for children at risk of significant harm is available on the FACS website.

#### Child sexual assault in Aboriginal communities

136. **Given that the Government has not provided any formal or public response to the Ombudsman's January 2013 report on *Responding to child sexual assault in Aboriginal communities*, can the Minister please provide an update on the Government's support for and implementation of the report's 93 recommendations?**

The NSW Government released the report *Responding to Child Sexual Assault in Aboriginal Communities: NSW Government's Progress Report to the 2012 Ombudsman's Report* in June 2015. The report is available on the FACS website at <http://www.facs.nsw.gov.au>

#### Contracting and auditing issues

137. **The Government indicated it was going to give further consideration to implementing "follow the dollar" provisions as recommended by both the Community Services and Public Accounts Committees in separate inquiries. Are you able to give any update about whether the Government intends to implement a framework that would allow the Auditor-General's office and other processes to assess performance where government funds are being used to deliver services through non-government organisations?**

The NSW Government will provide appropriate consideration to recommendations made by Parliamentary Committees. The Government is committed to ensuring government funds are utilised in the most effective way.

138. **In response to a supplementary question last year it was indicated that FACS was rolling out a new Contract Governance Framework across**

**Community Services funding programs and Specialist Homelessness Services. Can you update us on the rollout of this framework and whether any issues have been identified with service delivery and risk?**

Information regarding the Contract Governance Framework is available on the FACS website at [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au)

National Partnership Agreement on Homelessness

**139. Has the funding for 2015-16 from the latest 2-year extension to the National Partnership Agreement on Homelessness been allocated?**

**(a) If so, how have the funds been assigned?**

**(b) If not, when will the funds be allocated what is being done to avoid a repeat of last year's delay and uncertainty when funds weren't allocated until more than halfway through the financial year, and how is the Government ensuring the funds go to address areas where need is greatest?**

No.

(a) Not applicable.

(b) The allocation of funding to programs and services in NSW is outlined in the National Partnership Agreement on Homelessness 2015–17 Project Plan.

**140. Given that the federal government's commitment to this partnership agreement has been short-term and hasn't tended to keep pace with inflation, what is the NSW Government doing to lock in a long-term partnership to ensure housing and homelessness are addressed across all levels of government?**

The NSW Government is committed providing homelessness support to vulnerable people. The Government is working closely with the Commonwealth Government and other States and Territories to agree longer term roles, responsibility and funding for social housing and homelessness as part of the Reform of Federation White Paper process.

Youth Homelessness

**141. Under the NSW Government's Homelessness Youth Assistance Program, crisis accommodation centres are being funded to provide temporary housing for children aged 12-15. They are effectively undertaking the same role as residential care facilities, but with around half the funding on a per child basis. What measures are in place to ensure these crisis accommodation centres are child safe and provide adequate trauma-informed support for children despite the limited funding?**

Services funded through the Homeless Youth Assistance Program (HYAP) are required to ensure the safety and wellbeing of children and young people by delivering services that meet 'duty of care' responsibilities and minimise and manage risks to children and young people. All HYAP services are required to

be Child Safe Organisations, as defined by the Office of the Children's Guardian, and are required to provide trauma-informed services.

**142. The NSW Government's Homelessness Youth Assistance Program Service Guidelines refer to transitioning homeless children aged 12-16 to 'independent living'.**

**(a) Do you believe 12 and 13 year old children are ready for 'independent living'?**

**(b) Given the program only funds accommodation for three months, what funding is available for longer-term housing support for these children?**

(a) The primary objective of the Homelessness Youth Assistance Program (HYAP) is to work with children and young people towards reconnecting them with family, kin or wider support networks, where this is appropriate.

(b) There are no time limits that restrict the duration of HYAP support and accommodation. The duration of support and assistance received varies from client to client depending on their needs.

#### OCHRE Aboriginal Affairs Strategy

**143. Has the Department of Family and Community Services allocated any funds to the Government's Opportunity, Choice, Healing, Responsibility, Empowerment (OCHRE) program/initiatives?**

**(a) If so how much, and for what initiatives?**

FACS supports the implementation of OCHRE programs and initiatives. There is no separate budget allocation for this purpose.

#### Out-of-Home Care (OOHC)

**144. What are the OOHC transition targets for 2015-16 for Aboriginal and non-Aboriginal children?**

The OOHC transition target for transfers within five years, up to December 2016, is 6,800.

**145. Noting the Auditor-General's report on *Transferring out-of-home care to non-government organisations* which was released on 2 September 2015, and which recommends that FACS "develop, in collaboration with the Aboriginal community, a clear strategy for delivering out-of-home care services for Aboriginal children":**

**(a) What targets and strategies had been put in place for the establishment of Aboriginal NGOs to work with Aboriginal child placements?**

**(b) Have the targets been met?**

**(c) What progress has been made in implementing these strategies and has there been any revision to FACS's work in this area?**

**(d) Has any analysis or modelling been conducted in relation to the development of the Aboriginal NGO sector?**

- (a) Refer to Supplementary Question on Notice 53.
- (b) The Aboriginal OOHC care co-design project has not reached its implementation phase to date.
- (c) Refer to Supplementary Question on Notice 51.
- (d) Refer to Supplementary Question on Notice 51.

Community Services accreditation

**146. Does Community Services as an agency retain interim accreditation from the Children's Guardian and, if so, when is this interim accreditation due to expire?**

Yes. FACS' interim accreditation will expire 31 July 2016.

More information is available on the Office of the Children's Guardian's website.

**147. Which services delivered by Community Services and/or Community Services Centres have obtained accreditation?**

Refer to Supplementary Question on Notice 146.

**148. Which services delivered by Community Services and/or Community Services Centres are continuing to work toward accreditation and what progress has been made in meeting accreditation requirements?**

All 15 FACS Districts are working towards meeting minimum compliance with the *NSW Standards for Out-of-Home Care*.

**Questions from Dr Mehreen Faruqi MLC**

KPMG Going Home Staying Home (GHSH) Post-Implementation Review 2015 Final Report

**149. Given the enormous scale of the Going Home Staying Home program, how did the Government determine the following:**

- (a) the timeframe of the process and
- (b) both the sector's and FACS' readiness to ensure a satisfactory transition within such a critical service?

- (a) The timeline was determined by the release of the consultation paper, *Future Directions for Specialist Homelessness Services* and consultations with stakeholders.
- (b) The details of the transition were decided through consultation with the homelessness services sector, FACS Districts and reform governance groups, including the Sector Reference Group (comprising the six main peak representative bodies involved in homelessness).

150. **Homelessness intersects a number of different government portfolios including Health, Education, Disability Services, Justice and Police.**  
(a) **What input did FACS seek from these departments in the development of the Going Home Staying Home tender and assessment process?**

(a) Representatives from government portfolios, including Aboriginal Affairs, Corrective Services, Education, Ageing Disability and Homecare, Fair Trading, Health, Juvenile Justice, and Police are members of the NSW Homelessness Interagency Committee. The Committee was regularly briefed and consulted about the Going Home Staying Home reforms.

151. **What changes has the Government made to the Going Home Staying Home Program since the KPMG report was received by the Government?**

The KPMG *Going Home Staying Home Post Implementation Review Final Report* identifies lessons learned that have informed the Specialist Homelessness Services Monitoring and Evaluation Strategy. Lessons learned from the Report will be considered in future reforms.

Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy is available on the FACS website.

