



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

## **BUDGET ESTIMATES 2018-2019 Supplementary Questions**

**Portfolio Committee No. 1 – Premier and Finance**

**FINANCE, SERVICES AND PROPERTY**

Hearing: Monday 3 September 2018

**Answers due by: Thursday 27 September 2018**

**Budget Estimates Secretariat**

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## FINANCE, SERVICES AND PROPERTY

### Questions from Mr David Shoebridge MLC

#### Property NSW

1. How much public land in NSW has been sold since 2011?
2. What is the trend in the amount of money received by the Government from public land sales?
3. Are you intending to sell more or less public land next year?
4. Is there a publicly available register of the pieces of land sold by this Government in the last 3 financial years?
  - (a) If not, why not?
5. What role does your office play in providing guidelines for every department of how they advertise and otherwise manage sale of crown or public lands?
6. What provisions are in place to ensure that public land is not systematically undervalued?

#### Workers compensation

7. What is the current surplus of the workers compensation scheme?
8. Of this expenditure by the scheme in 2016/17 what proportion has been directed to:
  - (a) injured worker benefits
  - (b) medical expenses
  - (c) insurer expenses
  - (d) legal expenses
  - (e) other costs (please specify)
9. What is the projected surplus of the workers compensation scheme in:
  - (a) 2018/19?
  - (b) 2019-2020?
10. On what basis is the surplus on 3 calculated?
11. Are there any plans to return part of the surplus to injured workers in the next financial year?
12. What plans are there to restore benefits to injured workers that were cut in 2012?

### **Injured workers**

13. Regarding the 375 injured workers identified as “at risk” how was this identification made?
  - (a) By whom?
  - (b) How often is this process undertaken?

### **SIRA**

14. What data is collected by SIRA about workers experience in the workers compensation scheme?
15. In 2016 the Victorian Ombudsman undertook an inquiry of Worksafe Victoria's management of claims – has such a process been undertaken in NSW?
16. What changes, if any, are anticipated to be required by SIRA as a result of the Royal Commission into the banking sector?
17. What role do insurers have in the selection of MAS doctors under the workers compensation scheme?

### **Bourke**

18. What was the total amount of Government investment into Bourke during the last financial year?
19. Can you provide a breakdown of funding for services delivered directly by Government agencies and through contracts with non-government service providers?

### **Consultants and contractors**

20. How much did your agency pay its consultants and contractors last year?
21. How many consultants and contractors were there in the last financial year?
22. How many days of work were undertaken total by consultants and contractors in the last financial year?
23. Did they do work that traditionally agency employees would have done
24. Has there been an analysis of the costs for shifting work to contractors and consultants that could be done by employees?

<b>Questions from Mr Justin Field MLC</b>
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### **Land and Property Information Service (LPI)**

25. Of the 400 full time employees of the LPI that existed before the concession, how many (by number and percentage) of employees have remained in the workplace?

- (a) Of those who have left, what was their reason for leaving (eg. Retirement, redundancy, resignation, transfer, other)?
  - (b) Were any of the pre-concession employees, who have since left, encouraged or asked to leave?
  - (c) Where redundancies offered to pre-concession employees?
    - i. If so, on what terms?
26. How many employees does Australian Registry Investments have working full-time on NSW Land Registry Services?
27. Of the current employees, what percentage of them were staff before the concession?
28. Are any of Australian Registry Investments' "core services" being provided by employees NOT in NSW?
- (a) If so:
    - i. How many employees?
    - ii. What services are they providing?
    - iii. Where are they providing these services from?
29. What is the profit margin of Australian Registry Investments' NSW Land Registry Services in 2016-2017 and 2017-18?
- (a) For each of these financial years, what was the size of the revenue?
30. Are any of the funds that were received from the lease of the LPI going to be contributed to the Stadia Strategy?
31. Is the Australian Registry Investments Pty Ltd wholly based in Australia?
32. Is the ownership of ARI still 80 per cent owned by Australian investors (including Hastings and First State) and 20 per cent by RBS Pension Trustee in London Majority Australian-owned?
- (a) If no, what is the ownership breakdown?
33. If the ownership of ARI changes during the term of the concession, what requirement is there to notify the NSW Government?
- (a) Is approval of a change of ownership required?
34. Does the NSW Government have any say over the membership of the board of ARI?

### **Russell Review into compulsory acquisitions**

35. How many Recommendations of the Russell Review regarding compulsory acquisitions have been implemented?
- (a) What is the time frame for the implementation of these Recommendations?
  - (b) Will people who have been unfairly dealt with in relation to compulsory home or business acquisitions in light of the Russell Recommendations have recourse to recompense without having to take independent legal action?
36. What is the status of the titles on properties in Lord Street, Newtown being unregistered due to delays by the NSW Land Registry Services as a result of the Metro construction works?
37. What was the value of the sale of the Redfern Australian Technology Park site?
- (a) Where will the funds from the sale of the site be directed?

### **Property NSW: managing climate change**

38. Does Property NSW have any assets within the coastal zone, or any assets on land that could be impacted by coastal erosion or inundation (see maps at <http://coastalrisk.com.au>)?
- (a) If so, has there been any modelling done to assess this potential risk on government assets?

### **Property NSW: Transfer of agency land**

39. Since the Premier's Memorandum in 2012 that required transfers of agency property to Property NSW:
- (a) How many properties have been transferred as part of this reform?
    - i. Please provide the breakdown by financial year since 2012 with the identification of each transfer
  - (b) Have any of these properties been sold as a result of this reform?
    - i. If so, please provide a list of every property sold, the sale value and the date of sale
  - (c) Does Property NSW retain proceeds from the sale?
40. In regards to the follow response in the hearings:
- Mr HOFFMAN: No, this is not a fee increase. I can add some background to the comments the Minister has already made on this. What you are referring to are some services based on an interpretation of item [7] of schedule 1 to the Real Property Regulation 2014, which is public of course and was in place before the concession was granted. **The operator has looked at schedule 1 of that regulation and applied charges in accordance with it in a different way**

**from what was being done previously. There have been discussions, and those discussions are ongoing, between the Office of the Registrar General and the operator in relation to that.** Some of those interpretations have been changed and moved back to interpretation that applied before; others are still ongoing at the moment.

- (a) What specific interpretations of schedule 1 of the Real Property Regulation 2014 have been questioned by the operator and what decisions have been made by the Registrar General in regards to those questions?

### **Staffing**

41. How many positions were made redundant in Department of Finance and Services in the last financial year?

<b>Questions from the Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)</b>
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### **Workers Compensation**

42. What is the current surplus of the NSW workers compensation scheme?
43. Do you agree with the report, 'Restoring Security and Respect: Rebuilding NSW's Workers Compensation System's' assessment that the scheme is in surplus of more than \$4 billion?
  - (a) If the assessment made in the report is correct, how do you envisage this surplus will be exhausted?
  - (b) Has modelling or research been undertaken by the Department of Finance, Services and Innovation to assess the viability of this surplus being used to recommence weekly payments for injured workers affected by Section 39 of the *Workers Compensation Act 1987*?
44. What is the projected surplus of the NSW workers compensation scheme over the next four financial years?
45. How many injured workers had their payments terminated under Section 39 of the *Workers Compensation Act 1987* in each of the following months:
  - (a) September 2017
  - (b) October 2017
  - (c) November 2017
  - (d) December 2017

- (e) January 2018
- (f) February 2018
- (g) March 2018
- (h) April 2018
- (i) May 2018
- (j) June 2018
- (k) July 2018
- (l) August 2018
- (m) September 2018?

46. How many injured workers are expected to have their payments terminated under Section 39 of the *Workers Compensation Act 1987* in each of the following months:

- (a) October 2018
- (b) November 2018
- (c) December 2018
- (d) January 2019
- (e) February 2019
- (f) March 2019
- (g) April 2019
- (h) May 2019
- (i) June 2019
- (j) July 2019
- (k) August 2019?

47. How many injured workers, who did not meet the WPI threshold set out in Section 39 of the *Workers Compensation Act 1987*, have been permitted to remain in the scheme following further assessment by their insurer or SIRA?

48. How many injured workers, impacted by Section 39 of the *Workers Compensation Act 1987*, have contacted SIRA to express their concern that the termination has forced them to consider or attempt suicide?

- (a) What support has been provided by SIRA to these injured workers who have experienced mental health illnesses as a result of the termination?
- (b) Has SIRA referred these injured workers to professionals to ensure they receive treatment and support for their mental health illness?

### **SIRA and WIRO interactions**

- 49. Since your appointment as the Minister for Finance, Services and Property, how many times have you met with representatives of WIRO to discuss Section 39 of the *Workers Compensation Act 1987*?
- 50. How regularly do you meet with WIRO?
- 51. Do these meetings include the attendance of SIRA representatives?
- 52. How regularly do WIRO and SIRA meet to discuss the workers compensation scheme?
- 53. Since the creation of SIRA in 2015, how many complaints have you received from injured workers and Members of Parliament about the conduct or performance of SIRA?
- 54. Are you satisfied that there is a congenial working relationship between SIRA and WIRO?

### **Workers Compensation Legislation Amendment Act 2012**

- 55. How much has been paid into the workers compensation scheme by employers for each financial year since 2012?
- 56. How much has been paid to injured workers as weekly benefits for each financial year since 2012?
- 57. How much has been paid to rehabilitation providers for each financial year since 2012?
- 58. How much has been paid to treating doctors for each financial year since 2012?
- 59. How much has been paid to the employer, their scheme agent, legal or medical representatives for each financial year since 2012?
- 60. How much has been paid to insurers as a bonus for each financial year since 2012?

### **Hunter region infringement notices**

- 61. How many parking infringement notices were issued by the following Local Governments during the financial year 2017-18, were referred to Revenue NSW for collection:
  - (a) Cessnock City Council
  - (b) Maitland City Council



- (c) Singleton Council
  - (d) Newcastle City Council
  - (e) Dungog Shire Council
  - (f) Port Stephens Council
  - (g) Lake Macquarie Council
  - (h) Muswellbrook Shire Council
  - (i) Upper Hunter Shire Council?
62. How many of these infringements were challenged or contested in each LGA?
63. What avenues did people pursue to contest their infringement notices?
64. How many people were successful in having their infringements waived?
65. What percentage of each penalty collected by Revenue NSW was returned to the abovementioned Local Governments during the 2017-18 financial year?
66. What percentage each penalty collected was kept by Revenue NSW?

**Toronto Service NSW Centre**

67. When is the new Toronto Service NSW centre expected to commence trading?
68. How many transactions will be available at the Toronto Service NSW centre?
69. How many employees will be employed at the Toronto Service NSW centre?
- (a) How many will be full-time?
  - (b) How many will be part-time?
  - (c) How many will be casual?
  - (d) How many will be contracted through employment agencies?
70. Will the staff made redundant by the closure of the Toronto motor registry be provided priority consideration during the recruitment period for the new Toronto Service NSW centre?
71. Prior to the closure of the Toronto motor registry, how many persons were employed there?
- (a) How many were full-time?
  - (b) How many were part-time?
  - (c) How many were casual?

- (d) How many were contracted through employment agencies?
72. Following the closure of the Toronto motor registry, how many representations to the office of the Minister for Finance, Services and Property have been received concerning the lack of services available to residents of Toronto?
73. Did these representations, as well as community advocacy, convince Service NSW of the necessity of opening a new Toronto Service NSW centre?
74. Why was a Service NSW centre not opened following the original closure of the Toronto motor registry in 2015?

### **Mission to the United States of America**

75. During your mission to the United States of America in January 2018, did you extend an invitation to any of the non-government organisations that you met with to visit New South Wales to analyse the work being undertaken by the Social Innovation Council?
76. Following your return to Australia, did you provide an extensive report (both written and verbal) to the Social Innovation Council about your interactions and findings?
- (a) If so, what did this report entail?
- (b) If so, is this report publicly available?
77. Has the Social Innovation Council adopted any recommendations or suggestions that you put to them following your trip?
- (a) If so, what are they?
78. Given the 'mission report' for this trip only outlines "notable meetings", can you please provide a full itinerary of each meeting you attended during the trip (including the dates and locations of each meeting)?
79. During your meeting with the Washington State Institute for Public Policy, did you extend an invitation to representatives to meet with the full board of the Social Innovation Council to update them on the current direction of the WSIPP?
- (a) In what ways do you envisage the WSIPP's approach and work can guide the direction of the Social Innovation Council?
80. How many days during the mission were dedicated to meeting with the WSIPP?
81. Did the Minister for Family and Community Services join with you to meet directly with the WSIPP?

