



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8 – CUSTOMER SERVICE

HEARING SCHEDULE

BUDGET ESTIMATES 2025-2026

Small Business, Recovery, North Coast

Friday 5 September 2025

Macquarie Room, Parliament House, Sydney

TIME	WITNESS	POSITION AND DEPARTMENT	
9.15 am to 5.30 pm	Hon Janelle Saffin MP	Minister for Small Business, Minister for Recovery, and Minister for the North Coast	<i>Appearing until 1.00 pm</i>
	Mr Graeme Head AO	Secretary, Department of Customer Service	<i>Appearing all day</i>
	Mr Greg Wells	Managing Director, Service NSW, Department of Customer Service	
15 minute breaks at: 11.00 am 3.30 pm	Ms Cassandra Gibbens	Executive Director, Customer Care Business Bureau, Department of Customer Service	
	Ms Catherine Ellis	Acting NSW Small Business Commissioner, NSW Small Business Commission	
	Mr Mal Lanyon APM	Chief Executive Officer, NSW Reconstruction Authority	
1 hour lunch at 1.00 pm	Ms Ashlee Abbott	Acting Head, Preparedness and Recovery, NSW Reconstruction Authority	
	Mr Andrew Graham	Chief Financial and Operating Officer, NSW Reconstruction Authority	
	Ms Emma Whale	Acting Head, Adaptation, Mitigation and Reconstruction, NSW Reconstruction Authority	

The hearing will be webcast live:

<https://www.parliament.nsw.gov.au/Pages/webcasts.aspx>

For further information contact the secretariat on (02) 9230 3081

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