#### Overnight Intake in Women's Refuges

152. **During the tender and assessment process for Going Home Staying Home was the difference between operational hours of a service and intake hours of a service taken into consideration?**

(a) **Were these two factors considered separately?**

(b) **Was the provision of overnight intake services included as an assessment criteria as part of the Going Home Staying Home tender process?**

i. **If not, why not, considering domestic violence is one of the leading causes of homelessness in NSW?**

ii. **If yes, what data did the Department of Family and Community Services and Housing NSW use to determine the number of NSW women's domestic violence services, in particular women's refuges, providing overnight intake services in order to ensure there would be no gap in these services?**

a. **How did this data inform the Going Home Staying Home tender process?**

b. **Did the tender process take into account which services would provide overnight intake?**

(a) The Going Home Staying Home reform enables specialist homelessness services providers to be flexible in their approach to delivering outcomes for clients. Tender assessments were based on providers putting forward flexible, client-centred approaches to service provision and service delivery models that demonstrated their capacity to respond to the different circumstances and levels of need of their client target groups.

(b) As above.

153. **Comparing service provision before and after the Going Home Staying Home program was implemented, has there been a reduction in the provision of overnight intake services especially for women and children fleeing domestic violence situations?**

Data is not available on the provision of overnight intake services for the previous (i.e. pre-Going Home Staying Home) service system.

154. **How many services/refuges in the Sydney Region are able to accept a woman fleeing a domestic violence situation overnight**  
**(a) As of July 2015**  
**(b) As of December 2014**  
**(c) As of July 2014**  
**(d) As of December 2013**

(a). Seven and Link2home, (a service which is available 24 hours a day, seven days a week, every day of the year).

(b). As above.

(c). Data not available.

(d). Data not available.

155. **Is the Government able to know at any given time how many beds there are for women escaping domestic violence?**

Information regarding the Vacancy Management System is available on the FACS website.

156. **Are women who are escaping domestic violence ever put in a hotel room instead of a refuge if there are no beds available?**  
**(a) If so, what support is given to women who are put in hotels?**

Yes. Everyone who requests assistance from a specialist homelessness service because they are affected by domestic and family violence is assessed, offered support and either given accommodation, if available, or referred to alternative support and accommodation providers. Temporary Accommodation, including hotel rooms, has always been used for this purpose.

(a) Specialist homelessness services are funded to deliver support to clients in all accommodation situations, including Temporary Accommodation.

157. **Is FACS currently analysing 'real-time data' for refuge accommodation for women and children to more adequately design and resource a service system that meets the immediate needs of high risk groups?**

Information regarding the Vacancy Management System is available on the FACS website.

Service Support Fund

158. **How many organisations applied for the Service Support Fund?**

33.

159. **How many organisations were successful in securing funding under the Service Support Fund?**

31 however one provider declined the offer of Service Support Fund funding after being advised their application was successful.

160. **How many organisations were unsuccessful in securing funding under the Service Support Fund?**

Two.

161. **How many organisations were advised that they were ineligible to apply for the Service Support Fund?**

24.

162. **Was Blue Gum Housing advised that they were ineligible to apply for the Service Support Fund?**

(a) **If yes, why wasn't their proven record of high quality service taken into account?**

(b) **Why were they advised that their SSF application was 'creating a perverse incentive' by FACS?**

(c) **Was their service taken over by one of the GSH preferred providers? If so, who and what services?**

Yes.

(a) The Service Support Fund was for unsuccessful tenderers only. Blue Gum Housing was a partner in two successful tenders.

(b) Blue Gum Housing was a partner in two successful tenders.

(c) Yes. Clients and properties were transferred to two services - the *Nepean Blue Mountains Family Homelessness and Housing Support Service* provided by lead agency Mission Australia in partnership with Blue Mountains Family Support Service, Boystown, Hawkesbury Community Services and Mission Australia Housing; and the *Nepean Blue Mountains Domestic and Family Violence Homelessness, Accommodation and Support Service*, provided by lead agency West Connect Domestic Violence Services in partnership with Wentworth Community Housing Ltd.

Joint Working Agreements (JWA)

163. **What monitoring and evaluation is in place to ensure Joint Working Agreements between organisations who may have felt pressed to enter**

**into partnerships under the Going Home Staying Home are in fact working towards the best interests of the sector?**

Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy is available on the FACS website at <http://www.housing.nsw.gov.au/>

164. **If they are found to be negatively impacting on service provision will FACS revise these agreements to allow women only refuges and services to operate autonomously?**

Refer to Supplementary Question on Notice 163.

*Men's Telephone Counselling and Referral Service*

165. **With regards to the Men's Telephone Counselling and Referral Service which commenced in November 2013, and reports directly to FACS.**
- (a) **What proportion of the \$2.3 million funding Minister Goward announced in June, is for 2015-2016?**
  - (b) **Will there be independent monitoring and evaluation to assess the effectiveness of this service?**
  - (c) **Has any evaluation been done to date? Who is undertaking this evaluation?**
  - (d) **What measures and indicators are in place to be able to assess effectiveness?**
  - (e) **Will the number of successful referrals from the service be one of these measures?**
  - (f) **What types of services are callers being directed to? Is this list publicly available? Is there any follow up?**
  - (g) **What analysis has been undertaken to determine how many people are using this service and what percentage of calls taken are from perpetrators, victims and concerned family members?**

This question should be referred to Women NSW and NSW Health respectively.

*Nudge Unit/Behavioural Insights Unit involvement in relation to Domestic Violence and Homelessness programs and strategies within the Department of Family and Community Services*

166. **Regarding the FACS Roundtable on 4 June 2014 organised by the Department of Premier and Cabinet's Behavioural Insights Unit with Professors Bohnet and Bazerman from Harvard University**
- (a) **What projects were discussed during this Roundtable?**
  - (b) **Were any of these projects related to the Domestic Violence and Homelessness programs and strategies with the Department of Family and Community Services?**
    - i. **If yes, was Going Home Staying Home one of these projects?**
  - (c) **Has the Behavioural Insights Unit been engaged to work or advise**



**on any other projects or funding models within the Department of Family and Community Services since their inception in October 2012?**

- (d) If so, did they work or advise on the Going Home, Staying Home set of programs?**
- i. If yes, what experience did the Behavioural Insights Unit have in relation to Domestic Violence prevention and support programs**
  - ii. What experience did the Behavioural Insights Unit have in relation to Homelessness ?**

- (a) The meeting discussed how behavioural insights methodologies had been applied to family and communities services portfolio issues internationally.
- (b) No.
- (c) The Department of Premier and Cabinet's Behavioural Insights Unit has been working with FACS to address non-payment of rent by social housing tenants.
- (d) No.

*Link2Home and DV Assistance Hotlines*

**167. Link2Home is a homelessness information and referral service**

- (a) How much was allocated to the Link2Home hotline in the 2014-2015 budget?**
- (b) What is the average waiting time for an answer on Link2Home?**
- (c) What is the range (minimum to maximum) waiting time for an answer on the Link2Home?**
- (d) In 2014/2015, how many calls were made to the Link2Home service?**
  - i. How many of these calls were answered?**
- (e) In 2014/2015, how many callers hung up before they spoke to someone?**
- (f) In 2014/2015, how many callers hung up after their call was answered but before they had been referred or had their questions answered?**

- (a) \$3,204,475
- (b) All calls are answered immediately by an automatic answering machine.
- (c) All calls are answered immediately and placed in a queue where the maximum waiting time is 3 minutes.
- (d) 147,968 calls were made to the Link2Home service.
  - i. All calls were answered.
- (e) No call is left unanswered through Link2Home.
- (f) The Link2Home service does not record this data.