82. During your visit to the Washington State Senate, who did you meet with to discuss the functions of the Senate?
- (a) Did you observe any procedures that could improve the functionality of the NSW Legislative Council?
    - i. If so, what are they?
83. During your visit to the Washington State House of Representatives, who did you meet with to discuss the functions of the House of Representatives?
- (a) Did you observe any procedures that could improve the functionality of the NSW Legislative Assembly?
    - i. If so, what are they?
84. For each evening during the trip, can you advise which accommodation was utilised by the:
- (a) Minister
  - (b) Ministerial staffer
  - (c) Departmental staffer?
85. Who was responsible for arranging and booking the accommodation?
- (a) What process was used to select the accommodation?
  - (b) Had these accommodation options been used by the Department of Finance, Services and Innovation in the past?
86. Why is there such a major discrepancy in the amount claimed by the Minister/Minister's staff and the government official for airfares and rail?
87. Which flight class did each attendee travel in during the trip to the United States?
88. Which flight class did each attendee travel in during the return trip to Australia?

### **Aboriginal Procurement Policy**

89. What criteria are used to determine whether a business is 'Aboriginal owned'?
90. How many Aboriginal owned businesses are there currently in NSW?
91. During each of the following years, what percentage of Aboriginal owned businesses were awarded domestic contracts for goods and services issued by NSW Government agencies:
- (a) 2011

- (b) 2012
- (c) 2013
- (d) 2014
- (e) 2015
- (f) 2016
- (g) 2017
- (h) 2018?

92. During your meeting with Lord Francis Maude about procurement reform, did you discuss the value or importance of implementing an Aboriginal Procurement Policy?
- (a) If so, what advice did Lord Maude provide regarding the inclusion of Indigenous persons in procurement policy?
93. During your meeting with Andre Weimar about procurement guidelines, did you discuss the value or importance of implementing an Aboriginal Procurement Policy?
- (a) If so, what advice did Mr Weimar provide regarding the inclusion of Indigenous persons in procurement policy?
94. What must an 'Aboriginal Participation Plan' include when a business submits their tender bid to each of the agencies in the Department of Finance, Services and Innovation?
95. When will each agency in the Department of Finance, Services and Innovation publish their first 'Aboriginal Participation Strategy'?
96. Was the Minister for Aboriginal Affairs consulted during the planning and development phase of the Aboriginal Procurement Policy?
- (a) If so, what contributions did the Minister make?

### **Digital Driver Licence**

97. When is it anticipated that the Digital Driver Licence (DDL) will be made available to individuals who hold a driver licence or a photo card?
98. How will eligible driver licence and photo card holders be advised they can access a DDL?
99. What adaptations will be made to the Service NSW app to ensure it can host the DDL?
100. What modelling has been conducted to predict the number of individuals who will select the DDL option following its release?

101. What adaptations will licenced premises which utilise ID scanners need to make to ensure the DDL can still be analysed to determine authenticity?
102. What consultation has been conducted with other state and territory law enforcement bodies to ensure DDL is considered valid in their jurisdictions?
  - (a) What has been the response of law enforcement agencies from:
    - i. Queensland
    - ii. Victoria
    - iii. Tasmania
    - iv. South Australia
    - v. Western Australia
    - vi. Northern Territory
    - vii. Australian Capital Territory
    - viii. Jervis Bay Territory
    - ix. Christmas Island
    - x. Cocos Island
    - xi. Norfolk Island?
103. Has Service NSW identified any other cards that may transition to a digital version following the Dubbo DDL trial?
104. What is the expected cost of the roll-out of the DDL?
105. During the 2017-18 financial year, what was the total cost of printing physical driver licences and photo cards?

### **Telematics Trial**

106. How many young drivers elected to participate in the telematics trial?
  - (a) Of these, how many were prevented from participating because the criteria had been exceeded?
    - i. How many of these were females?
    - ii. How many of these were males?
107. How many of these telematics trial participants reside in the following Local Government Areas:

- (a) Blacktown
- (b) Canterbury-Bankstown
- (c) Cumberland
- (d) Fairfield
- (e) Liverpool
- (f) Parramatta
- (g) Penrith?

108. How many of these telematics trial participants reside in regional NSW?

109. Of these telematics trial participants, how many are from the following Local Government Areas:

- (a) Armidale Regional
- (b) Bega Valley
- (c) Blayney
- (d) Bourke
- (e) Cessnock
- (f) Clarence Valley
- (g) Cootamundra-Gundagai
- (h) Dubbo Regional
- (i) Federation
- (j) Lake Macquarie
- (k) Newcastle
- (l) Shellharbour?

110. Have any telematics trial participants made the decision to opt out of the trial since its launch?

- (a) If so, what reasons have been provided by these participants?

111. What support and assistance do participants in the telematics trial receive if the telematics devices experience technical difficulties?

112. Are there a set of guidelines by which telematics trial participants are required to follow during the life of the trial?

(a) If so, what do these guidelines explicitly state?

113. How regularly are telematics trial participants required to liaise with representatives from government agencies concerning their involvement in the trial?

### **SIRA's role in dispute resolution**

114. What data is available to show the effectiveness of SIRA is in resolving disputes between insurers and injured workers?

115. How well do you believe SIRA has balanced the role of dispute resolution and regulator?

116. Do you think the undertaking of both roles can be perceived as a conflict of interest?

117. Do you agree with the assessment made by the Law Society of New South Wales which states “we consider that it would be inappropriate for dispute resolution matters to be governed by SIRA”?

(a) If not, why not?

118. Do you agree with the assessment made by the CFMMEU which states “As a regulator, SIRA has a vested interest in ensuring that disputes are kept to a minimum to justify their position which may ultimately affect their ability to make fair and independent decisions”?

(a) If not, why not?

119. Do you agree with the assessment made by the Police Association of NSW which states “The WCC should be maintained as the independent body responsible for all dispute resolution. SIRA should not be performing this function, as the conflict of interest between such a function and SIRA's other roles make that allocation entirely appropriate”?

(a) If not, why not?

120. Do you agree with the assessment made by Unions NSW which states “We continue to object to the Regulator, State Insurance Regulation Authority (SIRA), playing any role in the dispute resolution process, given the inherent conflict of interest”?

(a) If not, why not?

121. Do you agree with the assessment made by the Australian Lawyers Alliance which states “At a minimum, the ALA strongly prefers an independent Commission with a distinct separation from the SIRA bureaucracy. The scheme regulator should have no access to, and no influence over, the decision makers”?

(a) If not, why not?

122. Do you agree with the assessment made by the NSW Bar Association which states “There is a clear conflict with SIRA being responsible for the "viability of the insurance and compensation schemes established under the workers compensation ... legislation" (see s.23(a) State Insurance and Care Act 2015) and also being responsible for deciding whether particular workers should continue to be paid weekly compensation (and hence medical expenses) out of the insurance scheme it is responsible for. Workers can have no confidence in the decisions being made by SIRA's MRS because of this conflict of interests”?

(a) If not, why not?

### **ICC Sydney**

123. Is it correct that on 20 February you stated that the ICC Sydney had “created 3,700 jobs for the NSW economy”?

(a) How many of these jobs can be classified as ongoing full-time roles?

(b) How many of these can be classified as part-time roles?

(c) How many of these can be classified as casual employment?

(d) In which industries have these new jobs emerged?

(e) How many people have been directly employed at ICC Sydney?

i. Of these, how many have been ongoing full-time roles?

ii. Of these, how many have been part-time roles?

iii. Of these, how many have been casual roles?

124. How many events are expected to be held at the ICC Sydney during 2018?

(a) Of these, how many have been organised by NSW Government departments and agencies?

i. What have these events included?

125. Since its opening, what has been the total expenditure derived from events held at ICC Sydney?

### **Home building compensation (HBC) Check**

126. How many individuals in NSW currently have HBC?

127. Since its launch, how many visits have there been to the HBC Check website?

128. Are you encouraged by the number of visits to the website?

129. How has the HBC Check website been promoted throughout the construction industry?



130. Exactly, how many projects are available on the HBC Check website?
131. How many investigations have been requested via an email to [hbccheck@sira.nsw.gov.au](mailto:hbccheck@sira.nsw.gov.au)?
132. SIRA suggests that within 24 hours of an individual requesting clarification or an investigation, they will receive further information via email. On how many occasions has this KPI not been met by SIRA since the launch of the HBC Check website and email address?

### **Data Analytic Centre**

133. Since 1 July 2017, on how many occasions has a government department or agency voluntarily provided data and information to the Data Analytics Centre?
134. For what reasons did each department or agency give for providing this data and information?
135. On how many occasions has the DAC Advisory Board met since 1 July 2017?
136. What fees are board members entitled to receive for attending meetings and transacting business of the board?

### **Parramatta Square**

137. When is the 4 Parramatta Square development expected to be completed?
138. Of the 4,000 public service roles to be moved to the building, how many will be from the Department of Finance, Services and Innovation?
139. When is it anticipated that employees from the Department of Finance, Services and Innovation will be transferred to the building?
140. From what agencies within the Department of Finance, Services and Innovation will these employees come from?
141. Will departmental and agency management also be transferred to the building?
142. What are the expected costs incurred by the Department of Finance, Services and Innovation to transfer employees to the building?
143. Will staff be forcibly transferred?
144. Will the Department of Finance, Services and Innovation offer redundancies to those employees who do not want to transfer?
145. What benefits or efficiencies will the Department of Finance, Services and Innovation enjoy as a result of the transfers?

146. What consultation has occurred between the Department of Finance, Services and Innovation and employees about the transfer?
- (a) In what form has this consultation taken place?
  - (b) When did this consultation take place?
  - (c) What has been the feedback from employees following the consultation?
147. When was the decision made to transfer Department of Finance, Services and Innovation employees?
148. Can you please describe in detail the process involved in deciding which Department of Finance, Services and Innovation employees would be transferred to the building?

**Mobile black spot program**

149. How much was spent by the Department of Finance, Services and Innovation on improving mobile coverage and eliminating mobile black spots in each of the following financial years:
- (a) 2011-12
  - (b) 2012-13
  - (c) 2013-14
  - (d) 2014-15
  - (e) 2015-16
  - (f) 2016-17
  - (g) 2017-18?
150. How does the Department of Finance, Services and Innovation intend to allocate the \$20 million during the 2018-19 financial year to improve mobile coverage and eliminate mobile black spots?
- (a) Have projects already been identified?
151. What locations have been identified by the Department of Finance, Services and Innovation that require new base stations?
- (a) How many are in the Sydney region?
  - (b) How many are in the Hunter region?
  - (c) How many are in Western NSW?
152. How does the Department of Finance, Services and Innovation determine areas of priority?

153. What avenues are in place to allow members of the public to nominate areas that require improved mobile coverage?
154. How can members of the community remain updated on the progress of the Department of Finance, Services and Innovation's program throughout the 2018-19 financial year?
155. What collaboration occurs between the Federal and State Governments to ensure the elimination of mobile black spots?

### **FuelCheck app**

156. Since the launch of the FuelCheck app, how many downloads have been made?
  - (a) Of these downloads, how many have been accessed, on average, two or more times a week?
  - (b) How many times has the app been deleted following its installation?
157. How has the app been promoted in the community?
158. What have been the ongoing costs associated with the app?
159. How often is the information updated?
160. As to date, how many outages or technical problems has the app encountered since its launch?

