

The Hon Jihad Dib MP

Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice



Ref: BN-00621-2024

Ms Helen Minnican
Clerk of the Legislative Assembly
NSW Parliament
By email: helen.minnican@parliament.nsw.gov.au

Re: Erratum to the Service NSW Annual Report 2022-23

Dear Ms Minnican

The Service NSW Annual Report 2022-23 was tabled in the Legislative Assembly on 19 December 2023, in accordance with the *Government Sector Finance Act 2018* and the regulations under this Act.

I was advised by Service NSW on 12 February 2024 that an erratum is required. Due to an administrative error, the 'Payment to consultants' section on page 52 was incorrect.

Page 52 of the original report provided the value of consultancy services, as disclosed per the Financial Statements. The Treasury annual reporting guidelines for this section however require reporting of the value of payments made to consultants during the year.

I have enclosed the original page 52 previously tabled, the amended page 52 and the complete amended report.

I request that the enclosed report be tabled out of session. I have written in similar terms to the Clerk of the Legislative Council.

The corrections will be made to the copy of the report published on the Service NSW website.

Should you have any questions, please contact Service NSW on snswwmaps@service.nsw.gov.au

Sincerely

A handwritten signature in blue ink, appearing to read "Jihad Dib".

Jihad Dib MP
Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice

05/03 /2024

Movement in wages, salaries or allowances

Movements in wages, salaries or allowances for Service NSW employees' remuneration and conditions are covered by the *Service NSW (Salaries and Conditions) Employees Award 2022*, excluding senior executive employees. From the first full pay period after 1 July 2022, there was an increase in award rates of 3.0% (inclusive of a 0.5% increase in employer compulsory superannuation contributions). The increase in award rates followed the decision of the NSW Industrial Relations Commission on 22 July 2022. Negotiations for a new award to operate from 1 July 2023 were also managed centrally on behalf of the Industrial Relations Secretary (including Service NSW) by Public Sector Employee Relations.'

Payments to consultants

Table 9. Consultancies of value equal to or greater than \$50,000

Name of consultant	The title/nature of consultancy	Cost (AUD)
Deloitte Touche Tohmatsu	Capability Review	\$97,982
Boston Consulting Group Pty Ltd	NSW Customer Strategy - Opportunity Mapping	\$50,000
Accenture Australia Pty Ltd	Evaluation of COVID Stimulus	\$413,258

Consultancies of a value less \$50,000

There were 4 individual consultancies with a value of less than \$50,000. They were for management services and totalled \$75,557.50.

Overseas travel

Overseas visits undertaken by our officers and employees during 2022–23 and the main purpose of these visits:

Table 10. Number of Executive officers and remuneration

Date	Officer	Destination	Purpose
November 2022	Executive Director – Digital Services	Cambridge, USA (only accommodation funded by Service NSW)	Attended the Massachusetts Institute of Technology to enhance domain expertise in order to support advancements in the Service NSW Digital Capability.
June 2023	Executive Director – Digital Services	New Zealand (only accommodation funded by Service NSW)	Attended the CIO (Chief Information Officer), Digital Transformation & Data Summit 2023 to provide a keynote speech on digital innovation in Government. Additionally, engaged and collaborated with multiple government agencies and partners.

Personnel policies and practices

Grievance Management and Resolution Policy and Procedures

The Grievance Management and Resolution Policy and Procedure applies to all Service NSW staff members, including employees, contractors and consultants, and provides a framework for managing grievances arising from any work-related situation or issue.

This Policy and Procedure applies to all work locations, conferences, training courses, workshops, throughout the course of a business, and any other work functions. The Grievance Management and Resolution Policy and Procedures are designed to provide an accessible and user-friendly framework for all staff who may be involved in a grievance.

Industrial relation policies and practices

Managing for Improvement Framework

Service NSW aims to ensure that all managers and employees are equipped with the appropriate support and resources to enable them to work together and improve issues of performance. The Managing for Improvement framework provides managers and employees with proper resources and is a two-step process (Step 1 – Informal work plan, Step 2 – Formal Performance Improvement Plan).

A total of 88 (17 of which were still open as at 1 July 2023) employee relations matters were actioned in the 2022–23 financial year. The matters related to conduct, performance, probationary performance, bullying, harassment, discrimination, abandonment of employment and medical retirements.

Industrial relations matters

The following types of matters were dealt with at the NSW Industrial Relations Commission.

Table 11. Matters dealt with at the NSW Industrial Relations Commission

Type of Matter	Quantity
Unfair Dismissal	1
Industrial Dispute	0
Public Sector Disciplinary Appeals	0
Award Agreements	1

The following types of matters were dealt with at the Australian Human Rights Commission:

Table 12. Matters dealt with at the Australian Human Rights Commission

Type of Matter	Quantity
Discrimination	1

There were no employment matters dealt with at the NSW Anti-Discrimination Board.

Legal change

No amendments were made to the *Service NSW (One-stop Access to Government Services) Act 2013* during the 2022–23 financial year.

Service NSW (One-stop Access to Government Services) Regulation 2022 commenced on 16 December 2022. This Regulation repeals and replaces the *Service NSW (One-stop Access to Government Services) Regulation 2018*, which would otherwise be repealed on 1 September 2023 by the *Subordinate Legislation Act 1989*, section 10(2).

Significant judicial decision

There were no significant judicial decisions affecting Service NSW or its customers during the 2022–23 financial year.