**168. DV Assistance line is specifically for those suffering from domestic and family violence in NSW. \$1.6 million in the 2015-2016 budget has been allocated to continue funding to the Domestic Violence Assistance Line.**

- (a) How much was allocated in the 2014-2015 budget?**
- (b) How much was allocated in the 2013-2014 budget?**

- (c) What is the average waiting time for an answer on the Domestic Violence Assistance Line?
  - (d) What is the range (minimum to maximum) waiting time for an answer on the Domestic Violence Assistance Line?
  - (e) In 2014/2015, how many calls were made to the Domestic Violence Assistance Line?
    - i. How many of these calls were answered?
  - (f) In 2014/2015, how many callers hung up before they spoke to someone?
  - (g) In 2014/2015, how many callers hung up after their call was answered but before they had been referred or had their questions answered?
- (a) \$1,572,447
  - (b) \$1,540,433
  - (c) In 2014-15, the average waiting time was 1 minutes and 10 seconds.
  - (d) In 2014-15, the wait time ranged depending on staffing levels.
  - (e) 23,660 calls were made to the NSW Domestic Violence Line.
  - (f) 3,550 calls heard a recorded message offering assistance but chose not to speak to anyone.
  - (g) The NSW Domestic Violence Line does not record this data.

Monitoring and Evaluation of Going Home, Staying Home Program

169. Was a monitoring and evaluation framework in place before commencement of the Going Home Staying Home Program?
- (a) If yes, how were the indicators selected?
  - (b) If no, why did the Government undertake a significant project without a monitoring and evaluation framework?
  - (c) Were any new indicators developed that were not being used to monitor the impact of FACS or FACS funded programs on either homelessness or specialist women's services prior to the implementation of the GSHS program?
    - (a) Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy is available on the FACS website at <http://www.housing.nsw.gov.au>
    - (b) As above.
    - (c) As above.
170. Was there a baseline study undertaken before the reform?
- (a) If yes, is this study publically available?
  - (b) If not, why was a baseline study not undertaken?

The reform of the specialist homelessness services (SHS) system, including the new service delivery framework, was based on significant evidence and studies from a range of sources, including the NSW Homelessness Action Plan evaluations and other literature, the Resource Allocation Model (RAM) developed by Deloitte Access Economics and state-wide consultations.

- (a) Information regarding Specialist Homelessness Services is available on the FACS website at <http://www.housing.nsw.gov.au>

(b) Baseline client data is available via the Australian Institute of Health and Welfare.

171. **Were any new indicators developed for monitoring and evaluation as part of the Going Home Staying Home Program?**  
**(a) If yes, what indicators were developed?**

Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy is available on the FACS website at <http://www.housing.nsw.gov.au>

172. **When does the Government intend on releasing a report on the impact of the Going Home, Staying Home Program on women escaping domestic violence, service providers and workers?**

Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy, including reporting, is available on the FACS website at <http://www.housing.nsw.gov.au>

173. **Has any monitoring and reporting data collected since the implementation of the Going Home, Staying Home program been used to inform changes to the program?**  
**(a) If yes, what changes have been made?**

Information regarding the Specialist Homelessness Services Monitoring and Evaluation Strategy is available on the FACS website at <http://www.housing.nsw.gov.au>

*Ombudsman's report – Child sexual assault in Aboriginal communities*

174. **It's almost 3 years since the Ombudsman's report on Responding to child sexual assault in Aboriginal communities with its 93 recommendations following an audit of the Interagency Plan was released. What has the Government done in implementing the report and when will the Government be releasing a public response to the report?**

Refer to Supplementary Question on Notice 136.

*Child protection*

175. **The Budget papers for earlier intervention services (Budget Estimates p. 3-9) have had the funds, staff and services from the Office for Communities and Multicultural NSW added into the 2015-16 figures. Is the actual budget for early intervention services around \$269 million?**  
**(a) If so, this is around a 2% increase on the amount budgeted for 2014-15 after adjusting for inflation. Given the mounting evidence that early intervention helps to prevent problems and saves money, and given the continuing increase in the number of children in out-of-home care and the rising costs of that care, why isn't the Government significantly increasing investment in the services that can prevent**

**risk of significant harm and improve the safety and wellbeing of vulnerable people and families?**

Refer to Supplementary Question on Notice 134.

176. **Given that the proportion of children reported a risk of significant harm (ROSH) who receive a face-to-face assessment remains very low (27% in the March caseworker dashboard figures), what us the Government doing to identify the obstacles to increasing this rate and ensure that appropriate assessment of risk takes place?**

Refer to Supplementary Question on Notice 135.

*Follow the Dollar and Contract Governance Framework*

177. **The Government indicated it was going to give further consideration to implementing “follow the dollar” provisions as recommended by both the Community Services and Public Accounts Committees in separate inquiries. Are you able to give any update about whether the Government intends to implement a framework that would allow the Auditor-General’s office and other processes to assess performance where government funds are being used to deliver services through non-government organisations?**

Refer to Supplementary Question on Notice 137.

178. **In response to a supplementary question last year you indicated that FACS was rolling out a new Contract Governance Framework across Community Services funding programs and Specialist Homelessness Services. Can you update on the rollout of this framework and whether any issues have been identified with service delivery and risk?**

Refer to Supplementary Question on Notice 138.

*National Partnership Agreement on Homelessness (NPAH)*

179. **Has the funding from the extension to the National Partnership Agreement on Homelessness (2-year extension, \$30m this year plus \$5m rolled over) been allocated, and if so how were the funds assigned? If not, when will the funds be allocated what is being done to avoid a repeat of last year’s delay and uncertainty and how is the Government ensuring the funds go to address areas where need is greatest?**

Refer to Supplementary Question on Notice 139.

180. **Given that the federal government’s commitment to this partnership agreement has been short-term and hasn’t tended to keep pace with inflation, what is the NSW Government doing to lock in a long-term**

**partnership to ensure housing and homelessness are addressed across all levels of government?**

Refer to Supplementary Question on Notice 140.

### **Questions from Mr David Shoebridge MLC**

#### Risk of harm reports

**181. What is the average time in which a risk of harm report is addressed and resolved by the department in the period since 1 January 2014?**

Information regarding risk of harm reports is available on the FACS website at <http://www.facs.nsw.gov.au>

**182. What has been the longest time in which a risk of harm report has been resolved in the period since 1 January 2014?**

Refer to Supplementary Question on Notice 181.

**183. What is the average time in which a risk of harm report is addressed and resolved by the department where the risk of harm report is the second (or further) report against the same carer in the period since 1 January 2014?**

Refer to Supplementary Question on Notice 181.

**184. What has been the longest time in which a risk of harm report has been resolved by the department where the risk of harm report is the second (or further) report against the same carer in the period since 1 January 2014?**

Refer to Supplementary Question on Notice 181.

## **SOCIAL HOUSING PORTFOLIO**

### **SUPPLEMENTARY QUESTIONS ON NOTICE**

#### **BUDGET ESTIMATES 2015/16**

**Questions from the Hon Shaoquett Moselmane MLC [on behalf of the NSW Labor Opposition]**

#### Vacant bedroom charge

**185. For the last financial year, how many households has the NSW Government approached regarding the Vacant Bedroom Charge?**

935 households.

186. **For the last financial year, in which suburbs has the NSW Government approached households regarding the Vacant Bedroom Charge?**

A range of suburbs across NSW.

187. **For the last financial year, how many households have chosen to consider relocation rather than pay the Vacant Bedroom Charge?**  
**(a) How many have actually relocated?**

477 households considered relocation rather than pay the Vacant Bedroom Charge including some approached in 2013-14.

(a) 144 households relocated in 2014-15.

188. **For the last financial year, how many households have chosen to pay the Vacant Bedroom Charge and remain in their homes?**

675 households.

189. **How much additional revenue has the NSW Government collected due to the Vacant Bedroom Charge policy?**

\$1.95 million to 30 June 2015.

*Social Housing Terminations*

190. **How many complaints has FACS Housing received regarding anti-social behavior of its tenants in each of the following years:**

**(a) 2014-15?**

**(b) 2013-14?**

**(c) 2012-13?**

**(d) 2011-12?**

**(e) 2010-11?**

Complaints regarding nuisance and annoyance or anti-social behaviour by tenants received by FACS Client Feedback Unit were as follows:

(a) 2,344 complaints

(b) 1,231 complaints

(c) 2,018 complaints

(d) Reliable data prior to 2012-13 is not available

(e) Reliable data prior to 2012-13 is not available.