### **Revenue NSW Year in Review**

161. What was the total cost of the production and distribution of Revenue NSW's '2016-17 Delivering government priorities'?
162. How was this document publicised among stakeholders and the community?
163. Expanding on the visit to Wilcannia, as outlined on page 9 of the brochure, has Revenue NSW visited other disadvantaged communities over the last 12 months?
  - (a) If so, which communities?
  - (b) What was the result of these visits?
164. Since Revenue NSW commenced managing the Victim Restitution Order program, how much in payments have Revenue NSW collected from perpetrators?
  - (a) What actions does Revenue NSW implement to ensure the timely collection of each payment?
165. On page 9 of the brochure, it states that during the 2016-17 financial year, Revenue NSW held 149 community outreach activities. In which towns were these activities held?

- (a) How were these activities publicised?
  - (b) What was the total cost of publicising these activities?
166. How many community outreach activities were held during the 2017-18 financial year?
- (a) In which towns were these activities held?
167. How successful was the work from home trial, as outlined on page 14 of the brochure?
- (a) Did participants identify any problems or issues they encountered during the trial?
  - (b) If so, what were they?
168. Will Revenue NSW consider expanding the work from home option to other employees?
- (a) If so, when is this likely to occur?

**Revenue NSW collections**

169. During the 2017-18 financial year, how much did Revenue NSW collect in the following duties:
- (a) Contracts and conveyances
  - (b) Insurance policies
  - (c) Vehicle registrations
  - (d) Leases
  - (e) Loan securities
  - (f) Share transfer?s
170. What was the grand total for these duties during the 2017-18 financial year?
171. How much did Revenue NSW anticipate to collect in duties during the 2017-18 financial year?
172. During the 2017-18 financial year, how much did Revenue NSW collect in the following gaming and racing taxes:
- (a) Club gaming
  - (b) Hotel gaming
  - (c) Lotteries
  - (d) Totalizators
  - (e) Fixed odd futures
  - (f) Keno

- (g) Fixed odd sportsbets
- (h) Soccer pools
- (i) Footytab
- (j) Other revenue and taxes?

173. What was the grand total for these gaming and racing taxes in the 2017-18 financial year?

174. How much did Revenue NSW anticipate to collect in gaming and racing taxes during the 2017-18 financial year?

**Maitland Revenue NSW office**

175. Prior to approving the initial 35 redundancies at the Maitland Revenue NSW office, who did you consult within the Department of Finance, Services and Innovation about the decision?

- (a) What reason was provided to you about the need to offer the initial redundancies?
- (b) Did you consult with the impacted employees prior to approving the decision?
- (c) Since approving these redundancies, have you been in contact with any of the impacted employees?
  - i. If not, why not?

176. Did you make any contribution to the process to offer voluntary redundancies to a further 22 employees?

177. What reason was provided to you by Revenue NSW of the need to reduce the Maitland Revenue NSW workforce by 57 employees?

178. Do you believe the support services for these impacted employees were adequate?

179. Prior to the offer of redundancies, did you direct Revenue NSW to employ an appropriate support service to impacted employees?

180. How many impacted employees accessed the following support services:

- (a) Employee Assistance Program over the phone
- (b) Employee Assistance Program face-to-face
- (c) Counsellors from the Employee Assistance Program who visited the Maitland Revenue NSW office
- (d) The People and Culture team from the Department of Finance, Services and Innovation

- (e) Other appropriate support services?
    - i. What does Revenue NSW define as ‘other appropriate support services’?
181. Did you convey any concerns to Revenue NSW that they would be taking 35 jobs out of regional NSW?
- (a) If so, what explanation was provided by Revenue NSW?
  - (b) If not, why did you not raise your concerns?
182. Since the acceptance of these 57 redundancies, have any other employees from the Maitland Revenue NSW office been terminated or left their employment?
- (a) If so, how many were:
    - i. Offered redundancies
    - ii. Terminated?
183. How many contractors are there at the Maitland Revenue NSW office?
- (a) What role do they undertake?
184. As to date, how many of the following non-executive grades are located at the Maitland Revenue NSW office:
- (a) Clerk Grade 11/12
  - (b) Clerk Grade 9/10
  - (c) Clerk Grade 7/8
  - (d) Clerk Grade 5/6 Team Leader
  - (e) Clerk Grade 5/6 Customer Experience Specialist
  - (f) Clerk Grade 3/4
  - (g) Clerk Grade 1/2?
185. Since May 2018, how many new roles have been created at the Gosford Revenue NSW office?
186. Prior to May 2018, how many of the following non-executive grades were located at the Gosford Revenue NSW office:
- (a) Clerk Grade 11/12
  - (b) Clerk Grade 9/10

- (c) Clerk Grade 7/8
- (d) Clerk Grade 5/6 Team Leader
- (e) Clerk Grade 5/6 Customer Experience Specialist
- (f) Clerk Grade 3/4
- (g) Clerk Grade 1/2?

187. As to date, how many of the following non-executive grades are located at the Gosford Revenue NSW office:

- (a) Clerk Grade 11/12
- (b) Clerk Grade 9/10
- (c) Clerk Grade 7/8
- (d) Clerk Grade 5/6 Team Leader
- (e) Clerk Grade 5/6 Customer Experience Specialist
- (f) Clerk Grade 3/4
- (g) Clerk Grade 1/2?

**Department of Finance, Services & Innovation consultation**

188. How many individuals participated in the ‘Getting to know your digital needs’ consultation?

189. How did the Department of Finance, Services and Innovation promote this consultation?

190. Why was the consultation period only open for 31 days?

191. Following the end of the public consultation period, what was the next stage in the process of the Department of Finance, Services and Innovation developing a greater understanding of the digital needs of the NSW community?

192. Why does the Department of Finance, Services and Innovation website still promote the consultation and encourage people to “tell us how we can wrap our services around key events in your life”?

193. How often is the Department of Finance, Services and Innovation website updated?

**‘7 Habits’ program**

194. Has your Ministerial office participated in the ‘7 Habits’ program?

- (a) If so, how many staff members have participated?

195. Has the Office of the Secretary of the Department of Finance, Services and Innovation participated in the program?
- (a) If so, how many staff members have participated?
196. When did the direct negotiation between the Department of Finance, Services and Innovation and the program provider commence?
197. Was the Minister's office advised of the decision by the Department of Finance, Services and Innovation to proceed with direct negotiation with the program provider rather than open tendering?
- (a) Was this decision approved by the Minister?
198. Did the Department of Finance, Services and Innovation provide you or your office with the reasons to enter in direct negotiation with the program provider?
- (a) Were you satisfied with the reasons provided by the Department of Finance, Services and Innovation?
- (b) Did the Department of Finance, Services and Innovation require your approval, after assessing their reasons, before proceeding any further with the direct negotiation?
199. Prior to the release of the Auditor-General's report 'Assessment of the use of a training program', were you aware that the Department of Finance, Services and Innovation had not followed the ICAC's 'Guidelines for managing risks in direct negotiations'?
- (a) If not, when were you made aware of this?
200. Are you concerned the ICAC's 'Guidelines for managing risks in direct negotiations' were not followed by the Department of Finance, Services and Innovation?
201. Since the release of the Auditor-General's report, have you or your Ministerial office instructed the Department of Finance, Services and Innovation to publicly release its reasons for entering into direct negotiations with the program provider?
- (a) If so, where have these reasons been published?
202. What measures have been implemented to guarantee the Department of Finance, Services and Innovation will follow the ICAC's 'Guidelines for managing risks in direct negotiations' in the future?
203. As at 7 September 2018, how many employees from the Department of Finance, Services and Innovation have completed the program?



- (a) On average, how many hours does each employee dedicate to completing the training program?
- (b) Following the completion of the program, are participants required to complete a satisfaction survey?
  - i. If so, what has been the overall response of participants?

### **Nepotism**

- 204. How does the Department of Finance, Services and Innovation proactively respond to claims of nepotism in its agencies?
- 205. How does the Department of Finance, Services and Innovation work to prevent the emergence of nepotism in its agencies?
- 206. Does nepotism meet the conflict of interest standards set out in the Department of Finance, Services and Innovations *Code of Ethics and Conduct*?
- 207. Since his appointment in 2015, has the Secretary of the Department of Finance, Services and Innovation received any briefings or reports about perceived nepotism in any of the Department's agencies?
  - (a) If so, how have these concerns or complaints been investigated?
- 208. Since your appointment as Minister, have you received any briefings, correspondence or reports from concerned individuals about perceived nepotism in any agencies that make up the Department of Finance, Services and Innovation?
  - (a) If so, how have you responded to these allegations?
- 209. What action would be taken against a manager who has intentionally given preference to relatives for promotion?

### **Green slip refund**

- 210. As at 7 September 2018, how many motorists have secured a refund through the green slip refund?
  - (a) In terms of dollars, how much has been refunded to motorists?
- 211. How many eligible motorists have not yet obtained their refund?
  - (a) In terms of dollars, how much remains unclaimed?

## **ICT and Digital Government employment**

212. As at 1 July 2017, how many individuals were employed in the ICT and Digital Government division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
213. As at 1 July 2018, how many individuals were employed in the ICT and Digital Government division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
214. During the 2017-18 financial year, how many employees left ICT and Digital Government?
215. During the 2017-18 financial year, how many employees were offered voluntary redundancies at ICT and Digital Government?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
216. During the 2017-18 financial year, how many employees were given forced redundancies at ICT and Digital Government?
217. Since 2011, has there been a reduction in the number of public servants employed at ICT and Digital Government?
- (a) If so, how large has this reduction been?
218. Considering the increase in the “efficiency dividend” to 3 per cent, has ICT and Digital Government identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is ICT and Digital Government expected to make through these terminations?

219. During the 2017-18 financial year, what was the total amount of recreation leave days approved within ICT and Digital Government?
220. During the 2017-18 financial year, what was the total amount of sick leave days approved within ICT and Digital Government?
221. What support and assistance is provided by ICT and Digital Government to employees who are undertaking higher education studies?

**Property and Advisory Group employment**

222. As at 1 July 2017, how many individuals were employed in the Property and Advisory Group division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
223. As at 1 July 2018, how many individuals were employed in the Property and Advisory Group division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
224. During the 2017-18 financial year, how many employees left Property and Advisory Group?
225. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Property and Advisory Group?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
226. During the 2017-18 financial year, how many employees were given forced redundancies at Property and Advisory Group?
227. Since 2011, has there been a reduction in the number of public servants employed at Property and Advisory Group?

- (a) If so, how large has this reduction been?
228. Considering the increase in the “efficiency dividend” to 3 per cent, has Property and Advisory Group identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is Property and Advisory Group expected to make through these terminations?
229. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Property and Advisory Group?
230. During the 2017-18 financial year, what was the total amount of sick leave days approved within Property and Advisory Group?
231. What support and assistance is provided by Property and Advisory Group to employees who are undertaking higher education studies?

### **Revenue NSW employment**

232. As at 1 July 2017, how many individuals were employed in the Revenue NSW division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
233. As at 1 July 2018, how many individuals were employed in the Revenue NSW division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
234. During the 2017-18 financial year, how many employees left Revenue NSW?
235. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Revenue NSW?

- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
236. During the 2017-18 financial year, how many employees were given forced redundancies at Revenue NSW?
237. Since 2011, has there been a reduction in the number of public servants employed at Revenue NSW?
- (a) If so, how large has this reduction been?
238. Considering the increase in the “efficiency dividend” to 3 per cent, has Revenue NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is Revenue NSW expected to make through these terminations?
239. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Revenue NSW?
240. During the 2017-18 financial year, what was the total amount of sick leave days approved within Revenue NSW?
241. What support and assistance is provided by Revenue NSW to employees who are undertaking higher education studies?

### **Service NSW employment**

242. As at 1 July 2017, how many individuals were employed in the Service NSW division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
243. As at 1 July 2018, how many individuals were employed in the Service NSW division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?

- (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
244. During the 2017-18 financial year, how many employees left Service NSW?
245. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Service NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
246. During the 2017-18 financial year, how many employees were given forced redundancies at Service NSW?
247. Since 2011, has there been a reduction in the number of public servants employed at Service NSW?
- (a) If so, how large has this reduction been?
248. Considering the increase in the “efficiency dividend” to 3 per cent, has Service NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is Service NSW expected to make through these terminations?
249. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Service NSW?
250. During the 2017-18 financial year, what was the total amount of sick leave days approved within Service NSW?
251. What support and assistance is provided by Service NSW to employees who are undertaking higher education studies?

### **Government and Corporate Services employment**

252. As at 1 July 2017, how many individuals were employed in the Government and Corporate Services division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?

- (d) How many of these were contracted through employment agencies?
253. As at 1 July 2018, how many individuals were employed in the Government and Corporate Services division of the Department of Finance, Services and Innovation?
- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?
254. During the 2017-18 financial year, how many employees left Government and Corporate Services?
255. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Government and Corporate Services?
- (a) How many of these offers were accepted?
- (b) How many of these offers were rejected?
256. During the 2017-18 financial year, how many employees were given forced redundancies at Government and Corporate Services?
257. Since 2011, has there been a reduction in the number of public servants employed at Government and Corporate Services?
- (a) If so, how large has this reduction been?
258. Considering the increase in the “efficiency dividend” to 3 per cent, has Government and Corporate Services identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
- (b) What savings is Government and Corporate Services expected to make through these terminations?
259. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Government and Corporate Services?
260. During the 2017-18 financial year, what was the total amount of sick leave days approved within Government and Corporate Services?

261. What support and assistance is provided by Government and Corporate Services to employees who are undertaking higher education studies?

**Office of the Secretary employment**

262. As at 1 July 2017, how many individuals were employed in the Office of the Secretary division of the Department of Finance, Services and Innovation?

- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?

263. As at 1 July 2018, how many individuals were employed in the Office of the Secretary division of the Department of Finance, Services and Innovation?

- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?

264. During the 2017-18 financial year, how many employees left the Office of the Secretary?

265. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Office of the Secretary?

- (a) How many of these offers were accepted?
- (b) How many of these offers were rejected?

266. During the 2017-18 financial year, how many employees were given forced redundancies at the Office of the Secretary?

267. Since 2011, has there been a reduction in the number of public servants employed at the Office of the Secretary?

- (a) If so, how large has this reduction been?

268. Considering the increase in the “efficiency dividend” to 3 per cent, has the Office of the Secretary identified existing positions that will be terminated during the 2018-19 financial year?

- (a) If so, how many positions?



- (b) What savings is the Office of the Secretary expected to make through these terminations?
- 269. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Office of the Secretary?
- 270. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Office of the Secretary?
- 271. What support and assistance is provided by the Office of the Secretary to employees who are undertaking higher education studies?

**Office of the Valuer General employment**

- 272. As at 1 July 2017, how many individuals were employed in the Office of the Valuer General division of the Department of Finance, Services and Innovation?
  - (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
- 273. As at 1 July 2018, how many individuals were employed in the Office of the Valuer General division of the Department of Finance, Services and Innovation?
  - (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
- 274. During the 2017-18 financial year, how many employees left the Office of the Valuer General?
- 275. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Office of the Valuer General?
  - (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
- 276. During the 2017-18 financial year, how many employees were given forced redundancies at the Office of the Valuer General?

277. Since 2011, has there been a reduction in the number of public servants employed at the Office of the Valuer General?
- (a) If so, how large has this reduction been?
278. Considering the increase in the “efficiency dividend” to 3 per cent, has the Office of the Valuer General identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
- (b) What savings is the Office of the Valuer General expected to make through these terminations?
279. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Office of the Valuer General?
280. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Office of the Valuer General?
281. What support and assistance is provided by the Office of the Valuer General to employees who are undertaking higher education studies?

**Board of Surveying and Spatial Information employment**

282. As at 1 July 2017, how many individuals were employed at the Board of Surveying and Spatial Information?
- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?
283. As at 1 July 2018, how many individuals were employed at the Board of Surveying and Spatial Information?
- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?
284. During the 2017-18 financial year, how many employees left the Board of Surveying and Spatial Information?

285. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Board of Surveying and Spatial Information?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
286. During the 2017-18 financial year, how many employees were given forced redundancies at the Board of Surveying and Spatial Information?
287. Since 2011, has there been a reduction in the number of public servants employed at the Board of Surveying and Spatial Information?
- (a) If so, how large has this reduction been?
288. Considering the increase in the “efficiency dividend” to 3 per cent, has the Board of Surveying and Spatial Information identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is the Board of Surveying and Spatial Information expected to make through these terminations?
289. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Board of Surveying and Spatial Information?
290. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Board of Surveying and Spatial Information?
291. What support and assistance is provided by the Board of Surveying and Spatial Information to employees who are undertaking higher education studies?

**Geographical Names Board of NSW employment**

292. As at 1 July 2017, how many individuals were employed at the Geographical Names Board of NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?

293. As at 1 July 2018, how many individuals were employed at the Geographical Names Board of NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
294. During the 2017-18 financial year, how many employees left the Geographical Names Board of NSW?
295. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Geographical Names Board of NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
296. During the 2017-18 financial year, how many employees were given forced redundancies at the Geographical Names Board of NSW?
297. Since 2011, has there been a reduction in the number of public servants employed at the Geographical Names Board of NSW?
- (a) If so, how large has this reduction been?
298. Considering the increase in the “efficiency dividend” to 3 per cent, has the Geographical Names Board of NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is the Geographical Names Board of NSW expected to make through these terminations?
299. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Geographical Names Board of NSW?
300. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Geographical Names Board of NSW?
301. What support and assistance is provided by the Geographical Names Board of NSW to employees who are undertaking higher education studies?

## **Property NSW employment**

302. As at 1 July 2017, how many individuals were employed at Property NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
303. As at 1 July 2018, how many individuals were employed at Property NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
304. During the 2017-18 financial year, how many employees left Property NSW?
305. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Property NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
306. During the 2017-18 financial year, how many employees were given forced redundancies at Property NSW?
307. Since 2011, has there been a reduction in the number of public servants employed at Property NSW?
- (a) If so, how large has this reduction been?
308. Considering the increase in the “efficiency dividend” to 3 per cent, has Property NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is Property NSW expected to make through these terminations?
309. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Property NSW?

310. During the 2017-18 financial year, what was the total amount of sick leave days approved within Property NSW?
311. What support and assistance is provided by Property NSW to employees who are undertaking higher education studies?

**NSW Government Telecommunications Authority employment**

312. As at 1 July 2017, how many individuals were employed at the NSW Government Telecommunications Authority?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
313. As at 1 July 2018, how many individuals were employed at the NSW Government Telecommunications Authority?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
314. During the 2017-18 financial year, how many employees left the NSW Government Telecommunications Authority?
315. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the NSW Government Telecommunications Authority?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
316. During the 2017-18 financial year, how many employees were given forced redundancies at the NSW Government Telecommunications Authority?
317. Since 2011, has there been a reduction in the number of public servants employed at the NSW Government Telecommunications Authority?
- (a) If so, how large has this reduction been?

318. Considering the increase in the “efficiency dividend” to 3 per cent, has the NSW Government Telecommunications Authority identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is the NSW Government Telecommunications Authority expected to make through these terminations?
319. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the NSW Government Telecommunications Authority?
320. During the 2017-18 financial year, what was the total amount of sick leave days approved within the NSW Government Telecommunications Authority?
321. What support and assistance is provided by the NSW Government Telecommunications Authority to employees who are undertaking higher education studies?

**NSW Procurement Board employment**

322. As at 1 July 2017, how many individuals were employed at the NSW Procurement Board?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
323. As at 1 July 2018, how many individuals were employed at the NSW Procurement Board?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
324. During the 2017-18 financial year, how many employees left the NSW Procurement Board?
325. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the NSW Procurement Board?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?

326. During the 2017-18 financial year, how many employees were given forced redundancies at the NSW Procurement Board?
327. Since 2011, has there been a reduction in the number of public servants employed at the NSW Procurement Board?
- (a) If so, how large has this reduction been?
328. Considering the increase in the “efficiency dividend” to 3 per cent, has the NSW Procurement Board identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
- (b) What savings is the NSW Procurement Board expected to make through these terminations?
329. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the NSW Procurement Board?
330. During the 2017-18 financial year, what was the total amount of sick leave days approved within the NSW Procurement Board?
331. What support and assistance is provided by the NSW Procurement Board to employees who are undertaking higher education studies?

### **SIRA employment**

332. As at 1 July 2017, how many individuals were employed at SIRA?
- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?
333. As at 1 July 2018, how many individuals were employed at SIRA?
- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?
- (d) How many of these were contracted through employment agencies?
334. During the 2017-18 financial year, how many employees left SIRA?



335. During the 2017-18 financial year, how many employees were offered voluntary redundancies at SIRA?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
336. During the 2017-18 financial year, how many employees were given forced redundancies at SIRA?
337. Since 2011, has there been a reduction in the number of public servants employed at SIRA?
- (a) If so, how large has this reduction been?
338. Considering the increase in the “efficiency dividend” to 3 per cent, has SIRA identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is SIRA expected to make through these terminations?
339. During the 2017-18 financial year, what was the total amount of recreation leave days approved within SIRA?
340. During the 2017-18 financial year, what was the total amount of sick leave days approved within SIRA?
341. What support and assistance is provided by SIRA to employees who are undertaking higher education studies?

**State Archives and Records Authority of NSW employment**

342. As at 1 July 2017, how many individuals were employed at the State Archives and Records Authority of NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
343. As at 1 July 2018, how many individuals were employed at the State Archives and Records Authority of NSW?
- (a) How many of these were full-time?

- (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
344. During the 2017-18 financial year, how many employees left the State Archives and Records Authority of NSW?
345. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the State Archives and Records Authority of NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
346. During the 2017-18 financial year, how many employees were given forced redundancies at the State Archives and Records Authority of NSW?
347. Since 2011, has there been a reduction in the number of public servants employed at the State Archives and Records Authority of NSW?
- (a) If so, how large has this reduction been?
348. Considering the increase in the “efficiency dividend” to 3 per cent, has the State Archives and Records Authority of NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is the State Archives and Records Authority of NSW expected to make through these terminations?
349. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the State Archives and Records Authority of NSW?
350. During the 2017-18 financial year, what was the total amount of sick leave days approved within the State Archives and Records Authority of NSW?
351. What support and assistance is provided by the State Archives and Records Authority of NSW to employees who are undertaking higher education studies?

**Place Management NSW employment**

352. As at 1 July 2017, how many individuals were employed at Place Management NSW?
- (a) How many of these were full-time?

- (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
353. As at 1 July 2018, how many individuals were employed at Place Management NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
354. During the 2017-18 financial year, how many employees left Place Management NSW?
355. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Place Management NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
356. During the 2017-18 financial year, how many employees were given forced redundancies at Place Management NSW?
357. Since 2011, has there been a reduction in the number of public servants employed at Place Management NSW?
- (a) If so, how large has this reduction been?
358. Considering the increase in the “efficiency dividend” to 3 per cent, has Place Management NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
  - (b) What savings is Place Management NSW expected to make through these terminations?
359. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Place Management NSW?
360. During the 2017-18 financial year, what was the total amount of sick leave days approved within Place Management NSW?
361. What support and assistance is provided by Place Management NSW to employees who are undertaking higher education studies?

### **Teacher Housing Authority of NSW employment**

362. As at 1 July 2017, how many individuals were employed at the Teacher Housing Authority of NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
363. As at 1 July 2018, how many individuals were employed at the Teacher Housing Authority of NSW?
- (a) How many of these were full-time?
  - (b) How many of these were part-time?
  - (c) How many of these were casual?
  - (d) How many of these were contracted through employment agencies?
364. During the 2017-18 financial year, how many employees left the Teacher Housing Authority of NSW?
365. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Teacher Housing Authority of NSW?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?
366. During the 2017-18 financial year, how many employees were given forced redundancies at the Teacher Housing Authority of NSW?
367. Since 2011, has there been a reduction in the number of public servants employed at the Teacher Housing Authority of NSW?
- (a) If so, how large has this reduction been?
368. Considering the increase in the “efficiency dividend” to 3 per cent, has the Teacher Housing Authority of NSW identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?

(b) What savings is the Teacher Housing Authority of NSW expected to make through these terminations?

369. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Teacher Housing Authority of NSW?

370. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Teacher Housing Authority of NSW?