191. **How many “notices of termination” did FACS Housing issue to tenants in the last year?**

**(a) What percentage of these were not related to rent arrears?**

FACS does not record the number of notices of terminations issued.

192. **How many applications for “termination and vacant possession” orders did FACS Housing make to NCAT in the last year?**  
**(a) How many applications were under ss90 and 91 of the Residential Tenancies Act?**

Data on applications made to the NSW Civil and Administrative Tribunal are maintained by the Tribunal.

193. **How many “termination and vacant possession” orders were made by NCAT in FACS Housing’s favour in the last year? How many of these were under ss90 and 91 of the Residential Tenancies Act?**

Data on orders made by the NSW Civil and Administrative Tribunal are maintained by the Tribunal.

194. **Since the changes to succession policy on 25 March 2013, how many applications have been made for recognition as a tenant?**  
**(a) How many of those applications are successful?**  
**(b) Of those applicants who were not successful, how many subsequently applied for priority housing assistance through Housing Pathways?**

Over 1,500 applications to 31 July 2015.

- (a) Fewer than 1000.  
(b) Fewer than 40.

#### *Sale of public housing at Millers Point*

195. **Since the March 2014 announcement that Social Housing properties in Millers Point are to be sold, how much money has been spent on repairs and other work on vacant properties at Millers Point in preparation for their sale?**

Information regarding maintenance expenditure will be available in the FACS 2014/15 Annual Report.

196. **How much money has been spent on repairs and maintenance at the Sirius public housing building in The Rocks over the past 10 years?**

Information regarding maintenance expenditure in Millers Point will be available in the FACS 2014/15 Annual Report.

197. **How and when will the Sirius Building in the Rocks be sold?**

The NSW Government has made the decision to sell public housing properties in Millers Point and The Rocks in a two year timeframe, subject to getting fair value for taxpayers.

198. **Has the government received any expressions of interest or proposals from property developers regarding this site, and if so, what are the details of these proposals?**

The NSW Land and Housing Corporation (LAHC) has not received any expressions of interest or proposals from property developers.

**199. Where has funding received from the sale of Millers Point been invested?**

To date, 99 new housing units funded through the sale of properties at Millers Point is already underway in Lurnea, Condell Park, Padstow, Warilla, Mount Warrigal, Chester Hill, Yagoona, Gymea, Kingswood, Casula, Beverly Hills and Miranda.

**200. How many new properties have been added to the social housing portfolio as a result of investment of funding from the Millers Point sale?**

Refer to Supplementary Question on Notice 199.

**201. How much money was spent on the 16 properties in Gloucester Street, The Rocks during the renovation that occurred in the two years ending March, 2014?**

Information regarding maintenance expenditure in Millers Point will be available in the FACS 2014/15 Annual Report.

**202. How many applications did the Land & Housing Corporation (LAHC) make to the Tribunal for the termination of a social housing tenancy agreement?**

14 applications were made in 2014-15.

**203. How were the figures regarding maintenance of social housing properties calculated in the media release issued by the Minister for Family & Community Services on 19 March 2014? If calculated using average costs of maintenance, were different averages used for properties of different age, heritage status, and size, or was a single average used for all dwellings?**

The information is derived from a number of internal and external data sources.

**204. What is the LAHC's current estimate of the cost of repairs and maintenance of social housing in Millers Point with details for:**  
**(a) Occupied properties including Sirius,**  
**(b) Unoccupied properties, and**  
**(c) Properties being prepared sale?**

Information regarding maintenance expenditure in Millers Point will be available in the FACS 2014/15 Annual Report.

**205. Since 19 March 2014, how much has LAHC spent on maintenance and repair of social housing in Millers Point with details for:**  
**(a) the occupied properties,**



**(b) the vacated properties and  
(c) the properties prepared for sale?**

Information regarding maintenance expenditure in Millers Point will be available in the FACS 2014/15 Annual Report.

206. **Since 1 July 2012 how much has been spent on the consideration, planning and implementation of the Millers Point relocation process, including Departmental staff time and training? Within that total cost how much has been spent on private security firms?**

The NSW Land and Housing Corporation Financial Statements will be available in the FACS 2014/15 Annual Report.

207. **Is it correct that the stock of government owned social and affordable housing in NSW has been reducing in total at the rate of approximately two residences per day? If not, what is the correct figure?**

In the seven years to 2013 on average over 900 public housing dwellings were lost. The public housing portfolio is now growing for the first time in nearly a decade and forecast to add at least 530 additional dwellings.

208. **How many social housing properties in Millers Point, Dawes Point and The Rocks have been vacant for a period of more than three months during the following periods:**  
**(a) 1 July 2010 – 30 June 2011**  
**(b) 1 July 2011 – 30 June 2012**  
**(c) 1 July 2013 – 30 June 2014**  
**(d) 1 July 2014 – 30 June 2015**

The number of social housing properties that are vacant in any area changes on a daily basis as properties are vacated by tenants and prepared for reletting.

209. **What would be the estimated total rental income that the LAHC would have received from those vacant properties had they been tenanted?**

Less than 3.3% of the returns received from sale and reinvested in new public housing stock.

210. **With regard to Milton Terrace at 19 Lower Fort Street, Millers Point:**

Refer to Supplementary Question on Notice 210, 211, 212, 213

211. **What was the cost of converting the terrace into four self-contained units?**

This information is not available.

212. **Why has it been vacant since the conversion?**

All four units were occupied following the conversion.

213. **Why has it not been sold, being one of the highly publicized properties with harbour views?**

Milton Terrace is due to be sold as part of the Millers Point Sales Program.

214. **Has the Department done an assessment, and if so what was the assessment, on the Alternative Financial Proposal submitted by the Millers Point Community Working Party to the Minister for Social Housing on 22 May 2015?**

Yes. The proposal would reduce by an estimated \$180-200million the funds available to build new public housing.

215. **What consideration has the Department given to the financial cost of health and psycho-social effects of the relocation process to their tenants? What costs has it identified and how does it propose to address or ameliorate those effects?**

FACS works with each family or individual in Millers Point to assess their housing needs. This includes liaison with medical and support services as needed and as permitted by the tenant. FACS then offers alternative accommodation which meets the needs of the individual and liaises with support services so that these can be transferred to the new location. FACS staff follow-up with the tenant after they have moved. All reasonable costs of moving such as removalists, utility reconnection fees, mail redirection and some other costs are paid by FACS.

216. **What is the financial justification for leaving eight public housing units vacant in 85/87 Kent Street after it was built in the year 2000?**

The eight apartments at 85-87 Kent Street were tenanted after it was built in 2000.

217. **Since the March 2014 announcement that Social Housing properties in Millers Point are to be sold, how much money has been spent on repairs and other work on vacant properties at Millers Point in preparation for their sale?**

Refer Supplementary Question on Notice 195.

Land and Housing Corporation

218. **In 2014/15, how many lots of land were disposed by the Land and Housing Corporation for values greater than \$5 million?**

**(a) Please list the location of each lot and the total amount procured for the disposal.**

None.

219. In 2014/15, how many lots of land were disposed by the Land and Housing Corporation between the value of \$1 million and \$5 million?  
(a) Please list the location of each lot and the total amount procured for the disposal.

34 properties.

220. In 2014/15, what was the total expenditure incurred by the NSW Land and Housing Corporation for repairs and maintenance?

Information regarding repairs and maintenance expenditure will be available in the FACS 2014/15 Annual Report.

221. How many Government social housing properties in total had repairs or maintenance works completed in each of the following years:  
(a) 2011;  
(b) 2012;  
(c) 2013;  
(d) 2014;  
(e) 2015 to date.

Information regarding repairs and maintenance expenditure will be available in the FACS 2014/15 Annual Report.