371. What support and assistance is provided by the Teacher Housing Authority of NSW to employees who are undertaking higher education studies?

### **Waste Assets Management Corporation employment**

372. As at 1 July 2017, how many individuals were employed at the Waste Assets Management Corporation?

(a) How many of these were full-time?

(b) How many of these were part-time?

(c) How many of these were casual?

(d) How many of these were contracted through employment agencies?

373. As at 1 July 2018, how many individuals were employed at the Waste Assets Management Corporation?

(a) How many of these were full-time?

(b) How many of these were part-time?

(c) How many of these were casual?

(d) How many of these were contracted through employment agencies?

374. During the 2017-18 financial year, how many employees left the Waste Assets Management Corporation?

375. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Waste Assets Management Corporation?

(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

376. During the 2017-18 financial year, how many employees were given forced redundancies at the Waste Assets Management Corporation?

377. Since 2011, has there been a reduction in the number of public servants employed at the Waste Assets Management Corporation?
- (a) If so, how large has this reduction been?
378. Considering the increase in the “efficiency dividend” to 3 per cent, has the Waste Assets Management Corporation identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?
- (b) What savings is the Waste Assets Management Corporation expected to make through these terminations?
379. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Waste Assets Management Corporation?
380. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Waste Assets Management Corporation?
381. What support and assistance is provided by the Waste Assets Management Corporation to employees who are undertaking higher education studies?

### **Torrens Assurance Fund**

382. Since 1 July 2017, how many claims have been made to the Torrens Assurance Fund for compensation?
383. Of these claims, how many have been accepted by the Fund due to loss in respect of land for:
- (a) An act or omission of the Registrar General
- (b) The registration of someone else as the owner of land/an estate or interest in land
- (c) An error, misdescription or omission in the Register
- (d) The land being converted to Torrens Title
- (e) Fraud
- (f) An error or omission in an official search
- (g) An error in recording details supplied in a notice of sale?
384. Over this period, how much in compensation has been paid out by the Fund?
385. How many of these claims that have been paid out are due to breaches or errors caused by an e-conveyancing platform?

386. Since its implementation, what has been the total amount paid out by the Fund?

### **Cost of living specialists**

387. When was the decision made regarding the initial locations for the cost of living specialists?

388. Who was responsible for selecting the locations?

389. Did you or your office meet with representatives of Service NSW to determine which locations would be the first to host a cost of living specialist?

390. Why is it that 6 of the 10 locations are in northern NSW?

391. Did the Deputy Premier meet with you, your office or Service NSW to discuss which sites would be the initial launch points for the cost of living specialists, prior to the announcement of the 10 locations?

392. Why is it that there is only 1 location in southern NSW?

393. In an answer to a question on notice on 12 July 2018, you failed to identify Wagga Wagga as an initial site. Did you or your office make the decision to include Wagga Wagga due to the impending by-election?

394. Why is it that no initial location was announced for the Hunter region?

- (a) Have Service NSW centres in the broader Hunter region been identified as future locations for cost of living specialists?

395. Was political representation considered when the 10 locations were selected?

396. How many further locations will be announced before the end of 2018?

397. When can the community expect an announcement to be made about other sites that will host cost of living specialists?

398. How many cost of living specialists will there be across NSW?

- (a) How many Service NSW centres will host a cost of living specialist following the full roll-out of the scheme?

### **Parliamentary Secretary for Digital Inclusion**

399. Specifically, what is the exact role of the Parliamentary Secretary for Digital Inclusion?

400. Prior to the appointment of the Parliamentary Secretary for Digital Inclusion in February 2018, were you responsible for managing and responding to all matters that now fall under the authority of the Parliamentary Secretary?

401. Given the Parliamentary Secretary's responsibility over these matters, do you request the Parliamentary Secretary to represent you at events or functions that relate to digital inclusion?
402. According to Facebook, since the appointment of the Parliamentary Secretary, you have visited the Nelson Bay and Tuggerah Service NSW centres and announced a new Service NSW centre at Toronto. Why did the Parliamentary Secretary not accompany you on these visits given Service NSW is an important part of their role?
403. Did you or your office request the appointment of a Parliamentary Secretary for Digital Inclusion or was this a direction of the Premier's office?
404. How often do you meet with the Parliamentary Secretary to discuss matters relating to digital inclusion?
405. Do you have any role in the progress of the NSW Digital Government Strategy or is this solely the responsibility of the Parliamentary Secretary?

#### **Service NSW Approved Persons**

406. Since 1 July 2017, how many overflow and after hours calls have been taken by the following approved persons on behalf of Service NSW:
- (a) Concentrix Services
  - (b) Datacom Connect
  - (c) Peakbound Holdings
  - (d) Probe Group
  - (e) Salmat Contact Solutions
  - (f) Serco Citizen Services
  - (g) Stellar Asia Pacific
  - (h) Telco Services Australia?
407. Where are calls made to Service NSW directed if they occur after 7pm?
408. Where are employees from the following approved persons, who take calls on behalf of Service NSW, located:
- (a) Concentrix Services
  - (b) Datacom Connect
  - (c) Peakbound Holdings



- (d) Probe Group
- (e) Salmat Contact Solutions
- (f) Serco Citizen Services
- (g) Stellar Asia Pacific
- (h) Telco Services Australia?

**SIRA imposed penalties**

- 409. On average, how many complaints does SIRA receive from employers, employees, unions, Members of Parliament and other concerned stakeholders about the conduct of insurers on a daily basis?
- 410. How many complaints have been received by SIRA concerning the conduct of insurers in relation to new workers compensation claims since 1 January 2018?
- 411. How many of these complaints have been processed and now considered completed?
- 412. How many of these complaints remain open and a final decision has not yet been made?
- 413. What have been the most prevalent complaints?
- 414. Regardless of seriousness, does each of these complaints go through a formal resolution process conducted by a qualified SIRA representative?
- 415. How does SIRA penalise insurers who fail to comply with requirements and directions outlined under the *Workplace Injury Management and Workers Compensation Act 1998*?
- 416. Since its formation, on how many occasions has SIRA imposed penalties on insurers who have contravened the Act?
- 417. What has been the total revenue received by SIRA for the collection of penalties imposed on insurers for contravention of the Act?
- 418. Since its formation, on how many occasions has SIRA imposed penalties on injured workers who have contravened the Act?
- 419. What has been the total revenue received by SIRA for the collection of penalties imposed on injured workers for contravention of the Act?
- 420. Is it the case that SIRA fails to impose penalties on insurers who regularly contravene the Act?
- 421. Would it be appropriate to surmise that SIRA is failing to fulfil its regulatory responsibility by allowing insurers to continually contravene the Act?

### **Surveillance authorised by icare**

422. How many surveillance investigations have icare approved or referred to private investigators regarding a workers compensation claim in each year from 2015 to 2018?
423. On average, what is the duration of each surveillance investigation?
424. What is the average cost of each surveillance investigation?
425. What is the annual contribution from the workers compensation scheme for funding of surveillance investigations of injured workers?
426. What rights are afforded to injured workers who are subjected to surveillance investigations that are approved by icare?
427. Can an injured worker request a private investigator (that has been directed by icare) to desist from conducting surveillance?
428. Why do scheme agents employ surveillance on injured workers?
429. Does surveillance extend to an injured worker's family, children and colleagues?

### **Interest of injured workers**

430. How closely do you work with scheme agents to ensure an injured worker is at the centre of all decisions regarding workers compensation?
431. What processes does icare have in place to ensure scheme agents are respectful and considerate of all injured workers?
432. What penalty can be applied to scheme agents who fail to meet the expectations of icare in their dealings with injured workers?
433. What incentives does the Government implement to ensure scheme agents engage with injured workers in a respectful and considerate manner?

### **Digital Driver Licence trial**

434. In your second reading speech on the *Road Transport and Other Legislation Amendment (Digital Driver Licences and Photo Cards) Bill 2018*, you stated the Dubbo trial of the DDL had been “generally very positive”. Why is it then that you have commissioned a second trial?
435. Are there concerns with the DDL that require further attention before the state-wide roll-out of the system?
436. For the purpose of this trial, what are the boundaries of the area deemed the ‘Eastern Beaches’?

437. When is the state-wide roll-out of the DDL anticipated to commence?
438. As quoted in your media release, will 350 licenced venues be participating in the Eastern Beaches trial?
- (a) If not, how many licenced premises will be included?
439. How will you be advising the 140,000 eligible participants that there will be an option for them to obtain a DDL during the trial?
- (a) How much will promotion cost to advise eligible participants?
440. How will eligible participants ensure their Service NSW app will have the capacity to host a DDL?
441. Will participants have a different Service NSW app that has the capacity to host DDL, compared to residents in neighbouring suburbs such as Randwick, Bellevue Hill and Dover Heights?
442. How many participants does Service NSW expect to be involved in the trial?
443. What decision-making process was used to determine the location of this trial?

### **Border Railways Act 1922**

444. Minister, are you responsible for the *Border Railways Act 1922*?
445. Section 6 of the *Act* states, “The Government of the State of Victoria is hereby authorised and empowered to construct and maintain the railways and other works in New South Wales”. Is this authority still acted upon in 2018?
446. If so, what responsibilities do Victorian Government employees have with respect to the maintenance, construction and dismantling of rail infrastructure in NSW?
447. Prior to commencing work, must the Victorian Government seek consent from the NSW Government to access rail infrastructure in NSW?
448. As per Section 9 of the *Act*, does the Victorian Government currently “control or manage any railway in New South Wales”?
- (a) If so, which railways?
449. Since your appointment as Minister for Finance, Services and Property, have you had any conversations or interactions with the Victorian Minister for Public Transport concerning the *Border Railways Act 1922*?

### **Luna Park Site Act 1990**

450. Minister, are you responsible for the *Luna Park Site Act 1990*?
451. Since your appointment as Minister for Finance, Services and Property, have you provided written notice to lessees at the Luna Park site requesting they remove improvements, as per Section 15 of the *Act*?
- (a) If so, what improvements have you requested be removed?
  - (b) What has been the rationale for these directions?
452. Minister, have there been any complaints from nearby residents who are concerned with the emission of noise from the Luna Park site since your appointment?
- (a) If so, has monitoring been conducted at their properties to determine if emissions exceed the maximum permissible noise level?

### **Fines Act 1996**

453. Since 1 July 2017, how many fines have been written off following approval by the Chief Commissioner as outlined under Section 101 of the *Fines Act 1996*?
- (a) What has been the total cost of these written off fines?
  - (b) What are the top five circumstances provided by fine defaulters when requesting their unpaid fines be written off during this period?
  - (c) How many of these written off fines were as a result of directions by the Hardship Review Board?
454. Between 1 July 2017 and present, how many written off fines have been reinstated because the fine defaulter had received a further fine?
455. Is each recipient of a fine advised of the option of having their fine written off when they receive initial correspondence from Revenue NSW and/or make contact with the Revenue NSW hotline?
456. Since March 2011, what has been the total lost revenue as a result of the application of Section 101 of the *Fines Act 1996*?
457. Since 1 July 2017, how many property seizure orders have been made by the Chief Commissioner?
- (a) In dollar terms, what has been the total amount of property seized during this period?

- (b) Once the property has been seized by the Sheriff, what process is undertaken by Revenue NSW to record the acquisition of the property and place it in storage?

458. Since 1 July 2017, what has been the total number of hours of community service work have been served by fine defaulters?

- (a) How many of community service orders required fine defaulters to complete the maximum number of hours as outlined under Section 81 of the *Fines Act 1996*?

- (b) During this period, how many children have received a community service order for unpaid fines?

- i. What has been the total hours of community service work completed by children?

459. Since March 2011, how many fine defaulters have been imprisoned following the breach of a community service order as outlined under Section 87 of the *Fines Act 1996*?

- (a) During this period, how many warrants have been issued by the Chief Commissioner?

#### **Small Business Grants (Employment Incentive) Act 2015**

460. Since the inception of the *Small Business Grants (Employment Incentive) Act 2015*, how many small businesses have been deemed ineligible for the grant scheme because they did not have an Australian Business Number?