222. How many requests for repairs or maintenance were received by the Land and Housing Corporation in each of the following years:  
(a) 2011;  
(b) 2012;  
(c) 2013;  
(d) 2014;  
(e) 2015 to date.

LAHC receives over 500,000 requests per year for maintenance work.

223. What was the total number of assets owned and leased by the Land and Housing Corporation in the 2014/15 financial year?  
(a) What is the total number of assets owned and leased to date in the 2015/16 financial year?  
(b) What is the total asset value of these properties?

Information regarding assets will be available in the FACS 2014/15 Annual Report.

#### Public Housing Maintenance

224. How many requests for maintenance were made by public housing tenants in each of the following years:  
(a) 2014-15?  
(b) 2013-14?

**(c) 2012-13?**

Refer to Supplementary Question on Notice 222.

225. **How many separate work orders were raised by the Land & Housing Corporation (or its contractors) for tenanted premises in each of the following years:**
- (a) 2014-15?**
  - (b) 2013-14?**
  - (c) 2012-13?**

LAHC received over 500,000 requests each year for maintenance work.

226. **How many repairs to tenanted premises required the contractor to be recalled to remedy incomplete and/or defective work in each of the following years:**
- (a) 2014-15?**
  - (b) 2013-14?**
  - (c) 2012-13?**

Information regarding maintenance and home improvements, including information about how tenants can provide feedback, is available on the FACS website.

227. **What was the average response time for maintenance requests made by public housing tenants in each of the following years:**
- (a) 2014-15?**
  - (b) 2013-14?**
  - (c) 2012-13?**

Information regarding maintenance and home improvements, including expected response times, is available on the FACS website.

*Anti-social Behaviour Bill*

228. **How many applications were made by NSW Land & Housing Corporation (LAHC) to the NSW Civil & Administrative Tribunal for termination of a social housing tenancy agreement under sections 90 and/or 91 of the Residential Tenancies Act 2010 within the following periods:**
- (a) 1 July 2012 – 22 May 2013**
  - (b) 23 May 2013 – 26 February 2014**
  - (c) 27 February 2014 – 30 June 2014**
  - (d) 1 July 2014 – 30 June 2015.**

- (a) 17
- (b) 32
- (c) 2
- (d) 14.

229. In each of those periods, how many premises in each postcode in New South Wales were the subject of those applications?

1 July 2012 – 22 May 2013

Postcode	No of premises
2011	1
2017	1
2065	1
2115	1
2117	1
2143	1
2163	1
2165	2
2213	2
2446	1
2500	1
2546	1
2650	3
Total	17

23 May 2013 – 26 February 2014

Postcode	No of premises
2036	2
2142	1
2160	1
2164	1
2166	1
2168	1
2170	1
2199	1
2210	1
2280	1
2290	1
2446	1
2448	1
2450	1
2478	1
2500	2
2502	1
2506	1
2525	3
2526	1

2530	2
2541	1
2640	1
2641	1
2650	1
2770	1
2830	1
Total	32

27 February 2014 – 30 June 2014

Postcodes	No of premises
2168	1
2650	1
Total	2

1 July 2014 – 30 June 2015.

Postcodes	No of premises
2016	3
2144	1
2170	1
2340	2
2440	1
2443	1
2480	1
2500	2
2502	1
2530	1
Total	14

230. **In each of those periods, how many of applications were withdrawn by LAHC prior to the matter being determined by the Tribunal?**

This information is held on individual tenant files; it is not practical to examine each file.

231. **In each of those periods, where the Tribunal made a determination, in how many of those matters did the Tribunal make orders terminating the social housing tenancy agreement?**

This question should be referred to the NSW Civil and Administrative Tribunal.

232. **In each of those periods, where the social housing tenancy agreement was terminated, whether by determination or consent, in how many cases did Housing NSW provide the social housing tenant with private rental assistance?**

This information is held on individual tenant files; it is not practical to examine each file.

233. **In each of those periods, the number of applications made under section 91 where the tenant had pleaded guilty to the relevant illegal use?**

This question should be redirected to the NSW Civil and Administrative Tribunal.

234. **How many applications were made by NSW Land & Housing Corporation (LAHC) to the NSW Civil & Administrative Tribunal for termination of a social housing tenancy agreement under section 92 of the Residential Tenancies Act 2010 within the following periods:**  
**(a) 1 July 2012 – 22 May 2013**  
**(b) 23 May 2013 – 26 February 2014**  
**(c) 27 February 2014 – 30 June 2014**  
**(d) 1 July 2014 – 30 June 2015.**

Refer to Supplementary Question on Notice 192.

235. **How many prosecutions under sections 69 and 69A of the Housing Act 2001 were commenced by LAHC within the period 2001 – 2015?**

30.

236. **What is the total amount of money recouped by LAHC from tenants who were ordered by the Tribunal to pay money to pay for damage to the social housing premises caused by the tenant or other occupants during the period 2010 - 2015?**

It is not possible to separate the income received in respect of tenant damage from tenants subject to a NSW Civil and Administrative Tribunal order and tenants who were not subject to a NSW Civil and Administrative Tribunal order.

Ivanhoe Estate

237. **Has the Minister directed the LAHC, or has a decision been made by LAHC, to redevelop social housing in the Ivanhoe Estate?**

A Government decision is pending.

238. **If so, when will the relocation of social housing tenants commence?**

Refer to Supplementary Question on Notice 237.

239. **Will all social housing tenants living in the Ivanhoe Estate be able to return to the estate once the redevelopment is complete?**

Refer to Supplementary Question on Notice 237.

240. **Has the LAHC entered into any agreement with the Salvation Army regarding management or ownership of social housing properties built as part of the redevelopment?**

No.

Public Housing

241. **I refer to the Minister for Social Housing's media release of 17 April 2015 in which he said that the projected proceeds from the sale of 293 properties at Millers Point are expected to be about \$500 million and will be re-invested into some 1,500 new social housing dwellings. In the same media release the Minister said that 99 new housing units funded by the proceeds is already underway in Lurnea, Condell Park, Padstow, Warilla, Mount Warrigal, Chester Hill, Yagoona, Gymea, Kingswood, Casula, Beverly Hills and Miranda. Are any of the new 1,500 public housing dwellings to be built or acquired in the City of Sydney local government area? Are any of the new 1,500 public housing dwellings to be built or acquired in the inner-western suburbs of Sydney?**

Refer to Supplementary Question on Notice 200.

242. **What was the number of public housing dwellings sold or redeveloped in 2014-15? What was the value of the sales? What number of public housing tenants were displaced; and how many were relocated to another social housing dwelling**

Information regarding public housing dwellings will be available in the FACS 2014/15 Annual Report.

243. **What number of new public housing dwellings was added to supply in 2014-15? What was the cost of construction?**

Information regarding public housing dwellings will be available in the FACS 2014/15 Annual Report.

244. **What was the net increase (construction and acquisition minus sales and redeveloped existing units) in public housing dwellings for 2014-15?**

Information regarding public housing dwellings will be available in the FACS 2014/15 Annual Report.

245. **What is the number of public housing dwellings estimated to be sold or redeveloped in 2015-16? What is the estimated net value of the planned sales?**



Information regarding public housing dwellings will be available in the FACS 2014/15 Annual Report.

246. **What number of new public housing dwellings is estimated to be added to supply in 2015-16? What is the estimated cost of construction?**

Refer to Infrastructure Statement, Budget Paper No. 2

247. **What is the estimated net increase (construction and acquisition minus sales and redeveloped existing units) in public housing dwellings for 2015-16?**

Information regarding public housing dwellings will be available in the FACS 2014/15 Annual Report.

Ministerial Office Administration

248. **How many staff are in your ministerial office?**  
**(a) What was the average salary for staff members in your office during 2014-15?**  
**(b) What is the average salary for a ministerial staffer in your office based on current appointments?**

Refer to Supplementary Question on Notice 67.