461. Since the inception of the *Small Business Grants (Employment Incentive) Act 2015*, how many small businesses have been deemed ineligible for the grant scheme because they did not conduct their business for the whole of the grant period?

462. Since the inception of the *Small Business Grants (Employment Incentive) Act 2015*, how many small businesses have been deemed ineligible for the grant scheme because they were not liable to pay payroll tax during the financial years in which they applied?

463. Since the inception of the *Small Business Grants (Employment Incentive) Act 2015*, on how many occasions has the Chief Commissioner refused to pay a small business a grant due to their failure to disclose material information?

464. Since the inception of the *Small Business Grants (Employment Incentive) Act 2015*, on how many occasions has the Chief Commissioner required a small business to repay a grant due to their failure to disclose material information?

465. Since 2015, how many grants have been paid in error?

466. During this same period, on how many occasions has the Chief Commissioner varied or reversed a decision under which the grant was paid?
467. How many persons or small businesses have been subject to a penalty notice as outlined under Section 55 of the *Small Business Grants (Employment Incentive) Act 2015*?
- (a) If so, what has been the maximum penalty handed down to a person or small business for contravening Section 55?
  - (b) If so, what has been the minimum penalty handed down to a person or small business for contravening Section 55?
468. Who is responsible for regulating the grant scheme and ensuring applicants are compliant?
469. How often does this regulator contact applicants throughout their period of participation to ensure they are compliant with the *Small Business Grants (Employment Incentive) Act 2015*?
470. In total, how many penalties have been served by the Chief Commissioner due to contraventions of the *Small Business Grants (Employment Incentive) Act 2015*?
- (a) What has been the total revenue collected from these penalties?

### **Geographical Names Act 1966**

471. Since March 2011, how often has the Geographical Names Board met?
- (a) On how many occasions were both the chairperson and deputy chairperson absent from these meetings?
472. Since March 2011, how many vacancies have occurred on the Geographical Names Board?
473. What fees are board members entitled to receive for attending meetings and transacting business of the board?
474. Since March 2011, on how many occasions has the Geographical Names Board determined the use of a geographical name should be discontinued?
- (a) In what locations?
  - (b) What reasons were provided by the Board for each decision?

### **State Records Act 1998**

475. How many State records does the State Record Authority have in its possession that contains information relating to NSW's Indigenous heritage?

476. Since March 2011, on how many occasions has the State Record Authority disposed of a State record that contains information with respect to NSW's Indigenous heritage?

- (a) What items were disposed of?
- (b) What information, relating to NSW's indigenous heritage, was contained in the State record?

**Regional Service NSW centres**

477. Following the June 2017 announcement that there will be 24 new Service NSW centres in regional areas, how many of these centres have been opened?

- (a) Where have these new Service NSW centres been located?
- (b) How many other agencies have been forced to close their doors due to the opening of these Service NSW centres?
- (c) How many new positions have been created in each town where a Service NSW centre has opened?
  - i. How many are permanent positions?
  - ii. How many are part-time positions?
  - iii. How many are casual positions?
  - iv. How many employees were previously employed at a local motor registry?
  - v. How many employees are new to the Service NSW agency?
- (d) What has been the total cost of fit-outs for each new centre?
- (e) Is each new centre in buildings owned by the NSW Government or leased from private operators?
  - i. What is the total cost for Service NSW to lease these buildings?

478. Which localities are still to receive a new Service NSW centre?

- (a) When are these expected to be opened?
- (b) Will these Service NSW centres be located in buildings owned or leased by NSW Government?

479. How many motor registries are still operational across NSW?

### **Broadband infrastructure**

480. What role does the Department of Finance, Services and Innovation in upgrading broadband infrastructure and improving internet access in rural and regional NSW?
481. How much has been spent by the Department of Finance, Services and Innovation on upgrading broadband infrastructure and improving internet access in rural and regional NSW in the following financial years:
- (a) 2011-12
  - (b) 2012-13
  - (c) 2013-14
  - (d) 2014-15
  - (e) 2015-16
  - (f) 2016-17
  - (g) 2017-18?
482. How does the Department of Finance, Services and Innovation intend to allocate the \$9 million during the 2018-19 financial year to upgrade broadband infrastructure and improve internet access in rural and regional NSW?
483. In what locations does the Department of Finance, Services and Innovation intend to undertake upgrades to broadband infrastructure during the 2018-19 financial year?
484. What work does the Department of Finance, Services and Innovation undertake that is different to the role completed by the Federal Government's Department of Communications and the Arts?
485. What collaboration occurs between the two levels of government to ensure the delivery of high-quality internet access in rural and regional areas?

### **Revenue NSW and the Fines Act 1996**

486. What is the role of individuals employed in the collections branch of Revenue NSW?
487. Does this role include taking phone calls from individuals requesting a review of a penalty notice they have received?
488. Do collections branch employees conduct reviews over the phone?



489. Are you aware of collections employees informing individuals over the phone that they are unlikely to receive a positive outcome if they proceed with a review?
490. Is it appropriate for collections employees to encourage individuals to pay off their fine, over the phone, immediately after they have informed the individual of their decision to reject their review?
491. By not providing the penalty reminder notice and the minimum 21 days to pay, is Revenue NSW preventing individuals from having procedural fairness?
492. If collections branch employees are conducting reviews over the phone, telling the applicant they are “unlikely” to be successful with their review, and then pressuring them to pay-up over the phone, are they breaching the *Fines Act 1996*?
493. Minister, are you confident that no collections branch staff have breached Sections 24F and 30 of the *Fines Act 1996*?
494. What provisions are in place to monitor whether or not the *Fines Act 1996* is followed by collections branch employees?
495. Do you think these breaches have been influenced by pressure placed on collections employees by management to meet internal KPIs?

#### **Revenue NSW Collections branch**

496. Is it unusual that collections branch employees are undertaking reviews, given their main responsibility is to collect outstanding debts?
497. Is it accurate that collections branch employees have internal KPIs for income they need to obtain from each person they speak to?
498. Are these KPIs enforced by the collections branch management?
499. Does management counsel staff when KPIs are not met?
500. Has there been such a cultural shift inside Revenue NSW that procedural fairness has been thrown out the door, and has been replaced by a sole focus on maximising the income derived from members of the community?
501. Have there been any concerns about staff morale regarding these KPIs and the pressure that is felt by staff?

## Consultants

502. During the 2017-18 financial year how much did ICT and Digital Government spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
503. During the following financial years, how much did ICT and Digital Government spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
504. During the 2017-18 financial year how much did Property and Advisory Group spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
505. During the following financial years, how much did Property and Advisory Group spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
506. During the 2017-18 financial year how much did Revenue NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
507. During the following financial years, how much did Revenue NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
508. During the 2017-18 financial year how much did Service NSW spend on consultants?
- (a) Which consultants were hired?

(b) What were these consultants hired to do?

509. During the following financial years, how much did Service NSW spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

510. During the 2017-18 financial year how much did Government and Corporate Services spend on consultants?

(a) Which consultants were hired?

(b) What were these consultants hired to do?

511. During the following financial years, how much did Government and Corporate Services spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

512. During the 2017-18 financial year how much did the Office of the Secretary spend on consultants?

(a) Which consultants were hired?

(b) What were these consultants hired to do?

513. During the following financial years, how much did the Office of the Secretary spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

514. During the 2017-18 financial year how much did the Board of Surveying and Spatial Information spend on consultants?

(a) Which consultants were hired?

(b) What were these consultants hired to do?

515. During the following financial years, how much did the Board of Surveying and Spatial Information spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
516. During the 2017-18 financial year how much did the Geographical Names Board of NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
517. During the following financial years, how much did the Geographical Names Board of NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
518. During the 2017-18 financial year how much did Property NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
519. During the following financial years, how much did Property NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
520. During the 2017-18 financial year how much did the NSW Procurement Authority spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
521. During the following financial years, how much did the NSW Government Telecommunications Authority spend on consultants:
- (a) 2016-17

- (b) 2015-16
  - (c) 2014-15?
522. During the 2017-18 financial year how much did the NSW Procurement Board spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
523. During the following financial years, how much did the NSW Procurement Board spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
524. During the 2017-18 financial year how much did SIRA spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
525. During the following financial years, how much did SIRA spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
526. During the 2017-18 financial year how much did the State Archives and Records Authority of NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
527. During the following financial years, how much did the State Archives and Records Authority of NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?

528. During the 2017-18 financial year how much did Place Management NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
529. During the following financial years, how much did Place Management NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
530. During the 2017-18 financial year how much did the Teacher Housing Authority of NSW spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
531. During the following financial years, how much did the Teacher Housing Authority of NSW spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
532. During the 2017-18 financial year how much did the Waste Assets Management Corporation spend on consultants?
- (a) Which consultants were hired?
  - (b) What were these consultants hired to do?
533. During the following financial years, how much did the Waste Assets Management Corporation spend on consultants:
- (a) 2016-17
  - (b) 2015-16
  - (c) 2014-15?
534. During the 2017-18 financial year how much did WIRO spend on consultants?
- (a) Which consultants were hired?

(b) What were these consultants hired to do?

535. During the following financial years, how much did WIRO spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

536. During the 2017-18 financial year how much did the Department of Finance, Services and Innovation spend on consultants?

(a) Which consultants were hired?

(b) What were these consultants hired to do?

537. During the following financial years, how much did the Department of Finance, Services and Innovation spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

### **Contingent Labour Hire**

538. Are you familiar with the 'Prequalification Scheme Contingent Workforce Government Expenditure Report – March 2017'?

539. Have you or your Ministerial staff read and analysed the contents of the report?

(a) From this analysis, what is the assessment from your Ministerial office of the amount of spending on contingency labour:

i. By the Department of Finance, Services and Innovation

ii. Across each of the NSW Government clusters?

540. Has the Department of Finance, Services and Innovation spend increased since the publication of this document?

(a) What reasons can be provided for this increase?

541. Since 1 July 2017, how much has the Department of Finance, Services and Innovation spent on contingency labour?

542. When does the Department of Finance, Services and Innovation intend to commission an updated report?

(a) Will it be published before March 2019?

### **NSW Land Registry Services**

543. Were you responsible for the introduction of the Real Property Amendment (LPI Authorised Transaction) Regulation 2017?

544. Upon your appointment to the position of Minister for Finance, Services and Property, did you direct the Department of Finance, Services and Innovation to draft the regulation or was this a legacy of the former Minister for Finance, Services and Property?

(a) If it was your decision, what information or advice did you receive that persuaded you to introduce this regulation?

(b) If it was not your decision, did the Department of Finance, Services and Innovation advise you for the need for the updated regulation?

545. Would you agree that you repeatedly claim that you are an advocate for cost of living measures?

546. Does this regulation assist you in your campaign to reduce cost of living pressures?

547. As a strong advocate of easing cost of living pressures, why did you oversee the introduction of a regulation that more than doubled NSW Land Registry Services fees?

548. Are you comfortable with the decision of the NSW Land Registry Services to double its fees for dealings involving two or more titles, from \$424.80 to \$849.60?

549. Are you comfortable with the decision of the NSW Lands Registry Services to increase its fees by up to 1900% for any dealing involving 20 titles, from \$141.60 to \$2,832?

550. These increases do not seem to meet the cost of living guidelines that you have adopted in your regular media and parliamentary contributions over the last 12 months, does it?

551. Was the Registrar General consulted on the details of the regulation before its introduction?

(a) If yes, then what contribution did they make to the drafting of the regulation?

(b) If no, why was the Registrar General not involved in the drafting of a regulation directly linked to their role?



### **Independent Review Officer**

552. What was the employee engagement score for WIRO in the 2018 NSW Public Sector Employee Survey?
553. Have you directed other agencies within your portfolio to analyse WIRO's practices when it comes to employee engagement?
554. Do you agree that the Independent Review Officer has had a positive influence over the direction and efficiency of WIRO since his appointment?
555. The Independent Review Officer's 5 year term would have ended late last year. When did his term conclude?
556. How long was the Independent Review Officer reappointed for?
- (a) If it is not for another 5 year term, why not?
557. Will you appoint the existing Independent Review Officer to another 5 year term?
558. Do you support the work of the Independent Review Officer?
559. Since July 2017, how regularly have you met with the Independent Review Officer to discuss his position?
560. When was the last time you met with him?
561. Does the NSW Government intend to direct the NSW Governor to terminate the Independent Review Officer's commission?