249. **How many blackberries/smart phones are assigned to your staff?**  
**(a) For each phone, how much was each bill in the past financial year?**  
**(b) How many phones have been lost or replaced due to damage in your office?**  
**i. What is the cost of replacing those phones?**

Refer to Supplementary Question on Notice 68.

250. **How many iPads or tablets does DPC assign to your Ministerial office and to whom have they been issued?**  
**(a) What is the cost of providing iPads or tablets to your Ministerial Office?**  
**(b) How many iPads or tablets have been replaced due to lost or damage?**  
**i. What was the cost of replacing these devices?**

Refer to Supplementary Question on Notice 69.

251. **Did any your or your ministerial staff incur data charges on a mobile phone or tablet device greater than \$1000 for a single billing period?**  
**(a) If so, how many times did this occur?**  
**i. What was the individual cost of each data charge over \$1000 for a single billing period?**

Refer to Supplementary Question on Notice 70.

252. **Has any artwork been purchased or leased for display in your office?**  
**(a) What is the cost of this?**

Refer to Supplementary Question on Notice 71.

253. **Have any floral displays or indoor plants been hired or leased for display in your ministerial office?**  
**(a) If so, what was the cost of these items?**

Refer to Supplementary Question on Notice 72.

254. **What is the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals?**  
**(a) What are these services/newspapers/magazines/journals/periodicals?**  
**i. Who is the subscriber for each of these?**

Refer to Supplementary Question on Notice 73.

255. **What was the total value of all gifts purchased for use by you and your office?**  
**(a) What were the gifts purchased?**  
**i. Who were they gifted to?**

Refer to Supplementary Question on Notice 74.

256. **Do you purchase bottled water or provide water coolers for your office?**  
**(a) What is the cost of this?**

Refer to Supplementary Question on Notice 75.

257. **Can you advise the names of all contractors/consultants employed and/or paid for by your office, under any agreement, contract or fee-for -service arrangement in 2014-15?**  
**(a) Do they have ABN's?**  
**i. If so, please provide details?**  
**(b) Details of paid or unpaid invoices and amounts?**  
**(c) Details of services and fees provided by each contractor and or consultant?**

Refer to Supplementary Question on Notice 76.

258. **Details of the agreement between your office and any contractors/consultants engaged by your office?**

Refer to Supplementary Question on Notice 77.

Ministerial And Office Travel

259. **Have any of your overseas trips in the past year been paid for in part or in full by using public money?**

**(a) If so, did any of your relatives or friends accompany you on these trips?**

Refer to Supplementary Question on Notice 78.

260. **Have you undertaken any official overseas travel that was privately funded?**  
**(a) What were the nature of these trips?**  
**(b) Who paid for these trips?**

Refer to Supplementary Question on Notice 79.

261. **What was the total bill for your office in 2014-15 for:**  
**(a) Taxi hire**  
**(b) Limousine hire**  
**(c) Private hire care**  
**(d) Hire car rental**

Refer to Supplementary Question on Notice 80.

262. **Have you ever used Uber?**  
**(a) If yes, were any of these occasions in an UberX vehicle?**

Refer to Supplementary Question on Notice 81.

263. **Have you or anyone in your office used Uber services travelling to or from work-related events, meetings or functions?**  
**(a) Were any of those services in an UberX vehicle?**

Refer to Supplementary Question on Notice 82.

264. **Have you or anyone in your office sought reimbursement for using Uber services to travel to or from work-related events, meetings or functions?**  
**(a) What is the value of those reimbursements?**

Refer to Supplementary Question on Notice 83.

265. **Have you used Airbnb?**

Refer to Supplementary Question on Notice 84.

266. **Have you or anyone in your office used Airbnb as an accommodation solution whilst travelling on official business?**

Refer to Supplementary Question on Notice 85.

267. **Have any planes or helicopters been chartered by you or your office and paid for with public money?**  
**(a) If yes, will you please detail each trip, the method of transport and the cost?**

Refer to Supplementary Question on Notice 86.

268. **What non-standard features are fitted to your ministerial vehicle?**  
**(a) What is the cost of each non-standard feature?**

Refer to Supplementary Question on Notice 87.

Labour Hire Firms

269. **Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form:**
- (a) The names of the firms utilised**
  - (b) The total amount paid to each firm engaged**
  - (c) The average tenure period for an employee provided by a labour hire company**
  - (d) The longest tenure for an employee provided by a labour hire company**
  - (e) The duties conducted by employees engaged through a labour hire company**
  - (f) The office locations of employees engaged through a labour hire company**
  - (g) The highest hourly or daily rate paid to an employee provided by a labour hire company**

Refer to Supplementary Question on Notice 88.

Media And Public Relations

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

Refer to Supplementary Question on Notice 89.

271. **What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?**

Refer to Supplementary Question on Notice 90.

272. **What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?**

Refer to Supplementary Question on Notice 91.

273. **Have you had media training or speech training?**  
**(a) If yes, who paid for it?**  
**(b) If paid by taxpayers, what was the amount?**

Refer to Supplementary Question on Notice 92.

Consultants, Lobbyists And Former Parliamentarians

274. **Have you, your office or your Departmental Officers had any meetings with former MP Chris Hartcher in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 93.

275. **Have you, your office or your Departmental Officers had any meetings with former MP Andrew Stoner in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 94.

276. **Have you, your office or your Departmental Officers had any meetings with former MP Tim Owen in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 95.

277. **Have you, your office or your Departmental Officers had any meetings with former MP Craig Baumann in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 96.

278. **Have you, your office or your Departmental Officers had any meetings with former MP Andrew Cornwell in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**

**(d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 97.

279. **Have you, your office or your Departmental Officers had any meetings with former MP Chris Spence in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 98.

280. **Have you, your office or your Departmental Officers had any meetings with former MP Darren Webber in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 99.

281. **Have you, your office or your Departmental Officers had any meetings with former MP Garry Edwards in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 100.

282. **Have you, your office or your Departmental Officers had any meetings with former MP Bart Bassett in the time since he has left the Parliament?**
- (a) Who attended those meetings?**
  - (b) What was the nature of those meetings?**
  - (c) What was discussed?**
  - (d) Were any records of those meetings kept?**

Refer to Supplementary Question on Notice 101.

283. **Has the consultancy company Premier State done any consultancy work for the Department? If so what projects was Premier State consulted on?**
- (a) What was the cost of the consultancy work for each project?**
  - (b) Was there a tender process for these projects?**

Refer to Supplementary Question on Notice 102.

284. Does Premier State currently have any contract work with the Departments/agencies under your portfolio responsibility?  
(a) If yes, what is their role in the project?

Refer to Supplementary Question on Notice 103.

Consulting

285. How much have the Department/agencies under your portfolio responsibility spent in legal costs?  
(a) For what specific purposes or matters was legal advice sought?

Refer to Supplementary Question on Notice 104.

286. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice:  
(a) Social media  
i. And the cost of these services  
(b) Photography  
i. And the cost of these services  
(c) Acting training  
i. And the cost of these services  
(d) Ergonomics  
i. And the cost of these services

Refer to Supplementary Question on Notice 105.

Department/Agency Administration

287. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2014-15?  
(a) Of these redundancies, how many were:  
i. Voluntary  
ii. Forced  
(b) What was the total cost of all redundancies?

Refer to Supplementary Question on Notice 106.

288. Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the agency with which they were formerly employed?  
(a) What was the nature of these works/services?  
(b) What was the total cost of these works or services?

Refer to Supplementary Question on Notice 107.

289. Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?

Refer to Supplementary Question on Notice 108.

290. **How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2014-15?**  
**(a) What were the reason/s for each dismissal?**

Refer to Supplementary Question on Notice 109.