### **Deaths and self-harm relating to Section 39**

562. With respect to the 6 deaths that SIRA has linked to the enforcement of Section 39 of the *Workers Compensation Act 1987*, have you or any of your agencies referred these deaths to the NSW Coroner for an inquest?
- (a) If you have, what date was each referral?
- (b) If not, why has this not occurred?
563. Have you directly reached out to the families of these 6 individuals to express your condolences and offered your support following the passing of their loved ones?
- (a) If not, why have you not expressed the NSW Government's condolences?
564. How many instances of self-harm by injured workers impacted by Section 39 have you been advised of?

565. When were you first advised of the reported deaths and instances of self-harm?
566. Have you taken this information to Cabinet?
567. Have you advised the Premier of the reported deaths and instances of self-harm?
568. Why, if there have been at least 6 deaths that can be attributed to the enforcement of Section 39, do you still believe it is acceptable to terminate payments for injured workers in the workers compensation scheme?
569. Can you confirm that this statement was provided to you by SIRA in anticipation of suicides or deaths related to Section 39:

*Please attribute to (insert name)*

*I am deeply saddened by the news of the passing of (insert name) and would like to extend my deepest sympathies to his family and friends.*

*As enquiries are continuing I am unable to comment any further at this time.*

- (a) When you first received this statement, were you comfortable with its contents?
- (b) Do you believe it expresses any sympathy to the injured worker's family?
- (c) Since the enforcement of Section 39 commenced, have you issued this statement to any media outlets?
- (d) Are you familiar with SIRA's operational response plan?
- (e) Did you personally review or approve the plan before its implementation?
- (f) Do you agree that the plan offers little focus on the families and injured workers in need, and instead, attempts to protect the reputation of SIRA?

### **E-conveyancing**

570. Are you concerned that the mandatory roll-out of e-conveyancing has not been positively welcomed by those in the conveyancing industry?
571. Why is it that the voluntary uptake of e-conveyancing was only 4%?
572. Do you believe this low uptake represents a significant apprehension and concern with e-conveyancing in its current form?
573. Are you aware of significant security breaches to PEXA's system in other jurisdictions?
- (a) What is your response to these breaches?

574. Have you directed the Registrar General to ensure a certainty of service and certainty of security following the breaches?

(a) What did this direction entail?

575. Are you confident that PEXA has improved its security to prevent future breaches?

(a) What action will the Registrar General implement to ensure this is the case?

### **Service NSW accounts**

576. At 1 July 2017, how many Service NSW accounts had been created by customers?

(a) How many of these accounts were active more than once a month?

577. At 3 September 2018, how many Service NSW accounts had been created by customers?

(a) How many of these accounts have been created just for the purpose of a customer applying for their CTP refund?

578. How many applications for the CTP refund had been made through the Service NSW website, as at 3 September 2018?

579. Are customers able to access their CTP refund without creating a Service NSW account?

580. Does the NSW Government envisage that each motorist will have a Service NSW account at some stage in the near future?

581. What is the approximate cost to Service NSW each time a new Service NSW account is created?

582. Does Service NSW envisage a period in the next decade where 100% of interactions will be completed online, therefore making Service NSW shopfronts redundant?

583. How many motorists have accessed their CTP refund by completing the process in store?

584. Why has the CTP refund process been imposed on motorists when cheques could easily be mailed out to eligible individuals?

### **Service NSW self-serve digital kiosks**

585. When did the Service NSW self-serve digital kiosk at Scone begin operation?

586. On average, how many transactions occur at the Scone self-serve digital kiosk each month?

587. What is the average cost to maintain the Scone self-serve digital kiosk?

588. What was the cost to install the Scone self-serve digital kiosk?

589. What is the life expectancy of the Scone self-serve digital kiosk?

590. When did the Service NSW self-serve digital kiosk at Culcairn begin operation?
591. On average, how many transactions occur at the Culcairn self-serve digital kiosk each month?
592. What is the average cost to maintain the Culcairn self-serve digital kiosk?
593. What was the cost to install the Culcairn self-serve digital kiosk?
594. What is the life expectancy of the Culcairn self-serve digital kiosk?
595. When did the Service NSW self-serve digital kiosk at Holbrook begin operation?
596. On average, how many transactions occur at the Holbrook self-serve digital kiosk each month?
597. What is the average cost to maintain the Holbrook self-serve digital kiosk?
598. What was the cost to install the Holbrook self-serve digital kiosk?
599. What is the life expectancy of the Holbrook self-serve digital kiosk?
600. When did the Service NSW self-serve digital kiosk at Gundagai begin operation?
601. On average, how many transactions occur at the Gundagai self-serve digital kiosk each month?
602. What is the average cost to maintain the Gundagai self-serve digital kiosk?
603. What was the cost to install the Gundagai self-serve digital kiosk?
604. What is the life expectancy of the Gundagai self-serve digital kiosk?
605. When did the Service NSW self-serve digital kiosk at Kyogle begin operation?
606. On average, how many transactions occur at the Kyogle self-serve digital kiosk each month?
607. What is the average cost to maintain the Kyogle self-serve digital kiosk?
608. What was the cost to install the Kyogle self-serve digital kiosk?
609. What is the life expectancy of the Kyogle self-serve digital kiosk?
610. When did the Service NSW self-serve digital kiosk at Peak Hill begin operation?
611. On average, how many transactions occur at the Peak Hill self-serve digital kiosk each month?
612. What is the average cost to maintain the Peak Hill self-serve digital kiosk?
613. What was the cost to install the Peak Hill self-serve digital kiosk?
614. What is the life expectancy of the Peak Hill self-serve digital kiosk?
615. When did the Service NSW self-serve digital kiosk at Swansea begin operation?
616. On average, how many transactions occur at the Swansea self-serve digital kiosk each month?

617. What is the average cost to maintain the Swansea self-serve digital kiosk?
618. What was the cost to install the Swansea self-serve digital kiosk?
619. What is the life expectancy of the Swansea self-serve digital kiosk?
620. When did the Service NSW self-serve digital kiosk at Morisset begin operation?
621. On average, how many transactions occur at the Morisset self-serve digital kiosk each month?
622. What is the average cost to maintain the Morisset self-serve digital kiosk?
623. What was the cost to install the Morisset self-serve digital kiosk?
624. What is the life expectancy of the Morisset self-serve digital kiosk?
625. When did the Service NSW self-serve digital kiosk at Toronto begin operation?
626. On average, how many transactions occur at the Toronto self-serve digital kiosk each month?
627. What is the average cost to maintain the Toronto self-serve digital kiosk?
628. What was the cost to install the Toronto self-serve digital kiosk?
629. What is the life expectancy of the Toronto self-serve digital kiosk?
630. Have further locations been identified to host a self-serve digital kiosk?
  - (a) If so, where?

### **GovConnect**

631. What are the recommendations of the report that audited the performance of GovConnect against the service level agreement with DFSI?
632. How many offshore workers does GovConnect employ to deliver the services previously delivered by ServiceFirst?

### **Offshoring of jobs**

633. Have many jobs has the Department of Finance, Services and Innovation sent offshore?
634. Does the Department of Finance, Services and Innovation have a 30% offshore requirement for any of its services/projects? Is this target being met?
635. What is the percentage of Infosys and Unisys jobs that have gone offshore? How many jobs is this?
636. Can you please list the projects where the Department of Finance, Services and Innovation have sent jobs offshore?

### **LPI Concession Deed**

637. Since the privatisation of Land and Property Information, on how many occasions has the private operator sought approval from the Office of the Registrar General to change or alter IT systems?
- (a) How many requests have been approved?
  - (b) How many requests have been denied?
  - (c) What reasons have been provided for these denials?
638. Why has the concession deed not been made public?
639. What other approvals must the Office of the Registrar General provide before the private operator can make operational changes?

### **IT Program**

640. Are you responsible for ICT Assurance?
641. So you would be aware of any IT program cost overruns or delays, correct?
- (a) If no, what about a decent sized IT program, say \$400 million or so, you would be aware then, correct?
642. And so Minister, have any current IT programs suffered cost overruns or delays?
- (a) If yes, what are they?
  - (b) How much are they delayed?
  - (c) How much is the cost overrun?

### **Cleaning contracts**

643. During the Budget Estimates hearing, the Secretary of the Department of Finance, Services and Innovation said “I am not sure if that is exactly how it turns out in the contracts” in relation to cleaning contracts. Minister, can you guarantee the following will be included in the new cleaning contracts:
- (a) All employed cleaners at the end of the current contract will be guaranteed employment under the new contract
  - (b) Cleaners’ hours of work will be guaranteed so that no cleaner gets a pay cut
  - (c) Current entitlements including rostered days off will remain

- (d) Subcontracting will be strictly limited with a proactive auditing system implemented, ending the risk of subcontracting and worker exploitation taking place at local schools?

644. Will you release a public document or media release which confirms your position on these four principles?
645. What is the total budget expenditure for the current financial year 2018-19 on Whole of Government Facilities Management (Cleaning only) under the new contracts beginning in 2019?
646. What is the total estimated budget expenditure on Whole of Government Facilities Management (Cleaning only) under the contract beginning in 2019 for each of the following financial years:
- (a) 2019-20
  - (b) 2020-21
  - (c) 2021-22
  - (d) 2022-23?

#### **Claims assistance**

647. SIRA provides claims assistance by way of CTP Assist and the SIRA Claims Call Centre. Are these run by SIRA or sub-contracted?
648. If sub-contracted, what is the cost of the provision of these services to each of the CTP and Workers Compensation Schemes?
649. The natural corollary is for workers compensation - how has SIRA ensured that monies from the Workers Compensation Operational Fund have been appropriately spent or assigned to another government agency?

#### **Criminal Infringement Notices**

650. What is the total number and value of Criminal Infringement Notices (CIN) issued for offensive language and offensive behaviour during the period 1 January 2017 to 31 December 2017, disaggregated on the basis of:
- (a) Offence type
  - (b) Gender
  - (c) Age group
  - (d) Indigenous status?

651. What is the total number and value of CINs issued for the period 1 January 2017 to 31 December 2017, disaggregated on the basis of local government area?
652. What is the total number of appeals against CINs issued for the period 1 January 2017 to 31 December 2017?
653. What is the total number of individuals who failed to pay a CIN within the allotted time period for repayment for the period 1 January 2017 to 31 December 2017?
654. What is the average cost to Revenue NSW for pursuing a \$150 debt (the typical fine for an occasion of offensive language) when the individual pays:
- (a) Within the allotted time period for repayment?
  - (b) After the allotted time period for repayment has passed?
655. What is the total cost to Revenue NSW for pursuing debts from CINs for the period 1 January 2017 to 31 December 2017?
656. What guidelines (if any) do the NSW Police have in issuing CINs and charging individuals for offensive language and offensive behaviour that inform them as to what conduct constitutes offensive language and offensive behaviour?

### **Jindabyne**

657. Has the Department of Finance stated to model a move of the Office of Environment and Heritage to Jindabyne?
658. In answer to a Question on Notice in May 2018 the Department of Finance noted that 10 Department of Finance roles are presently located in Queanbeyan
- (a) Are these 10 jobs additional to the 50 public sector finance jobs that the Deputy Premier announced as being relocated to Queanbeyan by the end of 2018?

### **CPT Green Slip Refund**

659. How many residents from the Newcastle electorate are eligible for a CPT Green Slip refund?
- (a) What is the total value of this refund?
660. How many residents from the Newcastle electorate have claimed their CPT Green Slip refund?
- (a) What is the total value of the amount?
661. How many residents from the Newcastle electorate have not claimed their CPT Green Slip refund?



- (a) What is the total value of the unclaimed refunds?

**NSW Government Property Sales in Newcastle**

662. How many government properties have been sold in the Newcastle electorate since FY2011-12 to date?

- (a) What is the total value of these sales?