291. **How much was spent on corporate hospitality by Departments/agencies within your portfolio responsibilities during 2014-2015?**

Refer to Supplementary Question on Notice 110.

292. **How much was spent on indoor plant hire and maintenance by Departments/agencies within your portfolio responsibilities during 2014-2015 year?**

Refer to Supplementary Question on Notice 111.

293. **How much did Departments/agencies within your portfolio responsibilities spend on restaurant bills during the year 2014/2015?**  
**(a) How much of these bills were alcohol?**

Refer to Supplementary Question on Notice 112.

294. **Were instances of internal fraud detected by Departments/agencies within your portfolio responsibilities during 2014-2015?**  
**(a) What was the sum total of any such fraud and what was the result of any investigations?**

Refer to Supplementary Question on Notice 113.

295. **How large is the Department's vehicle fleet?**  
**(a) What is the composition of this fleet in terms of engine size?**  
**(b) How many of the fleet were involved in an accident during the year 2014-2015?**  
**(c) What was the total cost of insurance claims and repairs**

Refer to Supplementary Question on Notice 114.

296. **How much did departments/agencies spend on newspaper and journal subscriptions during 2014-2015?**

Refer to Supplementary Question on Notice 115.

297. **How many SES employees are employed within departments/agencies under your ministerial portfolio?**  
**(a) What is their remuneration band?**  
**(b) For each SES employee, how many have:**  
**i. 0 staff reporting to them;**  
**ii. less than 2 staff reporting to them; and**



**iii. less than 5 staff?**

Refer to Supplementary Question on Notice 116.

298. **How many sick days, leave days or days attributable to workers compensation were lost for each department/agency within your portfolio responsibility during 2014-15 for:**
- (a) workplace bullying;**
  - (b) stress leave; and**
  - (c) sick leave?**

Refer to Supplementary Question on Notice 117.

299. **Do any of the departments/agencies under your portfolio area employ actors for staff training?**
- (a) If so, what is:**
- i. the size of the contract for the provision of actors for staff training in your departments?**
  - ii. the term of the contracts for the provision of actors for staff training in your departments?**
  - iii. the tender numbers for each of the contracts?**

Refer to Supplementary Question on Notice 118.

*Department/Agency Travel*

300. **What was the total expenditure in 2014-15 by Departments/agencies within your portfolio on:**
- (a) Taxi hire**
  - (b) Limousine/private car hire**
  - (c) Hire car rental**

Refer to Supplementary Question on Notice 119.

301. **Do the Departments/agencies within your portfolio have a policy on utilising Uber services for travel on official business?**

Refer to Supplementary Question on Notice 120.

302. **Have staff in your Department/agencies either paid for with departmental funds or been recompensed for official travel using Uber services?**
- (a) Were any of these payments for UberX services?**

Refer to Supplementary Question on Notice 121.

303. **Have staff in your Department/agencies either paid for with departmental funds or been recompensed for official travel using Airbnb services?**

Refer to Supplementary Question on Notice 122.

304. **Did any officers within departments/agencies under your ministerial portfolio use charter aircraft during the year 2014-2015?**  
**(b) If so what was the purpose and cost?**

Refer to Supplementary Question on Notice 123.

Departmental/Agency IT

305. **Do the Departments/agencies within your portfolio have an iTunes account?**  
**(a) What was the total expenditure in 2014-15 on iTunes?**  
**i. What applications/subscriptions/services were purchased through iTunes?**

Refer to Supplementary Question on Notice 124.

306. **Do the Departments/agencies within your portfolio have an Android account?**  
**(a) What was the total expenditure in 2014-15 on Android?**  
**i. What applications/subscriptions/services were purchased through Android?**

Refer to Supplementary Question on Notice 125.

307. **How many Department/agency mobile phones, tablets and laptops were replaced due to loss or damage during 2014-2015?**  
**(a) What was the total cost of replacing these items?**

Refer to Supplementary Question on Notice 126.

308. **Did any staff within departments/agencies within your portfolio responsibilities incur data charges on a mobile phone or tablet device greater than \$1000 for a single billing period?**  
**(a) If so, how many times did this occur?**  
**i. What was the individual cost of each data charge over \$1000 for a single billing period?**

Refer to Supplementary Question on Notice 127.

Efficiency Dividend

309. **What was the efficiency dividend required of the department in the 2014/15 financial year?**

Refer to Supplementary Question on Notice 128.

310. **What is the efficiency dividend required of the department in the 2015/16 financial year?**

Refer to Supplementary Question on Notice 129.

311. **What savings measures were implemented by the Department for:**  
**(a) 2014/15 financial year**  
**(b) 2013/14 financial year**  
**(c) 2012/13 financial year?**

Refer to Supplementary Question on Notice 130.

312. **What actual savings were achieved by each strategy in:**  
**(a) 2014/15 financial year**  
**(b) 2013/14 financial year**  
**(c) 2012/13 financial year?**

Refer to Supplementary Question on Notice 131.

313. **What reduction of staff occurred and at what cost as a result of each strategy in:**  
**(a) 2014/15 financial year**  
**(b) 2013/14 financial year**  
**(c) 2012/13 financial year?**

Refer to Supplementary Question on Notice 132.

314. **For the 2015/16 financial year:**  
**(a) What savings measures will the Department save?**  
**(b) What is the expected saving to be achieved for each measure?**  
**(c) Will they require a reduction in staffing?**  
**(d) How many positions within the Department remain unfilled due to the imposition of savings measures?**

Refer to Supplementary Question on Notice 133.

#### **Questions from Ms Jan Barham MLC**

315. **Given that it has been almost a year since the report of the Inquiry into Social, Public and Affordable Housing was released, and more than two years since the Auditor-General's report on *Making the best use of public housing* was released, can you provide an update on when we can expect to see the Social Housing Policy, Asset Portfolio Strategy and Estates Strategy the Government was expected to develop and release?**

I intend to write to the current Chair of the Committee to provide an update on the NSW Government's initiatives in this area.

316. **Social Housing Assistance and Tenancy Support (Budget Estimates p. 3-12) had a sizeable underspend in 2014-15. You allocated \$811m but the revised figure in this year's budget was only \$740m.**

- (a) Can you explain the reason that less money was spent than expected?**  
**(b) Given that housing demand and the number of people in need of assistance doesn't seem to have dropped in our current housing market, why wasn't the full budgeted amount used to support people in need of housing assistance?**

- (a) Variation against budget estimates includes \$20 million of expenditure that was rolled forward into 2015-16, largely due to Commonwealth remote indigenous housing expenditure. Other significant savings resulted from:
- ending the failed Bonnyrigg public private partnership
  - savings on NSW Land and Housing Corporation staff costs, and
  - \$25 million that was used to meet the cost of an increase in demand for OOHC services.
- (b) More people were assisted.

**317. Broken down by Allocation Zone and/or District:**

- (a) how many new social housing dwellings were completed in 2014-15 and how many existing dwellings were sold off?**  
**(b) what are the projected social housing number of dwellings to be commenced, completed and sold off for 2015-16?**

- (a) Information regarding social housing dwellings will be available in the FACS 2014/15 Annual Report.  
(b) Refer to Infrastructure Statement, Budget Paper No. 2

Housing Investment Fund

- 318. The Government entered a memorandum of understanding with NCOS and Infrastructure Partnerships Australia for a \$1 billion housing investment fund. Has an actual amount of Government funding been allocated to this fund, and can you provide more details of how the fund will operate?**

NSW Treasury is leading the detailed development of the Social and Affordable Housing Fund (SAHF), working together with FACS and the Department of Premier and Cabinet.

Aboriginal Housing

- 319. The Aboriginal Housing Office has a total allocation of \$167.5m including \$46m from the National Partnership Agreement on Remote Indigenous Housing (NPARIH).**

- (a) How many dwellings is that funding expected to deliver, in total across the state and specifically for the remote and regional allocation?**  
**(b) What steps are being taken to make the delivery of remote housing as effective and efficient as possible?**

- (a) The \$46.1m is expected to deliver 382 dwellings across NSW in 2015-16.