663. Can the Minister provide the addresses of all properties in the Newcastle electorate sold since FY2011-12 to date?

664. How many properties are projected to be sold in the Newcastle electorate for each of the following years:

- (a) 2018-19;
- (b) 2019-20;
- (c) 2020-21;and
- (d) 2021-22.

665. What are the targets for properties sales in the Newcastle electorate for each of the following years:

- (a) 2018-19;
- (b) 2019-20;
- (c) 2020-21;and
- (d) 201-22.

666. How many properties are projected to be sold in NSW for each of the following years:

- (a) 2018-19;
- (b) 2019-20;
- (c) 2020-21;and
- (d) 201-22.

667. What are the targets for properties sales in NSW for each of the following years:

- (a) 2018-19;
- (b) 2019-20;
- (c) 2020-21;and

(d) 201-22.

**Newcastle Service NSW Call Centre**

668. How many Government staff are employed at the Newcastle Service NSW call centre?
669. How many staff, contracted through the labour hire company Randstad, are employed at the Newcastle Service NSW call centre?
670. What award are the Government staff employed under?
- (a) What is their average hourly rate?
671. What award are contracted staff employed under?
- (a) What is their average hourly rate?
672. How does the Minister ensure that contingent workforce supplied contractors receive appropriate wages and conditions?
673. Are contractors that work regular shifts on an on-going basis offered permanent employment?

**Revenue NSW**

674. How many FTE staff were employed at Newcastle office of Revenue NSW/Office of State Revenue for each of the following years:
- (a) 2010;
- (b) 2011;
- (c) 2012;
- (d) 2013;
- (e) 2014;
- (f) 2015;
- (g) 2016;
- (h) 2017;and
- (i) 2018?
675. How many Revenue NSW/Office of State Revenue jobs have been relocated from Newcastle to Gosford?
- (a) How many staff ceased to work for the NSW Government as a result of this relocation process?

### **BHP Plaque**

676. On what date was the Minister alerted that the BHP plaque was missing?
677. On what date was Property NSW alerted that the BHP plaque was missing?
678. How many days did it take to return the missing plaque?
679. Does the Minister consider this an acceptable amount of time?

### **CTP refund scheme**

680. Regarding the CTP refund scheme, are the insurers permitted to retain any amount to cover their processing costs?
- (a) If so, how much per refund?
681. Is the quantum of the administration fee mentioned on any Government website?
- (a) If so, where?
- (b) If not, why not?
682. Why was the administration fee and the actual fee amount not listed in any receipt issued by the NSW Government?
683. Was the Minister briefed on removing the disclaimer which referred to the administration fee and the threshold payment from the draft letter to NSW businesses?
- (a) If so, did the Minister support the removal of this disclaimer from the final letters that were issued?
684. Did the Minister include the non-disclosure of the administration fee in advice to Cabinet?
- (a) If not, why not?
685. How much money has been raised from the administration fee as at 3 September 2019?
686. Are all the proceeds being directly solely to CTP related activities?
687. Are any of the proceeds being distributed to other areas of Government responsibility?
- (a) If so, where?
688. What rationale determined the \$10 threshold, under which no payment would be made, for the CTP refund scheme?
689. What was the rationale for implementing both a threshold and an administration fee for the CTP refund scheme.

690. Did the Minister approve the \$10 threshold amount?
691. Did the Minister direct the department to implement a threshold of any amount?
692. How much money has been retained by the Government as a result of the \$10 threshold?
693. How many CTP policy holders have not received a refund, due to their refund amount being lower than the combined threshold and administration fee?
694. Please provide a breakdown of the numbers of policy holders in each state electorate who did not receive their refund due to their refund amount being lower than the combined threshold and administration fee.
695. Please provide a breakdown of the numbers of policy holders in each postcode who did not receive their refund due to their refund amount being lower than the combined threshold and administration fee.
696. How many policy holders over the age of 65 did not receive their refund due to their refund amount being lower than the combined threshold and administration fee?
697. How many eligible policy holders over the age of 65 have not yet claimed their CTP refund?
698. How many total CTP policy holders are over the age of 65?
699. Is the Minister aware of how many victims of motor vehicle accidents have lost their common law rights due to the NSW Government's reforms to CTP schemes?
- (a) If so, how many?

### **Efficiency dividends**

700. What is the forecast efficiency dividend saving for each agency within your portfolio in 2018-19?
701. What is the forecast efficiency dividend saving for each agency within your portfolio in 2019-20?
702. What is the forecast efficiency dividend saving for each agency within your portfolio in 2020-21?
703. What is the forecast efficiency dividend saving for each agency within your portfolio in 2021-22?
704. What was the total efficiency dividend that was achieved for each agency within your portfolio between 2011-12 and 2017-18 inclusively?

### **Ministerial Travel/Meal Allowance**

705. How many nights' travel were claimed by the Minister during the 2017-18 period?
706. How many nights' travel were claimed by the Minister's spouse during the 2017-18 period?

707. What was the total amount of travel allowances claimed by the Minister and their spouse (if applicable) during 2017-18?

708. What is the total amount of meal allowances claimed by the Minister and their spouse (if applicable) during 2017-18?

### **Office Administration**

709. How many staff are in your ministerial office?

(a) What was the average salary for staff members in your office during 2017-18?

(b) What is the estimated average salary for a ministerial staffer in your office in 2018-19 based on current appointments?

710. How many blackberries/iPhone/smart phones are assigned to your staff?

(a) For each phone, how much was each bill in 2017-18?

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

i. What is the cost of replacing those phones?

711. How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?

(a) What was the cost of providing iPads or tablets to your Ministerial Office in 2017-18?

(b) How many iPads or tablets have been replaced due to lost or damage in 2017-18?

i. What was the cost of replacing these devices?

712. Has any artwork been purchased or leased for display in your ministerial office in 2017-18?

(a) What is the cost of this?

713. Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2017-18?

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

714. Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2017-18?

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

715. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2017-18?

(a) What are these services/newspapers/magazines/journals/periodicals?

i. Who is the subscriber for each of these?

716. What was the total value of all gifts purchased for use by you and your office in 2017-18?

(a) What were the gifts purchased?

i. Who were they gifted to?

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

(a) What is the monthly cost of this?

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

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

719. What was the total bill for your office in 2017-18 for:

(a) Taxi hire

(b) Limousine hire

(c) Private hire care

(d) Hire car rental

(e) Ridesharing services

720. Were any planes or helicopters chartered by you or your office and paid for with public money in 2017-18?

(a) If yes, will you please detail each trip, the method of transport and the cost?

### **Agile Workspaces/Activity Based Working/Hot-desking**

721. Has your department adopted “agile working environment/activity based working” practices – e.g. hot-desking?

722. If not, are there plans to introduce activity based working practices in 2018-19?

723. How much has your department spent in the roll-out of the agile working environment Including laptops, furniture, lockers and other equipment?

### **Hospitality**

724. How much did your ministerial office spend on hospitality, including catering and beverages, in 2017-18?

725. How much did your Department/agency spend on hospitality, including catering and beverages, in 2017-18?

### **Labour Hire Firms**

726. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms?

727. If yes, please advise in table form for 2017-18:

- (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

### **Media and Public Relations**

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

729. 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?

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

731. Have you had media training or speech training?

- (a) If yes, who paid for it?
- (b) If paid by taxpayers, what was the amount paid in 2017-18?

### **Facebook**

732. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2017-18?

733. How much did your Department/agency spend on Facebook advertising or sponsored posts in 2017-18?

### **Overseas Trips**

734. Were any of your overseas trips in the last financial year 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?

735. Have you undertaken any official overseas travel that was privately funded?

(a) If so, what was the nature of these trips?

(b) Who paid for these trips?

### **Department/Agency Travel**

736. What was the total expenditure in 2017-18 by Departments/agencies within your portfolio on:

(a) Taxi hire

(b) Limousine/private car hire

(c) Hire car rental

(d) Ridesharing services

### **Drivers**

737. Are any of the senior executives in the relevant Department provided drivers?

(a) If so, can you please specify which positions are provided drivers?

(b) In total, how many drivers are used by senior executives in the Department?

(c) What is the total cost of drivers for senior executives in the Department?

### **Consulting**

738. How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2017-18?

(a) For what specific purposes or matters was legal advice sought?

739. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2017-18:

(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

### **Department/Agency Staffing**

740. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2017-18?
- (a) Of these redundancies, how many were:
    - i. Voluntary
    - ii. Forced
  - (b) What was the total cost of all redundancies?
741. 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?
742. Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?
743. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2017-18?
- (a) What were the reason/s for each dismissal?

### **Smart Phone Accounts**

744. Do the Departments/agencies within your portfolio have an iTunes account?
- (a) What was the total expenditure in 2017-18 on iTunes?
    - i. What applications/subscriptions/services were purchased through iTunes?
745. Do the Departments/agencies within your portfolio have an Android account?
- (a) What was the total expenditure in 2017-18 on Android?
    - i. What applications/subscriptions/services were purchased through Android?

### **Merchant fees**

746. Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments in your Department/agency.
747. Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions in your Department/agency.
748. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2017-18?

### **Probity Auditor**

749. Has your office or department used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.

### **Domestic Violence Leave Policies, Awareness and Usage**

750. For each department, statutory agency and/or other bodies in the Minister's portfolio please report:
- (a) A copy of the entity's policy or web link to the entity's domestic violence leave policy;
  - (b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;
  - (c) Whether or not all employees and/or contractors are eligible for domestic violence leave;
  - (d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;
  - (e) Number of days available for eligible staff to access domestic violence leave in each financial year;
  - (f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;
  - (g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;
  - (h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?
751. What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?
- i. Privacy and confidentiality of information about domestic violence

- ii. Access to emotional, psychological, financial and medical support which may be required
- (b) Who has provided training on domestic violence in the workplace?
- (c) What percentage of staff in each agency has undertaken domestic violence training?
- (d) What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

### **Sexual harassment and Anti-bullying training and awareness programs**

752. For each department, statutory agency and/or other bodies in the Minister's portfolio please report:

- (a) Date of introduction of sexual harassment and anti-bullying training and awareness programs and a copy of such documentation.
- (b) Whether or not all employees and/or contractors have received such training?
- (c) Is this course mandatory for all employees/ contractors?
- (d) How long for each session, how many sessions?
- (e) Who delivers it?
- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?
  - i. How?

753. What percentage of staff in each agency has undertaken sexual harassment and anti-bullying training and awareness programs?

754. How many complaints have been initiated in relation to:

- (a) Sexual harassment
- (b) Bullying
- (c) Workplace violence

## **Participation of women in Government**

755. For each department, statutory agency and/or other bodies in the Minister's portfolio please report:

- (a) What number and percentage of women are employed within the agency?
- (b) What number and percentage of women are employed within the management levels of the agency?
- (c) What number and percentage of women are employed in the top ten leadership positions of the agency?
- (d) How is this data publicly reported on a regular basis?
- (e) What strategies does the agency use to encourage women in to management and leadership positions?
- (f) What is the gender pay gap within your agency?
- (g) Does the agency report participation of women figures to Women NSW on a regular basis?

## **Energy**

756. For each agency in your portfolio by name, how much electricity did it consume for each of:

- (a) 2014-15?
- (b) 2015-16?
- (c) 2016-17?
- (d) 2017-18?

757. What proportion of the electricity consumed by each agency in your portfolio by name for those years came from renewable sources? Please name each source of energy (coal, solar, wind, etc.) and the proportion of the total electricity used.

758. How much money was spent on electricity for each agency in your portfolio by name in each of the above financial years?

759. What was the name of the energy supplier to each agency in your portfolio by name for those financial years?

760. How much electricity is it estimated that each agency in your portfolio will consume in:

- (a) 2018-19?

(b) 2019-20?

(c) 2020-21?

(d) 2021-22?

761. What proportion of that electricity is it estimated will come from renewable sources, for each year?

762. For each agency in your portfolio by name, please provide the estimated proportion of energy to be used from each kind of energy (coal, gas, solar, wind etc.)?

763. What is the name of the energy supplier to each agency in your portfolio for each of:

(a) 2018-19?

(b) 2019-20?

(c) 2020-21?

(d) 2021-22?