(b) The *AHO Corporate Plan 2015-2022* has three major goals which will guide its activities. The AHO Corporate Plan is available at <http://www.aho.nsw.gov.au/>

- 320. Aboriginal Housing had an underspend for 2014-15, with \$170m revised down to \$159.8m. Can you advise what the reasons were for the underspending and have the unspent funds been rolled over into this year's budget?**

The AHO had a 2014-15 total expenditure budget of \$184.2 million, revised down to \$159.8 million. The AHO negotiated a reduction in the 2014-15 National Partnership Agreement on Remote Indigenous Housing capital program as a result of a new two year Implementation Plan with the Commonwealth. There was no net change to funding and the underspend was rolled over to 2015-16.

- 321. Through the National Partnership Agreement on Remote Indigenous Housing, how much funding was allocated to through capital works in 2014-15 financial year?**

The original National Partnership Agreement on Remote Indigenous Housing capital works budget was \$52.2 million for 2014-15.

- 322. What was the total expense of housing refurbishments and repairs for properties owned or managed by the Aboriginal Housing Office (AHO)?**

\$30.6 million in 2014-15.

- 323. How many new Aboriginal housing complexes or developments were completed in the 2014-15 financial year?**

102 units.

- 324. How many new housing complexes or developments commenced work in the 2014-15 financial year?**

58 units.

- 325. How many properties are currently operated or managed by AHO in NSW?**

As at 30 June 2015, the AHO owned 5,756 properties, including 156 vacant land blocks.

- 326. Does AHO or the Department of Family and Community Services have a strategy to increase Aboriginal Housing stock in NSW? And if so, what performance indicators is the AHO or Dept. Required to meet?**

The AHO Corporate Plan 2015-2022 has three major goals which will guide its activities. The AHO Corporate Plan is available at <http://www.aho.nsw.gov.au/>

**327. Of the AHO stock how many properties have been identified to have residing asbestos issues?**

**(a) What are the locations of these properties?**

There is no formal program for the identification of loose fill asbestos insulation in AHO properties.

*Millers Point, Dawes Point and The Rocks Social Housing*

**328. How much money was spent on the 16 properties in Gloucester Street, The Rocks during the renovation that occurred in the two years ending March, 2014?**

Refer to Supplementary Question on Notice 201.

**329. How many applications did the Land & Housing Corporation (LAHC) make to the Tribunal for the termination of a social housing tenancy agreement?**

Refer to Supplementary Question on Notice 202.

**330. How were the figures regarding maintenance of social housing properties calculated in the media release issued by the Minister for Family & Community Services on 19 March 2014?**

**(a) If calculated using average costs of maintenance, were different averages used for properties of different age, heritage status, and size, or was a single average used for all dwellings?**

Refer to Supplementary Question on Notice 203.

**331. What is the LAHC's current estimate of the cost of repairs and maintenance of social housing in Millers Point with details for:**

**(a) Occupied properties including Sirius,**

**(b) Unoccupied properties, and**

**(c) Properties being prepared sale?**

Refer to Supplementary Question on Notice 204.

**332. Since 19 March 2014, how much has LAHC spent on maintenance and repair of social housing in Millers Point with details for:**

**(a) the occupied properties,**

**(b) the vacated properties and**

**(c) the properties prepared for sale?**

Refer to Supplementary Question on Notice 205.

- 333. Since the inception of the relocation plan how much has been spent, including Departmental staff time and training, on the Millers Point relocation process?**  
**(a) Within that total cost how much has been spent on private security firms?**

Refer to Supplementary Question on Notice 206.

- 334. Is it correct that the stock of government owned social and affordable housing in NSW has been reducing in total at the rate of approximately two residences per day? If not, what is the correct figure?**

Refer to Supplementary Question on Notice 207.

- 335. How many social housing properties in Millers Point, Dawes Point and The Rocks have been vacant for a period of more than three months during the following periods:**  
**(a) 1 July 2010 – 30 June 2011**  
**(b) 1 July 2011 – 30 June 2012**  
**(c) 1 July 2013 – 30 June 2014**  
**(d) 1 July 2014 – 30 June 2015**

Refer to Supplementary Question on Notice 208.

- 336. What would be the estimated total rent income that the LAHC would have received from those vacant properties had they been tenanted?**

Refer to Supplementary Question on Notice 209.

- 337. With regard to Milton Terrace at 19 Lower Fort Street, Millers Point:**  
**(a) What was the cost of converting the terrace into four self-contained units?**  
**(b) Why has it been vacant since the conversion?**  
**(c) Why has it not been sold, being one of the highly publicized properties with harbour views?**

Refer to Supplementary Question on Notice 210, 211, 212 and 213.

- 338. Has the Department done an assessment, and if so what was the assessment, on the Alternative Financial Proposal submitted by the Millers Point Community Working Party to the Minister for Social Housing on 22 May 2015?**

Refer to Supplementary Question on Notice 214.

- 339. Has the Department considered the financial cost of health and psycho-social effects of the relocation process to their tenants? If so, what are those costs?**

Refer to Supplementary Question on Notice 215.

340. **What is the financial justification for leaving eight public housing units vacant in 85/87 Kent Street after it was built in the year 2000?**

Refer to Supplementary Question on Notice 216.

*Living Well Strategy for Mental Health*

341. **Given the relatively high incidence of mental ill health in the population that accesses social housing and other tenancy assistance, has the Department of Family and Community Services allocated any funds to support the implementation of Living Well: A Strategic Plan for Mental Health in NSW 2014-2024?**

**(a) If so how much, and for what initiatives?**

**(b) How much social housing stock in particular is being allocated to supported accommodation options and what assessment has been carried out of the actual need of the population for such accommodation?**

(a) FACS will support the implementation of *Living Well: A Strategic Plan for Mental Health in NSW 2014-2024* by reprioritising existing funding.

(b) FACS works in a collaborative approach with Health NSW and the NGO sector to determine support packages and agreed targets for programs such as Disability Housing and Support Initiatives (DHASI) or Housing and Accommodation Support Initiatives (HASI).

342. **What is FACS doing to ensure that their staff who must deal with people affected by mental illness are adequately trained and supported to do so?**

FACS provides a range of training programs to FACS staff to assist them in their work with people with a mental illness.

FACS staff can call on Specialist Client Service staff for expert assistance in managing clients with mental health issues and provide any necessary referrals to mental health support workers. In each FACS District, there is a formal arrangement for liaison between the mental health services of the local Health District and FACS staff.

343. **Given the crucial importance of sound parent mental health for good outcomes for children what is FACS doing to collaborate with specific programmes with the Mental Health Drug and Alcohol Office to support better mental health outcomes for vulnerable young families and children, particularly around such issues as parental personality disorder and post-natal depression?**

FACS' Services' Clinical Issues Team provides consultation, training, resources and support to child protection caseworkers where there are mental health, drug and alcohol and/or domestic violence issues.



344. **Is FACS planning to hire 'Peer Workers' (e.g. ATSI or CALD background workers, some with experience of recovery from mental health or alcohol or drug issues), to help people from all backgrounds navigate a complex service delivery system?**  
**(a) If so, how many peer worker positions have been allocated?**

As the *NSW Mental Health Workforce Plan* is developed, FACS will investigate the appropriateness of peer worker models for frontline services.

#### **Questions from Dr Mehreen Faruqi MLC**

345. **Given that it's almost a year since the report of the Inquiry into Social, Public and Affordable Housing was released, and more than two years since the Auditor-General's report on Making the best use of public housing was released, can you provide an update on when we can expect to see the Social Housing Policy, Asset Portfolio Strategy and Estates Strategy the Government was expected to develop and release?**

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